

ISU World Figure Skating Championships[®] 2013

FREQUENTLY ASKED QUESTIONS

EVENT:

What are the ISU World Figure Skating Championships[®] 2013?

Over 200 skaters from over 50 different countries will compete in four disciplines, men's, ladies, pair and ice dance. This event runs March 11-17, 2013. The results of this championship event will determine how many entries each country may send to the 2014 Olympic Winter Games in Sochi, Russia in each discipline.

Where are the ISU World Figure Skating Championships[®] 2013 being held?

All competition events for the ISU World Figure Skating Championships[®], 2013 will be held at the John Labatt Centre, located at 99 Dundas Street in London, Ontario.

When will the competition schedule be available?

A preliminary competition schedule for the ISU World Figure Skating Championships[®] 2013 is now available. This schedule is **subject to change** so continue checking www.worlds2013.ca for the most up-to-date schedule information, including competition start times. Official practices at the John Labatt Centre and Western Fair Sports Centre will take place on Monday, March 11, 2013 and Tuesday, March 12, 2013. The competition will now begin with Short programs on Wednesday, March 13th and end on Saturday, March 16, 2013, with the Exhibition Gala taking place on Sunday March 17, 2013. **Note:** Qualifying rounds will no longer take place at this event.

TICKET INFO:

How can I purchase tickets to this event?

All-event ticket packages will go on sale February 10, 2012 at 10am ET. They can be purchased on line at www.johnlabattcentre.com, by phone at 1.866.455.2849 or international direct at +1 (484) 875.7493, or in person at the John Labatt Centre box office.

The all-event ticket package that guarantees the same seat for the week will no longer be available as of March 17, 2012. A 12-ticket pack will be available for the same cost and will include tickets for all events but does not guarantee the same seat for each event.

A 3-ticket Flex Pack will also go on sale March 17, 2012. The Flex Pack allows spectators the opportunity to purchase three events at 15% off the regular priced single event tickets. One event from each of the three categories must be purchased in order to receive the discount.

Single event tickets for all events will go on sale October 10, 2013. The 12-ticket packages will no longer be available after this date however spectators can still take advantage of a 15% discount by purchasing three events as part of the 3-ticket Flex Package.

Visit www.skatecanada.ca for all up-to-date ticket information.

How much do the all-event ticket packages cost?

The all-event ticket packages cost \$1,200.00 for seats in the lower bowl and \$1,000.00 for seats in the upper bowl. Prices are subject to 13% HST, and a \$10.00 facility fee per package. The prices including tax and facility fee are \$1,366.00 and \$1,140.00.

Packages are subject to a once-per-order courier fee of \$14.00

If ticket packages are purchased over the phone, or on the Internet, additional convenience charges and handling fees apply. These fees DO NOT apply to packages purchased in person at the John Labatt Centre box office.

What is included in the all-event ticket package?

The all-event ticket package includes access to all practices and competitions taking place at the John Labatt Centre March 11-17, 2013 as well as the Exhibition Gala on Sunday March 17, 2013.

What is the difference between the all-event ticket package and the 12-ticket package?

Both packages include access to all events from March 11-17, 2013 and cost the same. The all-event ticket package guarantees the same great seat for the entire week whereas the 12-ticket pack does not. All-event ticket holders will also receive the souvenir ticket booklet and the 12-ticket pack holders will not.

How do the 3-ticket Flex Packs work?

The 3-ticket Flex Packs are custom designed by spectators so they may choose which events they would like to see at a 15% discount off the regular priced single event tickets. One event from three categories must be chosen. The categories are:

Gold – Men Free Program, Ice Dance Free Dance, Gala Exhibition

Silver – Ladies Free Program, Pairs Free Program, Men Short Program, Ice Dance Short Dance

Bronze – Ladies Short Program, Pairs Short Program

No refunds will be given should spectators not be able to attend the events once the schedule is announced.

Is there a limit as to how many ticket packages I can purchase?

There is a ticket limit of 8 packages per order for this event.

How does the ticket purchase payment plan work?

A payment plan has been put in place for spectators purchasing all-event ticket packages for the World Championships. This plan is optional and consists of the following three instalments:

- Payment 1 – 50% of the final cost due at time of purchase
- Payment 2 – 25% of the final cost due June 1, 2012
- Payment 3 – Remaining balance due September 3, 2012

All ticket orders must be paid in full prior to ticket packages being mailed. This plan is available on orders placed before March 17, 2012.

When will I receive my tickets?

All tickets will be couriered to the address given at the time of order in the winter of 2012. A \$14 per order courier fee will apply to all-event ticket package purchases.

Where is the judges' stand located?

The judges' stand will be located in section 104-106.

Where is the Kiss and Cry located?

The Kiss and Cry will be located in section 101.

Why are my seats flagged as partially obstructed?

Due to the construction of the two-tiered judges' stand, commentator platform, kiss and cry and the installation of television cameras, some seats may become partially obstructed in these areas. Skate Canada does its best to predict which seats may or may not be obstructed before tickets go on sale. It is uncertain which seats will be obstructed until on-site construction is complete at the event.

Do children require a ticket?

Children under 24 months do not require a ticket if they do not need a seat. If they do need a seat, a ticket must be purchased at full price.

HOTEL & TRANSPORTATION:

What hotels are located close to the rink?

To find a list of hotels in London, Ontario, please visit www.tourismlondon.ca.

Is parking available at the John Labatt Centre?

There are many lots located in close proximity to the John Labatt Centre. Skate Canada will also be offering pre-paid parking passes for the various parking lots in downtown London. More information including prices and how to purchase will be available closer to the event.

VOLUNTEERING:

How can I volunteer for this event?

Volunteers are needed for all areas of the event including registration, hotel and venue operations, social functions and transportation to name a few. More information as well as applications and job descriptions will become available at a later date on www.skatecanada.ca.

Where can I send a question if it does not appear on this list?

If you have any questions that you cannot find the answer to here, please forward them to isu2013worlds@skatecanada.ca.