



**CREDIT UNION PLACE  
USER GUIDE  
2008-2009**

## **In this guide you will find:**

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Credit Union Place is Eastern Canada's newest and most advanced sporting, recreation and event facility accommodating conferences, performing arts events, cultural shows and sporting events.

The facility features:

Leisure pool	Iron Haven Gym	2 NHL size ice surfaces
6 lane 25 meter pool	Squash courts	3,500 seat bowl arena
Water slide	Meeting rooms	10 luxury sky boxes
Water umbrella	Birthday party room	3 lane indoor walking track
Hot tub	Convention Rooms	Food service
Wet/dry saunas	8 lane bowling centre	Licensed bar area
Family change room	5 and 10 pin bowling	Free parking
Waterproof wheel chair	Cosmic bowling	511 West Restaurant
Spa bench		

**Credit Union Place reserves the right to photograph/video and use photos and/or videos of facility events and its users for promotional and marketing purposes.**

## **SECTION 1 STAFF DIRECTORY AND CONTACT INFORMATION**

GORDON MACFARLANE  
ACTING DIRECTOR,  
COMMUNITY SERVICES  
902-432-1240  
gmacfarlane@city.summerside.pe.ca

LORI WEDGE  
ADMINISTRATIVE ASSISTANT  
902-432-1282  
lwedge@city.summerside.pe.ca

J HAMMER  
FACILITY SERVICES SUPERVISOR  
902-432-1276  
Jhammer@city.summerside.pe.ca

PAUL GALLANT  
PROGRAM/  
SCHEDULING COORDINATOR  
902-432-1294  
pgallant@city.summerside.pe.ca

KATY BAKER  
SPECIAL EVENTS COORDINATOR  
902-432-1284  
Kbaker@city.summerside.pe.ca

BARB MCNEILL  
AQUATICS SUPERVISOR  
902-432-1280  
bmneill@city.summerside.pe.ca

ALAN MCNEILL  
BOWLING CENTRE MANAGER  
902-436-4578  
bowlingmanager@city.summerside.pe.ca

JP DESROSIERS  
RECREATION AND LEISURE COORDINATOR  
902-432-1283  
jdesrosiers@city.summerside.pe.ca

TANYA MUGRIDGE  
FRONT DESK SUPERVISOR  
902-432-1234  
creditunionplace@city.summerside.pe.ca

SHEILA LAUGHLIN  
FRONT DESK ASST. SUPERVISOR  
902-432-1234  
creditunionplace@city.summerside.pe.ca

**MAINTENANCE**  
Steve Leard  
Dale Martin  
William Noye  
Verna Richard  
Reg Richard  
Robert McFeely  
Owen Sonier  
Justin Grady  
Jamie Rogerson

**IRON HAVEN GYM**  
Terry Adams  
Melanie Ramsey  
902-888-2052

## **SECTION 2 CREDIT UNION PLACE INFORMATION**

Credit Union Place  
511 Notre Dame Street  
Summerside, PEI  
C1N 1T2

TELEPHONE: 902-432-1234  
FAX: 902-436-4596  
EMAIL: [creditunionplace@city.summerside.pe.ca](mailto:creditunionplace@city.summerside.pe.ca)  
WEBSITE [www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)

### **HOURS OF OPERATION:**

MONDAY TO FRIDAY 6AM-10PM  
SATURDAY 7AM-9PM  
SUNDAY 9AM-9PM

\*\*\*Holiday Hours To Be Announced

### **BOX OFFICE HOURS**

Telephone 902-432-3507

MONDAY TO FRIDAY 12PM-8PM  
SATURDAY 12PM-8PM  
SUNDAY 12PM-8PM

**ON LINE TICKETS AVAILABLE** [www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)

### **PAYMENT OPTIONS**

CASH  
VISA /MASTERCARD  
DEBIT

There are NO refunds or exchanges on tickets purchased.

We do not hold tickets without payment.  
Credit card is charged at the time of purchase.  
Administrative charge will apply on all phone orders.

## **SECTION 3**

## **CUSTOMER SERVICE**

### **ADMINISTRATION OFFICE HOURS**

The Customer Services Department at Credit Union Place is dedicated to offering superior service to every person who walks through our doors. Our job is to take care of you from the moment you arrive until the moment you leave and enhance your overall experience by the service we provide.

Customer Service consists of Ushers, Ticket Takers, Event Security and Customer Service Representatives. Each staff member is professionally trained to provide assistance and we are eager to accommodate your needs.

Our mission is to be the best Customer Service Department in the sports and recreation industry. We welcome your questions, concerns and comments.

Please feel free to fill out a Customer Service Feedback form available at the Customer Service Desk.

### **ADVERTISING OPPORTUNITIES**

For product and services promotion please contact; Katy Baker at 902-432-1234.

### **ALCOHOL (NON) SECTIONS**

There are 2 sections in Credit Union Place (Section I and Section V) that are designated as non-alcoholic sections. At no time is a guest permitted to bring alcohol into these seating areas. Please advise Box Office at time of purchase if you wish to be located within these sections.

### **ANIMALS**

Service animals are welcome inside Credit Union Place but must remain on a leash at all times. If you intend to bring a service animal please notify our ticket representative at the time of purchase so that an aisle seat may be reserved for you.

### **PAY PHONE**

Located off the main lobby, across from the Reception Desk.

### **ATM**

Located in Credit Union Place Lobby (near East Side Entrance)

## **BOWLING CENTRE**

Open Sunday to Friday 1pm to 10pm, Saturdays from 9am-10pm. Check schedule on the City of Summerside web site [www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)

## **BULLETIN BOARDS**

Please see Reception Desk for Permission to post notices.

## **CAMERA POLICY**

This varies from event to event. Non-professional cameras are permitted at some events, but each event has its own policies. Audio and video recording devices are NOT permitted for any event. Please contact our Reception Desk for further information. Video equipment is also not permitted in our Aquatics Centre.

## **CONCESSIONS**

Credit Union Place offers a variety of food and beverages throughout the facility. Outside food and beverages are discouraged from entering Credit Union Place. Containers such as bottles, cans, thermos bottles, or plastic coolers are not permitted for the safety and protection of our guests. Five Eleven West Restaurant is open Monday thru Wednesday from 1130am to 2pm and from 5pm to 9pm, Thursday and Friday from 1130am to 2pm and 5pm to 10pm, Saturdays from 1130am to 10pm and Sundays from 1130am to 9pm. The 511 West Café is open daily from 8am to 8pm in the main lobby.

## **DISABILITY SERVICES**

There are 16 allocated parking spaces for wheel chair access passes in the west side parking lots, as well there is a wheel chair drop off ramp directly in front of the building. There are 14 permanent wheel chair access seating spaces located at the south end of Credit Union Place. Please contact the Reception Desk should further assistance be required.

## **ELEVATOR SERVICES**

For access to the second floor and Stadium level, there is an elevator located off the main lobby near the Reception Desk. Elevator services are also located on the Stadium level (For Sky Box holders and authorized personnel ONLY).

## **DRESSING ROOMS**

There are 10 dressing rooms located on the lower level of Credit Union Place. Patrons access the dressing rooms from the Main Entrance and follow the in-house signage for further directions. Keys may be obtained from the Reception Desk a maximum of 45 minutes and minimum of 30 minutes before scheduled ice time. A photo ID must be presented and a \$5 deposit or set of keys are to be held by staff until key is returned and room checked by staff. Dressing room assignments are listed on the TV monitor at the entrance of the dressing room hallway. NOTE: Should your ice rental end after the

Reception Desk closing time, your keys or \$5 will be in possession of Arena Staff, who will meet you at your dressing room, once your ice time has concluded).

### **EMERGENCIES**

During events patrons can make contact with any event staff to deal with emergency situations. Utilizing the public address system will be at the discretion of the Event / Facility Manager and will only be used in extreme situations. Calls into the facility to locate a patron will be dealt with by the Event / Facility Manager. Information regarding your seat location (Section, Row, Seat) should be left with your childcare provider in case you need to be found. For important situations during events, please contact the Reception Desk in the Credit Union Place lobby.

### **EMPLOYMENT**

The City of Summerside and Credit Union Place is always looking for great people to join our team. See front desk for further details.

### **VOLUNTEER EVENT AMBASSADORS**

The Event Staff includes ticket takers, ticket sellers, door Staff, ushers and game day operations personnel. Security is provided by a private operator. These staff members are part-time employees and volunteers who work during events.

### **FAN COURTESY**

Our patrons come to enjoy themselves. Improper conduct including over indulgence of alcohol, the use of vulgar and profane language and throwing objects is not acceptable. These actions can result in ejection from the building as well as potential legal charges to an individual. Also, please refrain from putting your feet on the seat in front of you. During an event, please wait for a stoppage of play or intermission before leaving your seat to avoid blocking the view of other patrons.

### **ICE RENTAL BOOKING**

Ice rental bookings and inquiries can be made by contacting the Program and Scheduling Coordinator, 902-432-1234.

### **ICE RENTAL RULES**

All ice rental users are required to sign an ice usage agreement and to abide by the rules and procedures contained within. Seventy-two (72) hours notice is required to cancel pre-booked ice time.

## **LOST AND FOUND**

Patrons who lose an item during an event can check with our Reception Desk during and immediately following an event (see Reception Desk Hours of Operation), to inquire about their loss. Items found and not claimed during an event or turned in during building cleanup are sent to the Reception Desk. Patrons may claim these items by contacting the Reception Desk during normal business hours. Items will be held for a maximum of one week.

## **MERCHANDISE SALES**

The “Fanatic” is the official clothing and merchandise outlet of Credit Union Place. They stock Western Capitals merchandise as well as other specialized clothing.

## **PARKING**

Free parking is available on the west and north sides of Credit Union Place. Please secure your vehicle prior to leaving your vehicle. Overflow Parking Lots A & B will be open for major events.

## **PROHIBITED ITEMS**

The following items are prohibited at Credit Union Place under almost all circumstance:

- (a) Laser Pens
- (b) Weapons
- (c) Alcohol
- (d) Drugs
- (e) Cameras (depends on the event and promoter policy)
- (f) Helium Balloons
- (g) Heeley's (footwear)
- (h) Outside Food and Beverage

For admission events, it is the right of Credit Union Place to perform personal and bag searches as required.

## **RECREATION SKATING SCHEDULE**

Check the City of Summerside web site [www.city.summerside.pe.ca](http://www.city.summerside.pe.ca) or call 432-1234.

## **SCALPERS AND ILLEGAL TICKETS**

Scalpers and ticket brokers are not recognized agents of Credit Union Place (Jubilee Theatre is a recognized ticket agent). No one other than a recognized ticketing agent is permitted to sell Credit Union Place tickets on Credit Union Place property. Anyone doing so will be asked to leave the premises. If you purchase a lost or stolen ticket from a non-

authorized agent then you you will be evicted and City Police will be notified.

### **SMOKING**

Credit Union Place is a non-smoking facility. SMOKING IS NOT PERMITTED within the interior or the exterior property of Credit Union Place.

### **SOLICITING**

Solicitation is strictly prohibited in Credit Union Place during events without permission. No guests may distribute literature during an event without permission from the Event Manager or Facility Supervisor. Literature may also not be distributed on vehicles in Credit Union Place parking lots.

### **WASHROOMS**

Washrooms are located on the Stadium level (North and South End) as well off the main lobby, and in the pool, bowling lanes and fitness area. For normal public use washrooms available in the main lobby and Section K and L of the main arena.



## SECTION 4

## BUILDING SERVICES AND FEES

(Effective May 1, 2008)

For further details on programs and prices please call 432-1234 or visit  
[www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)

### Aquatic Centre Price List

Infants - 24 months	FREE
Children Drop in 12 & under	\$3.35 (tax included)
Student Drop In	\$4.25 (tax included)
Adult Drop In	\$5.95 (tax included)
Senior Drop In	\$4.90 (tax included)
Family Drop In	\$15.45 (tax included)
Lane Swim Drop In	\$3.80 (tax included)



## Bowling Centre Price List

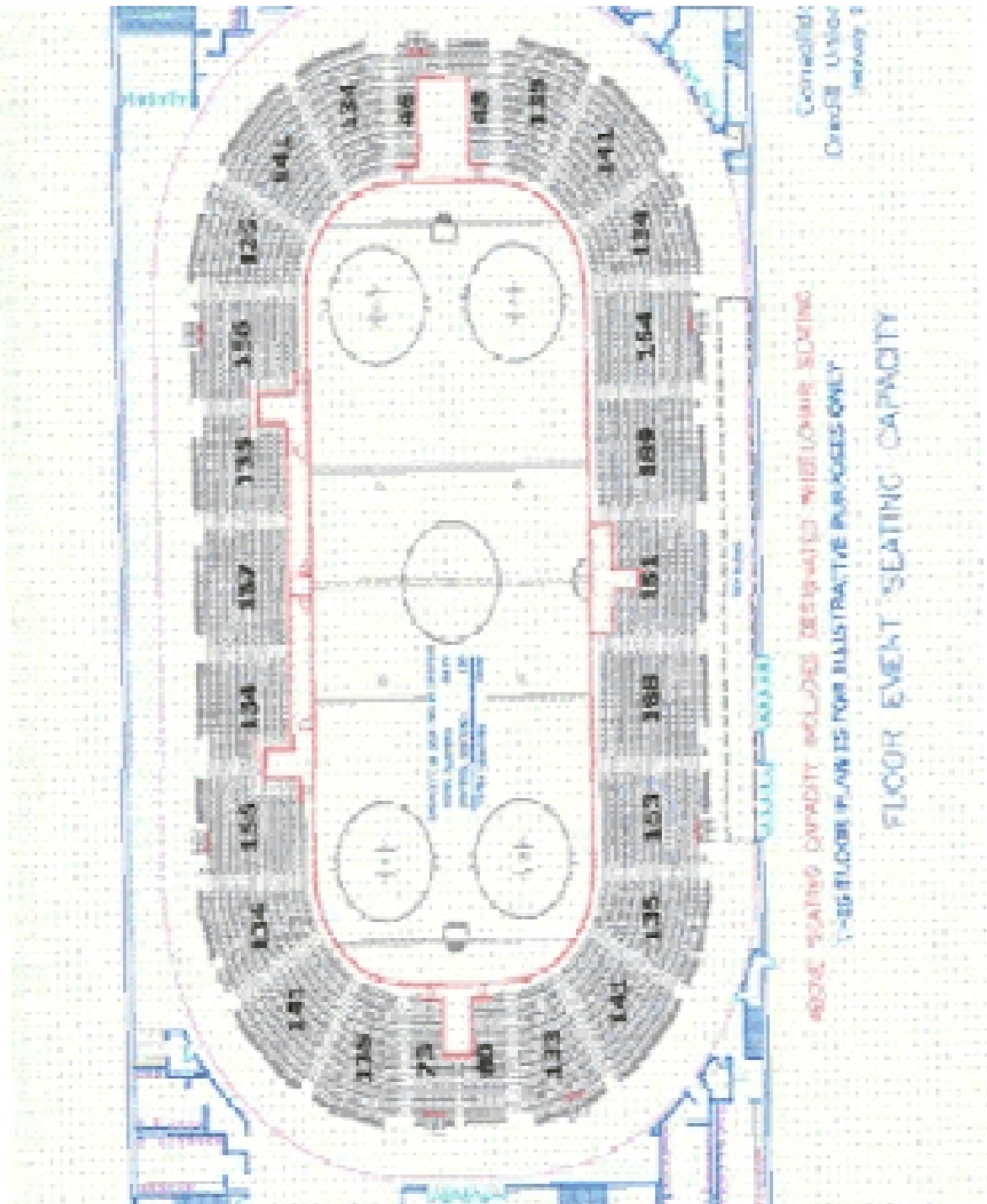
14 and Under / Seniors	\$2.58 per game + GST
15 and over / Adults	\$3.09 per game + GST
Cosmic Bowling	\$20.60 per hour + GST
Shoes: 14 and Under / Seniors	\$1.30 + GST
15 and over / Adults	\$1.55 + GST



**Ice Rates**

6am-12pm	\$103.26 + applicable taxes
12pm-6pm	\$130.81 + applicable taxes
6pm-10pm	\$157.99 + applicable taxes
10pm-12 midnight	\$103.26 + applicable taxes
Saturday/Sunday	\$157.99 + applicable taxes





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SEATING CAPACITY INCLUDES DESIGNATED WHEELCHAIR SEATING  
 THIS FLOOR PLAN IS FOR ILLUSTRATIVE PURPOSES ONLY

FLOOR EVENT SEATING CAPACITY

## **Walking / Running Track**

No charge to use.

Open Monday to Friday 6AM - 10PM

Saturday 7AM - 9PM

Sunday 9AM - 9PM

Please note that the walking track will be closed 2 hours before and during admission events.



## Iron Haven Gym

For details on programming and rate fees for the Iron Haven Gym please call 888-2052.



## MEETING ROOMS

Credit Union Place has meeting rooms available to the public and businesses for rental. Please call the Program & Scheduling Coordinator at 902-432-1234 for further information.



### **Meeting / Convention Room Rentals**

Conference Room A \$450 per day + GST

Conference Room B \$450 per day + GST

Conference Room C \$450 per day + GST

Meeting Rooms \$75 per day + GST

Arena Trade Floor \$3500 per day + GST

Ice Pad Trade Floor \$3500 per day + GST

For further details on Convention Centre bookings please call 902-432-1234 or visit our  
Web site [www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)

**SECTION 5****BIRTHDAY PARTY PACKAGES**

For details on our Birthday Packages please call 432-1234 or visit our web site [www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)

**SECTION 6****FIRST AID SERVICES / AED**

In an attempt to centralize our first aid life saving equipment we have positioned the Necessary supplies to the First Aid Room located between rooms 10 and 11 in the dressing room hallway in the north end of the facility. Within the said room includes: 2 back boards, 1 zee first aid kit, 1 automatic emergency defibulator, 1 surgical bed and 1 telephone. Directions to Prince County Hospital (Head east on Notre Dame Street toward St. Lawrence Street, turn left at Central Street, turn right at Walker Avenue, turn left at Granville Street, turn right at Roy Boates Avenue, PCH on the right).

**SECTION 7****SKY BOXES**

Credit Union Place boasts 10 luxury boxes with a capacity of 12 people per box. Sky boxes Are a place to enjoy top quality entertainment and services. To inquire about availability leasing please contact Lori Wedge at 432-1234.

**SECTION 8****CREDIT UNION PLACE POLICIES****DRESSING ROOM KEYS**

Dressing Room keys are available at the Reception Desk a maximum of 45 minutes and minimum of 30 minutes before scheduled ice time . Please check TV Monitor for details on your room assignment. Monitor is located on lower level (Dressing Room Hallway). Facility user must provide a photo ID and either a set of keys or \$5. These will be returned upon turning the key back to Reception Desk staff. (NOTE: Should your ice rental end after Reception Desk closing time, your keys or \$5 will be in possession of Arena Staff, who will meet you at your dressing room, once your ice time has concluded).

**TIME CLOCK CONTROL PANEL**

The time clock control panel can be signed out by facility user groups. Please see Reception Desk staff for details. Please return panel after your event.

**PUBLIC ADDRESS SYSTEM**

The time clock control panel can be signed out by facility users groups. Please see Reception Desk staff for details. Please return panel after your event.

**MUSIC**

A CD player is available at the Reception desk for sign out. Please contact the Program and Scheduling Coordinator at 432-1234 for further details.

**EVENT DOOR OPENING**

Main doors into Stadium will be open 1 hour prior to an admission event. (Subject to change, depending on event).

**CAMERAS & VIDEO / AUDIO EQUIPMENT**

see Customer Services

**AUTOMATED TICKET SERVICES**

A 10% charge is applicable for Credit Union Place Ticket Services.



Prince Edward Island

## **SECTION 9**

## **USER GROUP CONTACT INFORMATION**

Friday Afternoon Seniors Bowling  
Allan MacNeill 836-3987

Iron Haven Gym  
Terry Adams, 888-2052  
[www.ironhavengym.com/](http://www.ironhavengym.com/)

Kilometer Club  
Reception Desk 432-1234 or JP Desrosiers, 432-1283  
[jdesrosiers@city.summerside.pe.ca](mailto:jdesrosiers@city.summerside.pe.ca)

Ladies Afternoon League Bowling  
Kim Taylor 886-2486

La Ligue Acadienne Bowling  
Albert Arsenault 854-2320

Miscouche Seniors League Bowling  
Elmer Gaudet 436-9570

Monday Night League Bowling  
Ernie Doucette 436-2067

Power Skating School  
Julie McNeill, 854-2073

Special Olympics Bowling  
Lew Champion 888-2701

Summerside & Area Minor Hockey Association  
Derek Cameron, 439-1152  
[www.summersideminorhockey.com](http://www.summersideminorhockey.com)

Summerside Dolphins Swim Club  
Tanya Tynski, 436-5794  
[www.summersidedolphins.ca/](http://www.summersidedolphins.ca/)

Summerside Figure Skating Club  
President Sandra Corkum 888-2813  
[www.eteamz.com/sidefsc](http://www.eteamz.com/sidefsc)

Summerside Masters Swim Club  
Brent Schurman 436-7424

Summerside Recreation Hockey League  
President Aaron Doyle, 432-2066  
[www.eteams.com/srhl](http://www.eteams.com/srhl)

Summerside Western Capitals Hockey Club  
GM Gabe Keough, 436-6375  
[www.gocapsgo.ca](http://www.gocapsgo.ca)

Sunday Night League Bowling  
Blair Phillips 436-9513

Tuesday Night Mixed League Bowling  
Ken Abbott, 724-2365

Youth Bowling Canada  
Allan McNeill 836-3987  
<http://tenpin.org/ybc.html>

## **SECTION 10**

## **EMERGENCY NUMBERS**

POLICE EMERGENCY	911
POLICE (NON-EMERGENCY)	432-1201
AMBULANCE (EMS)	911
FIRE	911

**SECTION 11                      FEEDBACK**

**How was Credit Union Place Today?**

Please be as specific as possible, regarding the date, time, place. This form is provided to give you the opportunity to make suggestions and give constructive feedback.

Date: \_\_\_\_\_

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

YES

**Would you like us to contact you?**

NO \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

*Please Deposit this feedback form into our comment box.  
Thank you! We appreciate your interest and support.  
[www.city.summerside.pe.ca](http://www.city.summerside.pe.ca)*