



1. Is there a parent/guardian waiting area? Between what times can I wait for my children?

Yes. Parents/guardians are allowed to wait in a designated area located beside Coat Check. This area is accessible at the door opening and closes 15 minutes prior to the end of the concert. Food and beverage is not available in this area.

2. What is the camera/recording policy?

There are no audio/video recording devices or cameras of any kind permitted inside Arrow Hall.

3. How much is parking?

Parking is always free at Arrow Hall and the International Centre.

4. What am I not allowed to bring into Arrow Hall?

Outside alcohol, food or beverages of any kind (including water, glass or plastic containers), soft or hard coolers, weapons of any kind, inline skates, laser pens and pointers, pets, spikes, chains, or any other objects that can be used as a projectile are strictly prohibited.

5. Is there a coat check?

There is a coat check location at the entrance doors. You may check your coat, backpack, purse and other belongings for a fee of \$2.00 per item. Your belongings can be picked up when leaving the concert.

6. Are there security and medical teams working during events?

Yes. There are licensed and fully trained crowd control security and E.M.S. paramedic teams on duty during all concerts.

7. Are there wheelchair accessible areas available at Arrow Hall?

Yes. There is an area reserved for those who require wheelchair access.

8. How do I get a wheelchair when I get there?

Arrow Hall is unfortunately not able to provide wheelchairs.

9. What is the search policy at the entrance doors?

All bags, backpacks, purses and other belongings will be subject to a search at all entrances. Depending on the concert, all patrons will be subject to a visual search and/or a pat down.

10. Is there a Box Office/Will Call?

Yes. A Box Office/Will Call ticket booth is located in the lobby area by the entrance doors. The Box Office/Will Call is open at the same time doors open and closes once the headlining band goes on stage. Please plan on attending early if you require access to the Box Office/Will Call. There is no ticket pick up. Only cash is accepted when purchasing tickets at the Box Office.

11. Are there cash machines on site?

Yes. There are two locations; one is in the lobby area (only accessible prior to entry of the concert) and the other is located inside Arrow Hall.

12. Does Arrow Hall permit re-entry during the concert?

No. There is no re-entry once you have entered Arrow Hall. You cannot leave and then return at anytime.

13. Is Arrow Hall non-smoking?

Yes. Smoking is strictly prohibited inside the venue. There is a designated smoking area outside at the north end of the building.

14. Is there an age limit for concert attendees?

No. However, infants 24 months of age and under are admitted for free.

15. How can I find out when performers are set to go on stage?

Set times are finalized on the day of the concert. It is suggested that you arrive prior to show time as indicated on your concert ticket.

16. When will the concert end?

The typical end time for a concert is between 10:30PM and 11:00PM.

17. Where do I drop-off/pick-up my children?



18. Are there any seats?

No. Arrow Hall offers standing room only, known as General Admission.

19. Will alcohol be served?

Alcoholic beverages such as beer, wine and coolers are available within a restricted, licensed area for persons 19 years of age and older. Proper photo I.D. is required. *Please refer to question #22 for more information regarding wrist-banding for the licensed bar area.*

20. Is there food and drinks available?

Food and soft drinks are available from the concession stands inside Arrow Hall.

21. Do you adhere to fire codes?

Absolutely. Arrow Hall and the International Centre adhere to all Ontario Fire Code regulations at all times as a building of public assembly.

22. What does "wrist-banding" mean?

Concert attendees who are 19 years of age and older are required to wear a wristband to enter the licensed bar area where alcohol is served. Wristbands may be obtained in the line-up outside before the doors open and/or the wristband station inside Arrow Hall. Proper photo I.D. is required.

23. What time should I drop my child off for the line-up before the show?

Depending on the concert, line-ups begin to form at any time prior to door opening.

24. My child has lost something. How do I find out if it has been found?

If an item is found, it can be picked up from the Security Desk (905-405-0014) at the International Centre's Main Entrance of Hall 1 (facing Airport Road) the next day following the concert. We recommend calling the Security Desk first to determine if your item has been recovered.

25. How safe is your facility for the "general admission" set up?

Arrow Hall and Live Nation strives to provide a controlled environment at all times. However, each individual attendee is responsible for his/her actions. The area nearest to the stage can become highly concentrated, and discretion should be used by the attendee when choosing a suitable area to watch the concert.

26. How can I acquire a photography pass for media purposes?

Submit a request in writing to Live Nation by fax to 416-260-2400 at least seven days prior to the show to the attention of the Live Nation Canada Marketing Department. If you are a freelance photographer, you will need to supply references for the publications you have shot for.

27. How do I acquire backstage passes?

Backstage passes are for working personnel and special guests of the artists only. Arrow Hall does not issue backstage passes at anytime.

28. How can I interview one of the performers?

Interview requests need to go to the publicity department of the band's record label.

29. Is there an autograph session?

Autograph signings are not available at all concerts. For concerts that offer autograph signings, times and locations are not released until doors open the day of the concert.

30. How early can we line-up?

Line-up can begin the morning of the concert day.

31. Are we able to wait indoors before door opening?

No. There is no provision for line-up indoors prior to door opening.

32. Are there metal detectors upon entry to the concert?

Metal Detectors may be used but on a show by show basis dependent on special performer's requests.

Have more questions?
Call us at 905-677-6131.