

True North Health & Wellness Principles and Supplemental Terms and Conditions


True North is pleased to welcome back guests to our venues. We recognize that getting used to a new normal for public gatherings will take some adjustment, and for the safety of the entire community, we appreciate your adherence and understanding. Please review the Health & Wellness Principles and other key information below.







A detailed 'Know Before You Go' communication will be issued to all ticket holders 1-2 days prior to the event date. For more information, please email us anytime at info@tnse.com.

True North Sports + Entertainment reserves the right to change or modify information and operations to reflect the Manitoba Public Health orders or other evolving circumstances. It is recommended to check back regularly for updates.

NOTE: Please ensure you read this document in its entirety. Supplemental ticket terms are below.

UPDATED: August 24, 2021

	<p><u>Immunization</u></p> <ul style="list-style-type: none">✓ As per Manitoba Public Health orders, all attendees must be fully immunized and must present a Manitoba Immunization Card (physical or digital card) and government issued photo ID to enter the event. No entry will be permitted without these documents. <p><i>Exceptions:</i></p> <ul style="list-style-type: none">✓ Canadian military personnel may present their CPHA Travel Immunization Record and COVID-19 Vaccine Record card.✓ Out of province or country guests must present proof of vaccination (meeting Province of Manitoba requirements) and government issued photo ID at the dedicated 'Immunization Resolution Area' located at designated gate(s).✓ Other immunization documentation assistance is available at the Immunization Resolution Area.✓ Employees do not have any access to your medical records and will be unable to resolve any errors or disputes.✓ All employees working the event will be fully immunized.✓ If you need further assistance with the Immunization Card, or process please link HERE
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	<p><u>100% Symptom Free</u></p> <ul style="list-style-type: none"> ✓ Please complete the Manitoba COVID-19 screening tool before arriving and do not come to the event if you have any symptoms of COVID-19. ✓ Screening tool is available here
	<p><u>Face Coverings</u></p> <ul style="list-style-type: none"> ✓ Face coverings are mandatory for employees and guests while inside the venue and may only be removed when actively eating or drinking. ✓ Guests are highly encouraged to wear face coverings during entry (outdoors) to the event and when interacting with employees.
	<p><u>Bag Policy</u></p> <ul style="list-style-type: none"> ✓ Bags, backpacks, purses, totes, clear bags, and camera bags will not be permitted in the venue. ✓ Strapless bags smaller than 12" x 6" x 3" will receive a contactless security screening. ✓ Essential bags used for medical purposes, and diaper or childcare bags will be permitted but must go through an X-Ray machine (at Canada Life Centre) and or additional security screening (at Burton Cummings Theatre). ✓ On-site bag check is not available. Oversized bags must be returned to their vehicle or another location.
	<p><u>Mobile Ticketing</u></p> <ul style="list-style-type: none"> ✓ Only mobile tickets will be used for entry. ✓ Tickets can be managed through the Ticketmaster mobile app or online at www.ticketmaster.ca. ✓ Please ensure to review the 'Supplemental Terms'
	<p><u>Enhanced Cleaning & Disinfection</u></p> <ul style="list-style-type: none"> ✓ True North is committed to rigorous cleaning and disinfection protocols, following guidelines from Manitoba Health and GBAC (Global Biorisk Advisory Council). ✓ High-touch surfaces will be disinfected regularly, and hand sanitizer stations will be located throughout the event site.
	<p><u>Contactless Payment</u></p> <ul style="list-style-type: none"> ✓ To reduce touchpoints between guests and employees and provide a faster payment experience, True North strongly encourages attendees to use debit and credit cards via tap technology at concession and retail locations for all transactions. ✓ Cash will be accepted, but guests should prepare for designated lines and or longer wait times.

SUPPLEMENTAL TERMS

YOUR TICKET ("TICKET") IS A REVOCABLE LICENSE. BY PURCHASING AND/OR USING TICKETS TO A TRUE NORTH EVENT, HOLDER OF THIS TICKET AGREES THAT (1) USE OF SUCH TICKETS AND ADMISSION TO THE VENUE ("VENUE") IDENTIFIED IN THE TICKET IS CONDITIONED UPON HOLDER'S AGREEMENT TO THE TERMS AND CONDITIONS SET FORTH BELOW AS WELL AS THE APPLICABLE TICKETBACK TERMS AND CONDITIONS, AND (2) HOLDER WILL INFORM ANY GUESTS, COMPANIONS, OR OTHER PERSONS WHO WILL BE USING TICKETS PURCHASED BY OR RECEIVED FROM HOLDER THAT AS TICKET HOLDERS THEMSELVES, THEIR OWN USE OF SUCH TICKETS AND ADMISSION TO THE VENUE ARE ALSO CONDITIONED UPON THEIR AGREEMENT TO THE TERMS AND CONDITIONS BELOW AND THE TICKETBACK TERMS AND CONDITIONS.

SAFETY WARNING AND RELEASE/COMPLIANCE WITH TRUE NORTH POLICIES

WARNING! DESPITE MEASURES TO AVOID SUCH INCIDENTS, OBJECTS STILL MAY FLY INTO THE SPECTATOR AREA. SERIOUS INJURY CAN OCCUR. STAY ALERT AT ALL TIMES. HOLDER, ON BEHALF OF HOLDER AND ANY PERSON ACCOMPANYING HOLDER, INCLUDING MINOR(S), VOLUNTARILY ASSUMES ALL RISKS OF PROPERTY LOSS AND PERSONAL INJURY, ILLNESS AND ALL OTHER HAZARDS RELATED TO THE EVENT AND ATTENDING THE VENUE FOR WHICH A TICKET IS ISSUED, WHETHER OCCURRING PRIOR TO, DURING OR AFTER THE EVENT, INCLUDING SPECIFICALLY BUT NOT EXCLUSIVELY, THE DANGER OF THROWN OBJECTS, AS WELL AS EFFECTS RELATED TO THE NOVEL CORONAVIRUS, COVID-19, WHICH HAS BEEN DECLARED A WORLDWIDE PANDEMIC BY THE WORLD HEALTH ORGANIZATION, IS EXTREMELY CONTAGIOUS, AND IS BELIEVED TO BE SPREAD MAINLY FROM PERSON-TO-PERSON CONTACT, AND AGREES THAT THE WINNIPEG JETS HOCKEY CLUB LIMITED PARTNERSHIP, WINNIPEG JETS HOCKEY CLUB INC., TN HOCKEY LIMITED PARTNERSHIP, TN HOCKEY INC., THE TRUE NORTH ENTERTAINMENT COMPLEX LIMITED PARTNERSHIP, TRUE NORTH SPORTS & ENTERTAINMENT LIMITED, TN ARENA LIMITED PARTNERSHIP, TN ARENA INC. AND EACH OF THEIR RESPECTIVE AFFILIATES, PARENTS, SUBSIDIARIES, AGENCIES, DEPARTMENTS, SUBDIVISIONS, RELATED ENTITIES, OWNERS, GOVERNORS, TRUSTEES, OFFICERS, DIRECTORS, PARTNERS, SHAREHOLDERS, MEMBERS, PRINCIPALS, EMPLOYEES AND AGENTS (COLLECTIVELY, "TRUE NORTH") ARE EXPRESSLY RELEASED FROM ANY AND ALL CLAIMS ARISING FROM OR RELATING TO SUCH CAUSES OR OTHERWISE OCCURRING AT OR IN CONNECTION WITH THE EVENT, INCLUDING SPECIFICALLY BUT NOT EXCLUSIVELY CLAIMS ARISING FROM OR RELATING TO THE NEGLIGENCE OF TRUE NORTH.

HOLDER SHALL REVIEW CAREFULLY, AND ABIDE BY, THE POLICIES OF TRUE NORTH, INCLUDING WITHOUT LIMITATION TICKETBACK TERMS AND CONDITIONS AND ANY VENUE POLICIES, PROTOCOLS, OR PROCEDURES TRUE NORTH MAY REQUIRE COMPLIANCE WITH OR VERIFICATION OF PRIOR TO OR AS A CONDITION OF ADMISSION TO THE VENUE, INCLUDING THOSE INTENDED TO PREVENT AND/OR CONTROL THE SPREAD OF COVID-19 ("TRUE NORTH POLICIES"). TRUE NORTH RESERVES THE RIGHT TO REFUSE ADMISSION OR EJECT ANY PERSON THAT FAILS TO ABIDE BY ANY TRUE NORTH POLICIES. TRUE NORTH RESERVES THE RIGHT TO MODIFY ANY TRUE NORTH POLICIES WITHOUT NOTICE. IN THE EVENT ANY PROVISION OF THIS TICKET SHALL BE DEEMED TO BE INVALID, ILLEGAL, OR UNENFORCEABLE BY A COURT OF LAW OR AUTHORIZED ARBITRATOR, THE VALIDITY, LEGALITY, AND ENFORCEABILITY OF THE REMAINING PROVISIONS SHALL NOT IN ANY WAY BE AFFECTED OR IMPAIRED THEREBY.

NAME/LIKENESS RELEASE

BY USING THE TICKET(S) AND ATTENDING THE EVENT, HOLDER, ON BEHALF OF HOLDER AND ANY PERSON ACCOMPANYING HOLDER, INCLUDING MINOR(S), GRANTS TRUE NORTH PERMISSION TO RECORD HIS/HER/THEIR IMAGE, NAME, VOICE, LIKENESS, ACTIONS AND/OR STATEMENTS IN ANY IMAGE, FOOTAGE, OR DISPLAY, WHETHER LIVE OR RECORDED, WHICH MAY BE TAKEN AT THE EVENT OR AT THE VENUE, AND TO THE USE OF SAME BY TRUE NORTH AT ANY TIME, FOR ANY PURPOSE (INCLUDING ADVERTISING OR PROMOTIONAL PURPOSES), AND IN ANY MEDIA NOW KNOWN OR SUBSEQUENTLY DEVELOPED WITHOUT ADDITIONAL COMPENSATION.