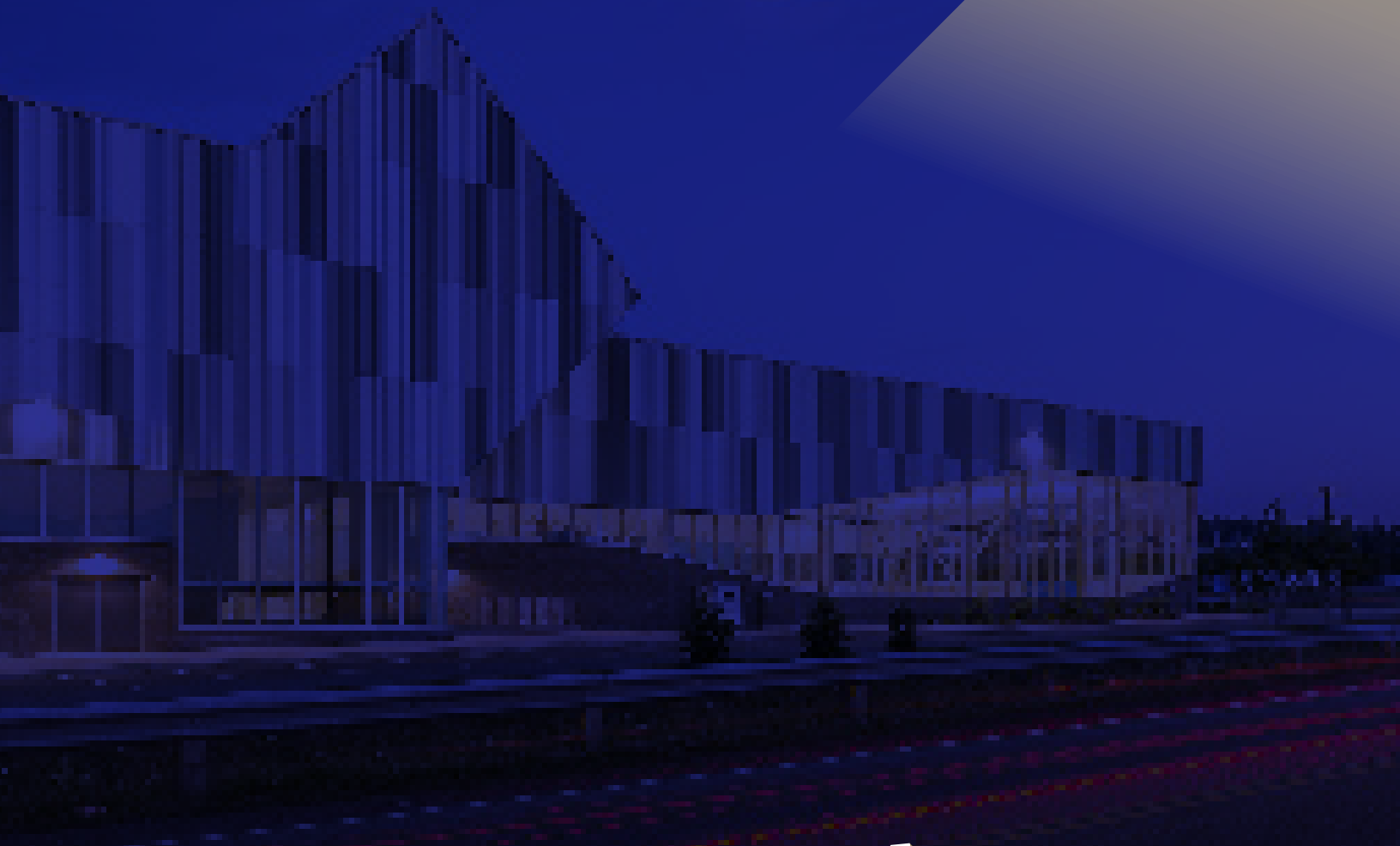


RECC

RATH EASTLINK COMMUNITY CENTRE

VENUE POLICIES

UPDATED 2026-08-18



THERECC.CA
625 ABENAKI RD, TRURO, NS 902.893.2224

The Rath Eastlink Community Centre (RECC) is committed to providing a safe, enjoyable environment for all guests and staff. Please ensure your conduct respects the rights of others. Unacceptable conduct such as profane or offensive language, physical violence, harassment, or any other abusive behaviour, will result in eviction from our venue without refund.

OUR VENUE

The Rath Eastlink Community Centre (RECC)
625 Abenaki Rd, Truro, NS

PROHIBITED CONDUCT AND VENUE POLICIES:

The following behaviors and actions are strictly prohibited as they compromise the safety, enjoyment, and experience of guests, staff, and event personnel:

Disruptive or Harmful Behavior:

- Any unruly, disruptive, harmful, or disorderly conduct that, in the judgment of the venue officials, poses a safety risk, disrupts the event, or negatively impacts the experience of other guests.

Unauthorized Entry or Movement:

- Entering or attempting to enter restricted areas or using access points not designated for guest entry.
- Sitting in a seat not assigned on the guest's ticket or pass.

Harassment or Discriminatory Conduct:

- Verbal, physical, or other forms of harassment toward guests, staff, or event personnel
- Displaying signs, symbols, or images — including those associated with hate-based organizations - or using language or gestures that are threatening, abusive, or discriminatory based on race, ethnicity, national origin, religion, gender, gender identity, ability, or sexual orientation.

PROHIBITED CONDUCT AND VENUE POLICIES: (CONTINUED)

Prohibited Items and Possessions:

- Possession of weapons of any kind, including but not limited to knives, pepper spray, and stun guns.
- Unauthorized possession of pyrotechnic devices, smoke canisters, or fireworks.

Throwing Objects or Trespassing:

- Throwing objects of any kind.
- Entering the playing surface, performance area, or other restricted presentation spaces.

Smoking and Vaping:

- Smoking, including the use of e-cigarettes or vaporizers, inside the venue or in areas where smoking is prohibited by municipal by-laws.

Damage and Vandalism:

- Any action resulting in damage to the venue, equipment, or personal property.

Failure to Comply with Staff Instructions:

- Refusal to follow instructions from venue staff, including those related to safety, security, and emergency response procedures.

Unauthorized Commercial Activity:

- Displaying signs, symbols, or images for commercial purposes without prior authorization.
- Engaging in any commercial activity not approved by the RECC or the venue.

Failure to adhere to these guidelines may result in removal from the venue, confiscation of prohibited items, or further legal action.

Any conduct deemed inappropriate by the RECC that disrupts the peace and order of events or poses a risk to the safety of individuals or property will be promptly addressed by staff.

The following conduct is prohibited in our venue, and will result in immediate ejection as governed by license, law or legislation:

- Conduct that is illegal
- Physical altercation
- Carrying concealed weapon, firearm or knife
- Irresponsible use or consumption or any signs of over-consumption or impairment from use of alcohol or other substances
- Possession of alcohol by a minor or providing alcohol to a minor
- Possession of alcohol not purchased inside the venue

COMPLIANCE

Guests shall comply with the direction and instructions of the RECC venue personnel. Failure to abide by this Code of Conduct is subject to sanctions at the discretion of the RECC.

Depending on the seriousness of the offense identified and/or its impact on other guests, staff or event personnel may impose immediate sanctions, which may include a warning with a request to stop action or alter behaviour, ejection, and up to a suspension.

Guests who are ejected will have their tickets or event credentials revoked and will not be compensated in any way by the RECC.

Failure to abide by this Code of Conduct by season ticket members, or by anyone using their tickets, may result in loss of season tickets or member privileges.

ENTRY

- The RECC reserves the right to limit the size of bags, purses or backpacks permitted within the venue and to search such prior to entry.
- The RECC reserves the right to prohibit the entry of items which may, in the RECC's opinion, interfere with the ability of other guests to enjoy the event.

Venue personnel have been trained to intervene when necessary to help ensure a safe and comfortable environment. Guests are encouraged to report any violations of this Code of Conduct or any inappropriate behaviour to the nearest event attendant, security guard.

The Rath Eastlink Community Centre thanks you for adhering to this Code of Conduct and for making each event special and memorable to you and your fellow guests.

ACCESSIBILITY

Dedicated primary accessible seating is available on the main lower level of the Rath Eastlink Community Centre Arena. Recommended entrance to the accessible area is the east entrance at the lower main level of the facility.

We also offer limited accessible seating in the Upper Concourse Level of the Rath Eastlink Community Centre Arena. These are accessible by elevator or from the upper west entrance of the RECC facility.

One companion ticket can be purchased with each accessible ticket. Please purchase in advance by contacting **social@therecc.ca**. Guests who require accessible seating, but did not purchase tickets in an accessible area, will be accommodated to the best of our ability and depending on availability.

ALCOHOL MANAGEMENT

As the licensee, The RECC is committed to the responsible sale and service of alcohol and complies with the regulations of the Nova Scotia Alcohol and Gaming Division (AGD) and the Liquor Control Act. It is The RECC's policy to serve alcoholic beverages in a professional manner which is intended to promote responsible consumption so that we can deliver a safe and enjoyable event for all of our guests.

The legal age for alcohol consumption in the Province of Nova Scotia is 19 years of age. For each alcohol purchase, any customer who appears to be age 30 or under is required to show valid, government-issued photo ID, which proves that they are of the legal age for consumption. Alcohol will not be sold without valid ID. The RECC reserves the right to refuse alcohol service to any patron at any time. Outside alcoholic beverages are prohibited. Guests attempting to bring alcohol into the venue will be denied entry.

ASSISTANCE

Have a question or need assistance during an event? Any of our designated RECC staff and volunteers can assist. Our welcome desk at the Rath Eastlink Community Centre can be contacted at 902.893.2224 subject to staff availability and office hours.

ATM & CASH PAYMENTS

There is one ATM located at the Main Atrium next to the Nourish Eatery at the Rath Eastlink Community Centre.

We cannot accept cash denominations of \$50 or higher at our welcome desk. We accept point of sale (Canadian credit cards & Interac) at all our concessions and ticket box office.

BAGS

The RECC reserves the right to limit the size of bags, purses or backpacks permitted within the venue and to search such prior to entry.

Special considerations will always be made for guests with special medical needs and parents caring for infants.

BOX OFFICE

Ticketpro is the official ticket seller for all events hosted by the RECC. The box office is located at the welcome desk of the RECC on the main lower level.

All tickets can be purchased either online at www.ticketpro.ca or by phone at 1.888.311.9090.

Unauthorized Ticket Re-Sellers

Ticketpro is the official ticket seller for all events hosted by the RECC. No other providers or websites are recognized ticket agents of the RECC. We strongly urge all guests to purchase tickets through Ticketpro, and not to patronize ticket brokers and unauthorized ticket re-sellers who may sell tickets that are not valid. **Resale of tickets is not permitted on RECC premises.**

FILMING, PHOTOGRAPHY, RECORDINGS & TRANSMISSIONS

Notice of filming and photography

During your attendance at the Rath Eastlink Community Centre (RECC) you may be filmed, recorded or photographed by the RECC, and their affiliates, subsidiaries, and/or related entities, event partners and sponsor(s), or individuals working for any of the aforementioned groups.

By attending, you agree that:

- You may be filmed, recorded, or photographed as described above
- We may reproduce, publish, exhibit, modify, and otherwise use any photographs, films, audio recordings, digital recordings, or other content featuring your likeness, voice, statements, name (if you provide it), or actions.
- These may be used worldwide, in perpetuity, and any form of media including without limitation: social media posts, online video streaming, television, websites, and promotional campaigns.
- All use or licensing of the Materials can be made without further notice and without financial or other benefits paid to you.

GUEST CAMERA USE

Each event has its own individual restrictions on photography and videography, at the promoter's direction. Typically, the use of flash photography and professional equipment – video, audio or digital recording – is not permitted.

CHILDREN/INFANT GUESTS

For most shows, children under the age of three are admitted free of charge and must sit on the lap of an adult. This policy may vary by event; please inquire at the time of ticket purchase.

Infant changing tables are available in family/all gender/accessable washrooms in the RECC arena & main atrium.

CONCESSIONS

All food stands and kiosks are operated by Nourish Eatery & Catering and Top Corner. Concession stands and kiosks at the RECC are located at the main atrium at in the RECC Arena providing a variety of food and beverage selections.

Outside food and beverage is not permitted.

DOORS OPEN

Unless otherwise stated, doors open 1 hour before the scheduled event start time.

ELEVATORS

At the RECC, elevators are located near the east entrance of the facility.

ENTRANCES/GATES

Events at the RECC have two main entrances located in the lower east entrance or the upper west entrance.

FIRST AID

The RECC certified first aid teams are on-site for major events at our venues.

LOST CHILDREN

Parents looking for lost children should contact security or a staff/volunteer to initiate lost child procedures. If you should find a lost child, please bring them to security or venue personnel.

LOST AND FOUND

Lost items: During an event, please notify our venue personnel of any lost items or visit the RECC welcome desk to report them.

Found items: Any found items will be kept in our RECC Welcome desk for 7 days. For more information, please call 902.893.2224.

Please note that the RECC is not responsible for any items lost, stolen or damaged items.

MERCHANDISE

Merchandise is available at various locations at the RECC during major events.

PAGING

The RECC is unable to accommodate paging of guests. In the case of an emergency, we will attempt to reach the guest through their seat location during major events.

PROHIBITED ITEMS

The RECC reserves the right to deny access for any items deemed a safety concern or may result in an undesirable impact on the guest experience.

Illegal items will be turned over to appropriate authorities.

To ensure guests' safety, the following items are prohibited from our venues:

- Aerosol cans
- Air horns (or any other noise maker may also be prohibited at the discretion of management)
- Alcoholic beverages, illegal drugs, noxious substances
- Glass bottles
- Coolers or thermos containers
- Beach balls, frisbees, helium balloons or other inflatables
- Confetti and fireworks
- Firearms, knives or other weapons
- Folding chairs
- Items prohibited based on promoter or convener request
- Laser pointers
- Parcels, packages, or items whose contents are not displayed
- Skateboards, roller-blades and roller-skates
- Stolen tickets
- Sticks or clubs (including signs or banners attached to sticks)

PROJECTILES

Any guest found endangering others by throwing or tossing objects within any of our venues, or onto the ice surface of the RECC will be ejected from the venue.

PARKING

For major events held at the RECC we provide free parking on the premises, subject to availability.

Prior to entry at the RECC ensure your vehicle is parked legally. Police may issue tickets and/or have vehicles towed if they are:

- Parked on the curb
- Parked in the street
- Parked on a crosswalk
- Parked on the lawn
- Blocking a fire hydrant
- Blocking emergency lanes
- Blocking hospital helipad access

RE-ENTRY

Once a guest has exited the venue, there is no re-entry. In the case of special circumstances or emergencies, please contact a venue personnel for assistance prior to exiting the venue.

RESTROOMS

Accessible family service restrooms are located in the main level near the east entrance of the RECC and in the upper level of the RECC Arena near section Y.

SECURITY PROTOCOLS

To ensure a safe, enjoyable experience, all guests are subject to bag searches upon entry. Security measures may be enhanced based on direction from the event promoter, or orders from local authorities, and at the discretion of the RECC. These procedures may include, but are not limited to, a more thorough search of guests and their property.

The RECC reserves the right to limit the size of bags, purses or backpacks permitted within the venue and to search such prior to entry. The RECC reserves the right to prohibit the entry of items which may, in RECC's opinion, interfere with the ability of other guests to enjoy the event.

Guests that refuse to participate with security protocol will be refused entry and will not be eligible for a refund.

Guests shall comply with the direction and instructions of RECC personnel. Failure to abide by this Code of Conduct is subject to sanctions at the discretion of the RECC.

SERVICE DOGS

The RECC abides by the Nova Scotia Government regulations as outlined in the **Service Dog Act**.

SMOKING POLICY

The RECC is smoke-free. The use of e-cigarettes, medical marijuana and other vapour producing devices are prohibited in our venues.



TICKETS

Ticketpro is the official ticket seller for all events hosted by the RECC. The box office is located at the welcome desk of the RECC on the main lower level. **All tickets can be purchased either online at www.ticketpro.ca or by phone at 1.888.311.9090.**

No exchanges or refunds. In the event of cancellation, a refund may be issued, strictly according to the policies of the promoter and the ticket vendor. This ticket is void when a complaint has been lodged with the local police to the effect that it has been stolen. The holder of this ticket must abide strictly by the rules posted at the location of the event and acknowledges that s/he agrees with the rules entirely.

S/he waives the right to any claim resulting from loss, damage or inconvenience, however caused, before, during or after the event. This ticket and the rights attaching thereto or resulting therefrom may not be ceded, sold or transferred, whether in a commercial or promotional context, with or without consideration, unless written permission has been previously obtained from the promoter and the ticket vendor. The use of photographic or recording devices of any description is strictly prohibited.

You can contact Ticketpro customer service at 1.888.311.9090.

WATER FOUNTAINS

A water fountain can be found in the arena and at the fitness centre.

WHEELCHAIRS

Wheelchair locations are reserved for those who require accessible seating. Please purchase in advance by contacting **social@therecc.ca**. Dedicated primary accessible seating is available on the main lower level of the Rath Eastlink Community Centre Arena.

Floor tickets for wheelchair users must be purchased as end of row seats, if not purchased in designated accessible areas.

See **Accessibility** section.