

WELCOME

Welcome to MTS Centre, one of North America's newest state-of-the-art sports and entertainment venues. MTS Centre was designed with you the patron in mind. Every seat, every sightline, every concession area and every full-colour video display has been engineered to provide the ultimate fan experience. From washrooms to water fountains we've done our best to create a place where fans can enjoy themselves. We sincerely hope you'll do just that.

This guide is intended to highlight some of the features of MTS Centre. If you need more information, you may visit Guest Services located on the Main Concourse across from Sections 103 / 203, at the Concierge Desk located at the North entrance to the Winnipeg Free Press Concourse in the Skywalk Level lobby along Portage Avenue or (for upper concourse events) on the Upper Concourse across from Section 325. You may also reach an MTS Centre representative by calling (204) 987-7825 during regular business hours or (204) 926-5747 during any event.

ACCESS PRIVILEGES

Exchange Restaurant Bar and Grill (Event Level north): Open for business (for all ticketed Patrons) at 5:00 for Winnipeg Jets games. Open for most other major events. (5:00 pm for evening shows)

Event Level: Patrons with floor tickets, properly credentialed media, touring personnel and MTS Centre personnel only (MTSC personnel may also require accreditation for certain restricted areas of event level during events)

Main Concourse: Patrons with Floor, 100 or 200 or suite level seating, accredited media and MTSC personnel only.

Winnipeg Free Press Concourse: Suite ticket holders and MTSC personnel only.

Upper Concourse: Patrons with 300 level seating and MTSC personnel only.

Press Box Level: Properly credentialed media and MTSC personnel only.

ACCESSIBLE INFORMATION

Washrooms, water fountains, telephones, ATM's, ticket windows and concessions throughout the MTS Centre are accessible to guests with disabilities. Public elevators are located throughout the venue providing easy access to all levels. In addition, Braille signage is used throughout the facility. Seating for guests with wheelchairs (and attendants) is available for all events. There are eleven sections with wheelchair accessible seating in the lower and upper bowls. All private suites and the club seat lounge can also accommodate accessible seating. When purchasing hockey or event tickets, please indicate if accessible seating is required.

Designated parking stalls for guests with disabilities are available in several nearby lots. Accessible drop-off and pick-up is located on west lane of Donald Street beside MTS Centre. Sign language interpreters may be available for some events at the discretion of event producers.

Assistive listening devices are available at Jets Hockey games and certain other events to assist hard-of-hearing patrons. These devices may not be available at some concerts due to performer's concerns regarding the reproduction of music.

Ticketmaster, the designated ticket agent for MTS Centre reserves seating for all events for sight impaired patrons. Please call Ticketmaster and identify yourself as sight impaired to access these seats. (This service is not available via on-line ticket ordering)

ADDRESS

MTS Centre
300 Portage Avenue
Winnipeg, Manitoba R3C 5S4

Administrative Offices:

True North Sports & Entertainment Limited /
Winnipeg Jets Hockey Club
345 Graham Avenue
Winnipeg, Manitoba R3C 5S6

Phone: (204) 987-7825
Facsimile: (204) 926-5555
www.mtscentre.ca
www.winnipegjets.com

Allergies

MTS Centre management appreciates that persons with allergies have specific concerns relating to their allergies that impact their ability to attend and enjoy events and makes best efforts to accommodate persons with allergies.

Peanuts are no longer available at MTS Centre, though products containing nuts are sold. Persons with allergic conditions that restrict diet may bring food or non-alcoholic beverages into MTS Centre for personal consumption, subject to event security restrictions.

ANIMALS

Animals or pets of any kind are prohibited at MTS Centre, with the exception of service animals for guests with disabilities.

ATM LOCATIONS

There are seven Automated Teller Machines (ATMs) located throughout MTS Centre for your convenience. Please reference the enclosed concourse maps for exact locations.

BANNERS / SIGNS

Subject to promoter and touring act restrictions, banners and signs are allowed in MTS Centre but must not interfere with the view of other guests or be hung or fastened anywhere in the Centre. Poles to display banners or flags are prohibited. Banners and signs must not be commercial in nature or obscene. MTS Centre reserves the right to remove any banner or sign without exception. Please note that certain events may not allow signs or banners of any kind.

CAMERAS

Professional cameras are prohibited at all events in MTS Centre unless accompanied by appropriate facility media credentials. Video cameras and audio recorders are also prohibited unless specifically approved. MTS Centre will not check cameras for guests at events that cameras are prohibited, and they must therefore be taken back to vehicles or surrendered. Still (non-professional) cameras are allowed for Winnipeg Jets hockey games and certain other events (the use of flash is prohibited). If unsure of the camera policy for an event, please check in advance by calling (204) 987-7825.

CENTERPLATE

Centerplate, the MTS Centre food and beverage services supplier, operates all of the concessions and food kiosks in the facility, and supplies the club seat and private suite areas with food and catering services. Centerplate is a leading provider of catering, concessions,

management and merchandise services for many of North America's best-known sports, convention, entertainment and recreation venues.

CHILDREN'S ENTRY

At Winnipeg Jets games, children two years and older must have a ticket in order to gain entrance to MTS Centre. Children under two years of age may enter without a ticket but must sit on the lap of an accompanying adult. For other events, individual performers and promoters will determine the mandatory ticket age. Please check with MTS Centre (987-7825) or Ticketmaster (780-SEAT) in advance of purchasing.

COMMENTS

If you have any comments concerning our staff or any element of the event you have attended, we would like to hear them. Please fill out an MTS Centre Comment Card available at the Guest Services booths or the Private Suite Concierge or email your comments to us at service@truenorth.mb.ca.

COMMUNITY RELATIONS

The Winnipeg Jets True North Foundation was established in October 1996 as the official charity of the Winnipeg Jets Hockey Club and charity of choice of the MTS Centre. The Foundation is a non-profit organization, which raises money year-round and donates this money to registered children's charities in Manitoba. Since inception, the Foundation has raised and dispersed over 2 million dollars to children's charities and minor hockey in Manitoba.

For more information regarding Winnipeg Jets True North Foundation initiatives, please contact the Executive Director, at (204) 987-7825.

CONCESSIONS

Well-known restaurants such as Tim Horton's and Boston Pizza highlight a variety of permanent concession stands and portable food kiosks in the MTS Centre operated by Centerplate, the MTS Centre's caterer and concessionaire.

Restaurant

Boston Pizza

Tim Horton's

Red River Grill

Nachos Burgers & Beer

The Voyageur Smokehouse

Big Dogs BBQ & Beer

Northern Lites Snack Bar

Pizza Snacks & More

Frontier Snack Shack

Cold Drinks Hot Treats

Prairie Confections

Fresh Treats Cool Eats

MTS Centre Location

Sections 113 / 214, 121 / 221 and 323

Sections 112 / 212

Sections 103 / 203, 116 / 216 and 314

Sections 103 / 203, 116 / 216 and 314

Sections 109 / 208

Sections 109 / 208 and 321

Sections 111 / 210 and 310

Sections 113 / 214 and 121 / 221

Event Level and Section 301

Event Level and Section 301

Section 320

Section 310

COURTESY WALK

A courtesy walk service is provided following most events to various parking lots downtown. For more information or to register please visit Guest Services located on the Main Concourse across from Sections 103 / 203 or on the Upper Concourse across from Section 325, or visit the Suite Concierge Desk in the Skywalk Level lobby along Portage Avenue.

DIRECTIONS

From Winnipeg International Airport:

From the Airport travel East on Wellington Avenue.

Turn Right onto King Edward (Route 90 South).

Turn Left onto Ellice Avenue.

Turn Right onto Donald Street and travel 1 block South.

MTS Centre's main entrance is on the corner of Donald Street and Portage Avenue.

From the West (Trans Canada Hwy 1)

Trans Canada Highway 1 East becomes Portage Avenue (Route 85 East).
Continue East on Portage Avenue into Downtown Winnipeg.
MTS Centre is located on Portage Avenue between Hargrave Street and Donald Street.

From the South (Hwy 75 / US Border)

Highway 75 becomes Pembina Highway (Route 42 North).
Continue North on Pembina Hwy upon entering city limits.
Pembina Hwy turns into Donald Street and then Smith Street as you cross the Donald Street Bridge and enter the Downtown area.
Turn Left onto Portage Avenue and travel 1 block West.
MTS Centre's main entrance is on the corner of Donald Street and Portage Avenue.

From the East (Trans Canada Hwy 1)

Trans Canada Highway 1 West becomes Fermor Avenue (Route 135 West).
Fermor turns into Dunkirk Drive (Route 62 North).
Continue North on Route 62 North which turns into Osborne Street and then Memorial Blvd.
Turn Right onto Portage Avenue and travel 5 blocks East.
MTS Centre is located on Portage Avenue between Hargrave Street and Donald Street.

From the North (Perimeter Hwy)

From the Perimeter Hwy East turn South on Main Street (Route 52 South)
Continue South on Main Street into Downtown Winnipeg.
Turn Right onto Portage Avenue and travel 4 blocks West.
MTS Centre is located on Portage Avenue between Donald Street and Hargrave Street.

DOORS OPEN

Unless otherwise stated, guests will be able to enter MTS Centre one (1) hour prior to the scheduled start time of the event. Doors open for Winnipeg Jets home games 90 minutes prior to the scheduled puck drop.

EATON'S HISTORICAL DISPLAY AREA

The social history of downtown Winnipeg and the part played by the T. Eaton Co. Department Store is recalled in a display area situated in the Skywalk Level lobby along Portage Avenue. Here you will find the famous statue of Timothy Eaton and the World War One and World War Two Memorial Plaques placed in the store by Eaton's employees to commemorate family lost in the two wars. An original store window and Tyndall stone surround is also mounted in this lobby to house a collection of Eaton's memorabilia.

ELEVATORS / ESCALATORS

There are five public elevators located in MTS Centre in four different locations. They are located as follows: two in the Northeast foyer (Gate 1), one in the Southeast foyer (Gate 2), one inside the main concourse by Tim Horton's and one in the Southwest foyer (Gate 3). Three escalators found in public areas provide easy access to the various levels and gates of MTS Centre.

EMERGENCY PHONE CALLS

In the event of an emergency, a message may be delivered to a guest's seat by calling Guest Services at (204) 926-5747. Please be sure to leave your section, row, and seat number with any person(s) who may need to reach you at an event in case of an emergency. This is the only way our staff will have to locate you. Patrons will be contacted in emergency situations only.

FAN HELP LINE

If you require assistance for any reason at an event call or text 770 - 9117. When texting, please provide your seat location (section, row and seat number) and the nature of the issue.

FIRST AID

First-aid is located on the Main Concourse behind across from Sections 109 / 209 (Gate 2). EMS attendants are on hand during all events at MTS Centre. Please inform an MTS Centre employee if first-aid assistance is needed.

FOOD AND BEVERAGES

It is MTS Centre policy not to allow outside food and beverage into the facility. Exceptions to this policy are provided for foods required to accommodate specific dietary requirements (including infant food or formula) not available at MTS Centre, allergies or medical conditions. If you are planning to attend an event and bring food for the above reason, please advise an MTS Centre event staff person of this requirement upon entering the facility.

GROUPS

Call us before organizing your next group outing with your office, school, sports team or community group. Group ticket discounts are available for select events. For information about group sales to events, please contact our Group Sales Department at (204) 987-7825.

GUEST CONDUCT

MTS Centre is committed to providing all guests with a superior patron experience, and a safe, comfortable and enjoyable atmosphere. In order to maintain a safe and enjoyable environment, we request that all guests be courteous to those around them and abide by all building policies and regulations.

Prohibited items include bottles, cans, coolers, aerosol cans, weapons, fireworks, skateboards, rollerblades, roller-skates, illegal drugs or noxious substances, laser pointers, helium balloons and outside food or beverage.

Guests who engage in inappropriate behavior including aggressive behavior, the use of foul language or guests that appear intoxicated will be removed from the building without refund. Patrons attempting to make contact with event participants or officials or attempting to access restricted areas will be removed and may face criminal prosecution and /or be restricted from attending future MTS Centre events. Please contact a Guest Services employee if you need assistance.

GUEST SERVICES

Our Guest Services representatives are professionally trained to provide assistance with an understanding of how to accommodate your needs. Guest Services is located on the Main Concourse across from Sections 103 / 203, at the Concierge Desk located at the North entrance to the Winnipeg Free Press Concourse in the Skywalk Level lobby along Portage Avenue or on the Upper Concourse across from Section 325. Seating maps, brochures, ticket information and many other services are available. The Guest Services phone number is (204) 926-5747 during any event.

LOST AND FOUND

If you have lost an item please visit Guest Services located on the Main Concourse across from Sections 103 / 203, at the Concierge Desk located at the North entrance to the Winnipeg Free Press Concourse in the Skywalk Level lobby along Portage Avenue or on the Upper Concourse across from Section 325. Lost items will be transferred to MTS Centre building security office and held for 30 days at which time, if not claimed it will be forwarded to charity.

LOST CHILDREN

Child Find Manitoba's "Play Tag with Your Kids" program is available to guests attending select MTS Centre events with children. Representatives from Child Find Manitoba will be on hand in close proximity to each entrance to provide this service. Children will be given a wristband containing information such as name and seat location. If a child is lost during an event, he or she will be brought to Guest Services where an MTS Centre representative will use the information on the wristband to locate the parents or guardian.

MERCHANDISE / SOUVENIRS

For fans that want to take the experience home, event merchandise can be purchased at various merchandise stands located throughout MTS Centre. Winnipeg Jets merchandise is also available at Jets Gear, the official Winnipeg Jets retail store located across from Sections 122 / 222 in the Main Concourse at Gate 4. Jets Gear is open seven days a week (with street-level entrance off Portage Avenue) and during some events. Store hours are 10 a.m. to 6 p.m. Monday to Saturday, and 12 p.m. to 5 p.m. Sundays.

PAPERLESS TICKETS

In an effort to ensure more premium event tickets are available for purchase by the general public, the entertainment industry in conjunction with ticket retailers has created the paperless ticket system. For certain entertainment events a portion of seating are sold via the paperless ticket system. The seats designated as "paperless" are generally considered the most preferred seats. A person purchasing a paperless ticket is provided with confirmation of purchase, and then must present the credit card used for purchase at the actual event in order to gain entry.

Paperless ticket entry points are identified at each MTS Centre gate for your convenience.

This system has been implemented to restrict the ability of ticket resellers to purchase large amounts of tickets, thereby depriving the general public from the opportunity.

PARKING

There are over 13,000 parking spaces in surface lots and parking structures within a 10-minute walk of MTS Centre. Portage Place, City Place Lot 1, Millennium Library and Winnipeg Square lots are all connected to the downtown walkway system, and are covered and/or heated. Refer to the enclosed parking map for preferred parking lot locations and walkway system connections.

PARTY SUITE RENTALS

There are two Party Suites that can hold between 16 and 44 guests and are available for rental for most MTS Centre events (Suites 19 and 23). Inquiries can be made at Guest Services located on the Main Concourse across from Sections 103 / 203, at the Concierge Desk located at the North entrance to the Winnipeg Free Press Concourse in the Skywalk Level lobby along Portage Avenue or on the Upper Concourse across from Section 325. Information and/or bookings can also be obtained by calling (204) 987-7825.

PRIVATE EVENTS

Hold your next corporate event or private party at MTS Centre! MTS Centre features a variety of available locations that can be rented and catered on non-event days for meetings, receptions, dinners, trade shows and private parties. Events can be held almost anywhere in the facility, from the event floor to the spacious Portage Avenue Lobby. Please call (204) 987-7825 for more information.

RE-ENTRY

Any guests wishing to temporarily exit the facility must see a gate attendant to have their ticket scanned prior to exiting. Guests who fail to have their tickets scanned may not be granted re-entry into the facility.

RESTAURANTS

The Exchange Restaurant and Beer Market: The Exchange Restaurant & Beer Market is a 200-seat fine dining restaurant located on the event level concourse and is open to all event attendees for most major events. The restaurant is accessible via the elevators or the main stairwell off of the Portage and Donald (rotunda) entrance.

The Restaurant and Beer Market will feature some of the world's finest Import and Specialty beer brands such as Stella Artois, Beck's and Alexander Keith's. In addition, the Exchange Restaurant will showcase local food flavors including Manitoba Pickerel and Bison Ribs. Reservations are recommended (call 926 5666).

Moxie's Classic Grill: Located on Portage Avenue and accessible at street level or via the skywalk system on event and non-event days. Moxie's Classic Grill provides a wide variety of high quality food and attractive prices that are designed to appeal to a broad range of customers including business professionals, families, students and couples. The atmosphere of the restaurant provides an upscale casual dining experience.

Tavern United Powerhouse Pub: Located in the refurbished former Eaton's Powerhouse Building at the corner of Graham Avenue and Hargrave Street and accessible at street level or through the skywalk bridge that connects both buildings on event and non-event days. Tavern United is a contemporary English-style sports pub featuring a traditional pub menu, a large international selection of draught beer, VLT's, a unique roof top patio and televised broadcasts of all major sporting events including pay-per-view events.

Boston Pizza: Located in nearby Cityplace, Boston Pizza restaurant offers a casual dining setting with over 100 menu items including gourmet pizzas made with Boston Pizza's signature hand pressed dough. Also available are mouth-watering pastas and a wide variety of appetizers, salads, entrees and desserts. The restaurant is perfect for families, teams and groups of all ages and the sports bars have big screen TVs to catch your favourite game. These are the things that keep Boston Pizza guests coming back again and again.

SECURITY

MTS Centre security monitors the facility 24 hours a day seven days per week. In addition, event security is present at all events to ensure patron comfort and safety. Security may be contacted at any time at 926 5599, or via text at 770 9117.

SKYWALK

MTS Centre forms a portion of the Downtown skywalk system along Portage Avenue between Donald and Hargrave streets and along Hargrave between Portage and Graham Avenues. MTS Centre is connected on three sides to the skywalk; on the Northeast to the Somerset Building; on the Northwest to the Newport Building and on the South to City Place mall.

Within MTS Centre, the walkway is known as the Winnipeg Free Press Concourse and is adorned with famous newspaper photos and headlines.

The Skywalk is open between the hours of 7:00 am and 12:30 am.

SMOKING

MTS Centre is a smoke-free building. Smoking is strictly prohibited in all areas including suites and restaurants. A designated smoking area is located outside the building in the south end of the Main Concourse.

SUITE CONCIERGE DESK

For the convenience of our suite holders, a Concierge Desk is located at the North Entrance to the Winnipeg Free Press Concourse in the Skywalk Level lobby along Portage Avenue. Open on event days two hours prior to the start of the event, the Concierge Desk provides a variety of services to our suite holders, including ticket drop-off and pick-up. Tickets left for pick-up by non-suite holders and their guests should be left at Will Call, located at street level on the corner of Portage Avenue and Donald Street (Gate 1).

TELEPHONES

There are 14 pay phones located throughout MTS Centre for your convenience. TTY phones are located in the Main Concourse across from Sections 111 / 211 and in the Portage Avenue Lobby across from the Box Office (Gate 1). All public telephones are equipped with volume controls. Please reference the enclosed concourse maps for exact locations.

TICKETS / WILL CALL

Individual tickets for all MTS Centre events may be purchased at the MTS Centre Box Office, by calling Ticketmaster at (204) 780-3333, online at www.ticketmaster.ca or by visiting any Ticketmaster Centre.

The Main Box Office / Will Call windows are located at street level on the corner of Portage Avenue and Donald Street (Gate 1). The hours of operation are 10 a.m. to 5 p.m. from Monday to Friday, and 10 a.m. to 2 p.m. on Saturdays. The Box Office opens three hours prior to an event on weekends.

The South Box Office / Will Call windows are located on the Skywalk Level City Place Bridge (over Graham Avenue) and are open prior to and during events only. Interior concourse ticket windows are also accessible during events and are located in the Main Concourse across from Sections 102 / 202.

TRANSIT

MTS Centre is located at the doorstep of the Graham Avenue Transit Corridor. More than 40 transit routes converge from all parts of Winnipeg providing 90 percent of Winnipeggers with one-bus access to the building. For more information, please call Winnipeg Transit's Information Line at (204) 986-5700, visit Guest Services during any event or reference the enclosed parking map that highlights the various bus stops and routes around MTS Centre.

VIDEO

MTS Centre is equipped with a full spectrum of state-of-the-art electronic displays comparable to any venue in North America. Included is a custom-built centre-hung scoreboard featuring four large video screens, a "Power Ring" which measures 920 feet in circumference and a large outdoor video display screen located at the corner of Portage Avenue and Hargrave Street.

WASHROOMS

There are 15 women's and 12 men's public washrooms located throughout MTS Centre. Most washrooms are equipped with a baby change table. There are also family washrooms located on each level. Please reference the enclosed concourse maps for exact locations. In the summer of 2006, MTS Centre added additional washroom capacity within existing facilities to better accommodate the demand experienced to date.

WATER FOUNTAINS

For your convenience, water fountains are located on all concourse levels throughout MTS Centre. Please reference the enclosed concourse maps for exact locations.

IMPORTANT PHONE NUMBERS

Centerplate Administration	(204) 926-5653
Centerplate Catering Services	(204) 926-5660
Centerplate Suite Services	(204) 926-5680
Centerplate Suite Services Fax Line	(204) 926-5685
Winnipeg Jets Hockey Club	(204) 987-PUCK
MTS Centre / True North Administration	(204) 987-7825
MTS Centre Guest Services	(204) 926-5747
MTS Centre Security	(204) 926-5599
The Exchange Restaurant (Reservations)	(204) 926-5660
Ticketmaster	(204) 780-3333

True North Suite Administration

(204) 982-5424