



SKATECANADA
INTERNATIONAL
LES INTERNATIONAUX
PATINAGECANADA
2019



FIRST INFORMATION

OCT. 25 - 27

PROSPERA PLACE • KELOWNA, BC/C.-B.

Kelowna

Kelowna, British Columbia, Canada is proud to be the host city of the 2019 Skate Canada International.

Location

The City of Kelowna is the largest community in the Regional District of Central Okanagan, located in the southern interior of British Columbia. Home to more than 131,600 people, Kelowna is the seventh-largest city in British Columbia, and the 22nd-largest city in Canada. Kelowna has one of the most rapidly growing populations in Canada and is one of the fastest growing cities in North America. Kelowna stretches over 214km² of land and 48km² of water area and sits at 344m above sea level.

Climate

Kelowna is classified as a humid continental climate with dry, hot and sunny summers and cold, cloudy winters. In October, Kelowna has an average high temperature of 13.4 degrees Celsius, and an average low temperature of 1.3 degrees Celsius, with an average of 29.2mm precipitation. Kelowna receives over 2,000 hours of sunshine annually and 28cm of rain.

Industry and Commerce

Kelowna is known for its strong tourism and service industry, with outdoor activities available including boating, hiking, biking, as well as both Alpine and Nordic skiing. Kelowna also produces internationally recognized wines as vineyards are plentiful in and around the city. Additionally, Kelowna is home to post-secondary education institutions including Okanagan College and University of British Columbia. The Kelowna International Airport (YLW) is one of the top 11 busiest airports in Canada and has a total economic impact of 4,545 jobs and \$789 million in total economic output to the province of British Columbia.

Time Zone

Pacific Time Zone (UTC-8) is 8 hours behind Greenwich Mean Time (GMT).

Visit [Tourism Kelowna](#) for additional information.



Venue Information

Prospera Place

1223 Water Street
Kelowna, British Columbia, Canada
V1Y 9V1
Telephone : +1 250 979 0888
info@prosperaplace.com

Rink Dimensions: 61m x 26m

<http://prosperaplace.com>



Venue

Kelowna will welcome the International Skating Union (ISU) family and spectators to enjoy the 2019 Skate Canada International at Prospera Place. The competition venue, Prospera Place, is in the heart of downtown Kelowna and has been a community staple since its construction in 1999. With a capacity of 6,000-8,000 people for concerts and hockey games, Prospera Place is the premier multi-purpose sports and entertainment facility in Kelowna. Prospera Place was the venue for the 2014 Skate Canada International. Additionally, Prospera Place is home to the Western Hockey League's (WHL) Kelowna Rockets, and played host to the 2004 Memorial Cup and has hosted four WHL Championships (2003, 2005, 2009 and 2014).

Prospera Place is also located an approximately 20-minute drive/15 km from the Kelowna International Airport, depending on traffic conditions.

- ◆ **Distance from Prospera Place to Coast Capri Hotel:** Approximately 3 kilometres/8 minutes (traffic dependent)
- ◆ **Distance from Prospera Place to Manteo Resort Waterfront:** Approximately 5.5 kilometres/11 minutes (traffic dependent)

Extra Practice Ice

Unofficial extra practice ice may be available for purchase. The ice will be booked on a first come first serve basis.

Email – Chris Babcock: cbabcock@kelowna.ca no later than October 12, 2019 to book.

Please Note: Extra Practice Ice is not available at Prospera Place (Competition Rink).



Travel, Transportation & Accommodations

Coast Capri Hotel

(Teams)

1771 Harvey Avenue
Kelowna, British Columbia, Canada
V1Y 6E8
Phone: +1 250 860 6060
[Website](#)



- ◆ Complimentary Internet Access
- ◆ Free Parking
- ◆ Business Centre
- ◆ Fitness Centre
- ◆ Miscellaneous Services
 - ◆ Heated outdoor pool
 - ◆ Laundry, dry cleaning service
 - ◆ Luggage storage on-site
 - ◆ Restaurant on-site
- ◆ Distance from Airport to Hotel: Approximately 13 kilometres/18 minutes (traffic dependent)
- ◆ Distance from Hotel to Venue: Approximately 3 kilometres/8 minutes (traffic dependent)

You might say we're far from your average hotel. First of all, there's our location—we're within walking distance to picturesque Okanagan Lake with its abundance of family activities. Not only that, we're steps from some of the best the shopping, restaurants, entertainment, and nightlife Kelowna has to offer.

We go out of our way to make your stay a wonderful, memorable experience. Along with our outstanding facilities, it's our exceptional hospitality that keeps guests coming back again and again.

Check-in time is 15:00 and check-out time is 12:00.

Rates

Room Type	Pricing (CAD)
Standard Single (One bed)	\$140.00 CAD + tax (\$162.40 CAD taxes included)
Premium Double (Two beds)	\$160.00 CAD + tax (\$185.60 CAD taxes included)
Suite (One or Two Beds)	\$225.00 CAD + tax (\$261.00 CAD taxes included)

*Above rates are for single or double occupancy. Additional \$20.00CAD per night, per person for triple or quad occupancy.

Room Payment

The Organizing Committee will pay costs for accommodation for athletes, officials, judges and ISU officials in accordance with the ISU Grand Prix of Figure Skating Announcement 2019-2020, item 7.5 and the Skate Canada International Announcement 2019, item 4.

Federations will be sent confirmations for all room requests. Payment by transfer to the Organizing Committee must be sent at the latest by **Thursday, October 17, 2019**. Payments on-site must be completed at the hotel front desk upon check-in.



Manteo Resort Waterfront Hotel & Villas (Officials, ISU, VIPs)

3762 Lakeshore Road
Kelowna, British Columbia, Canada
V1W 3L4
Phone: +1 250 860 1031

[Website](#)



- ◆ **Complimentary Internet Access**
- ◆ **Free Parking**
- ◆ **Business Centre**
- ◆ **Fitness Centre**
- ◆ **Miscellaneous Services**
 - ◆ Indoor pool/hot tub, sauna
 - ◆ Outdoor pools/hot tubs
 - ◆ Water sports rentals
 - ◆ Movie theatre
 - ◆ Pool table, ping pong table and air hockey table
 - ◆ Complimentary newspaper delivery
- ◆ **Distance from Airport to Hotel:** Approximately 16 kilometres/20 minutes (traffic dependent)
- ◆ **Distance from Hotel to Venue:** Approximately 5.5 kilometres/11 minutes (traffic dependent)

In addition to spacious accommodations and a gorgeous, easily accessible location on the shores of Lake Okanagan, Manteo Resort Waterfront Hotel & Villas offers an unparalleled collection of amenities, designed with your comfort in mind. Fuel up for a busy day with a delectable, chef-attended breakfast buffet in our signature restaurant, or squeeze in a workout at the fitness centre. Visit our tennis court and putting green or rent a boat from our dock and explore the lake. Check-in time is 16:00 and check-out time is 11:00.

Rates

Room Type	Pricing (CAD)
Standard (One or Two Beds)	\$120.00 CAD + tax (\$139.67 CAD taxes included)
Standard Lakeside (One or Two Beds)	\$140.00 CAD + tax (\$162.95 CAD taxes included)
One Bedroom Suite	\$160.00 CAD + tax (\$186.22 CAD taxes included)
Two Bedroom Suite	\$209.00 CAD + tax (\$243.26 CAD taxes included)

*Above rates are for single or double occupancy. Additional \$20.00CAD per night, per person for triple or quad occupancy.

Room Payment

The Organizing committee will pay costs for accommodation for athletes, officials, judges and ISU officials in accordance with the ISU Grand Prix of Figure Skating Announcement 2019-2020, item 7.5 and the Skate Canada International Announcement 2019, item 4.

Federations will be sent confirmations for all room requests. Payment by transfer to the Organizing Committee must be sent at the latest by **Thursday, October 17, 2019**. Payments on-site must be completed at the hotel front desk upon check-in.



Delta Hotels by Marriott Grand Okanagan Resort (OC, ISU, Consultants)

1310 Water Street
Kelowna, British Columbia, Canada
V1W 9P3
Phone: +1 250 763 4500

[Website](#)

- ◆ Complimentary Internet Access
- ◆ Business Centre
- ◆ Fitness Centre
- ◆ Miscellaneous Services
 - ◆ Indoor pool
 - ◆ Full-service spa
 - ◆ Valet dry cleaning
- ◆ Distance from Airport to Hotel: Approximately 15 kilometres/20 minutes (traffic dependent)
- ◆ Distance from Hotel to Venue: Approximately 190 metres/1 minute (traffic dependent)



Surround yourself with gorgeous scenery and endless activities in British Columbia's Wine Country at Delta Hotels by Marriott Grand Okanagan Resort. Beautifully situated overlooking Okanagan Lake in the heart of downtown Kelowna, our resort is the perfect choice for every traveler. Escape from the everyday in our modern rooms, featuring deluxe amenities and thoughtful touches. Relax poolside, workout in our 24-hour gym, spend the day playing on the lake or treat yourself to pampering in our spa. Our popular restaurant is the place to dine in Kelowna, where you can mingle with guests and locals on the lakefront patio. Our elegant event venues offer a wide array of options for business meetings, weddings and social gatherings, including our outdoor terrace and expansive ballroom. No matter the space, you'll have the expert assistance of our on-site team to help you to plan the most impressive conferences, events, retreats and celebrations.

Check-in time is 16:00 and check-out time is 11:00.

Rates

Room Type	Pricing (CAD)
Standard (One bed)	\$199.00 CAD + tax (\$231.62 CAD taxes included)
Deluxe (One or Two beds)	\$219.00 CAD + tax (\$254.89 CAD taxes included)
Club (One bed)	\$259.00 CAD + tax (\$301.45 CAD taxes included)

*Above rates are for single or double occupancy. Additional costs per night, per person for triple or quad occupancy may apply.



General Accommodation Information

Reservations and Cancellations

All reservations must be made through the Organizing Committee (OC) via the ISU Online Registration System (ORS). Individual reservations by Team Members at the Official Hotel will not be accepted.

If rooms are cancelled after **Thursday, September 26, 2019**, even if it is for rooms that the OC is required to pay for, any cancellation fees the OC incurs will be invoiced to the Member Federation.

OC Accommodations Contact:

Véronique Labrosse

2019sci@skatecanada.ca

Extra Services, Incidentals and Damages

Each person will require a valid personal credit card or cash deposit at time of check-in to the hotel to cover incidentals as well as a security deposit. Payment for incidental services is the guest's responsibility and should be settled directly with the hotel at check-out.

Contact Person and Room Changes

For questions or problems relating to rooms, relocations, incidental charges, etc., the Team Leader of each team will be the contact person. Any room relocations or changes to the rooming list must be made through the Organizing Committee, as no room changes will be accepted by the hotel from guests directly.

Dining Room

Skaters, judges and other ISU officials entitled to receive the meal program will receive vouchers for the period outlined in the official announcement, beginning with dinner on **Wednesday, October 23, 2019**, until breakfast on **Monday, October 28, 2019**. Please refer to the meal hours below.

Locations:

Coast Capri Hotel – Vintage Room / Vineyard Sections 1 & 2

Manteo Hotel – Waterfront Room III (Saturday Only: View Room)

Respective vouchers for Skaters, Judges and other ISU Officials will be distributed at *Registration* and can be used only on the specified date. Additional meal vouchers will be available for **purchase on-site** only from the Organizing Committee outside the Dining Room for accompanying persons of ISU Officers, Council Members, and Officials.

Team Leaders, Assistant Team Leaders, Coaches or other Federation Delegation members may purchase individual meal tickets from the Organizing Committee at the time of Registration or at the dining room desk during dining room hours. The meal vouchers and drink tickets are **not transferable** and will be accepted only in combination with an accreditation tag.

Meal Service	Dining Room Hours	Meal Prices (taxes included)
Breakfast	06:00 – 10:00	\$25.00 CAD
Lunch	11:30 – 14:30	\$40.00 CAD
Dinner	18:00 – 22:00	\$50.00 CAD
All Meals (1 day)		\$115.00 CAD

Travel Information

The Organizing Committee (OC) will provide transportation from the Kelowna International Airport (YLW) to the Official Hotel starting on **Wednesday, October 23, 2019**.

Airport Transportation

All ISU Officials, Judges and team members are picked up at the official airport in accordance with the submitted arrival schedule, and necessary ground transportation will be organized to the Official Hotels. In the case that Coaches, Team Medical Staff, Member Press Officer and Chaperones arrive at the same time as their teams, they will be allowed to join the same ground transportation at no charge.

However, individually travelling team members or chaperones, or any other persons not officially included in the team delegation must pay the ground transportation at their own expense of \$50.00 CAD.

Please provide the OC with the appropriate travel details in ORS. Once you have arrived and received your baggage, look for the Skate Canada Representative who will direct you to the appropriate transportation. If a flight is delayed or cancelled, inform your expected arrival time as soon as possible to the OC, by contacting the **Transportation Desk at +1 613 914 5348** or 2019sci@skatecanada.ca.

There are several airport transportation options available for anyone who has not informed the OC of their arrival information or those arriving prior to the date indicated for the start of the airport shuttle service. Visit the Kelowna International Airport (YLW) for more information about [Ground Transportation](#). If a guest chooses one of these methods of transportation to the hotel, the OC is not responsible for the costs.

Shuttle Bus Service

A shuttle bus service will run between both the Manteo Resort Waterfront Hotel & Villas and the Delta Hotels by Marriott Grand Okanagan, and Prospera Place. The shuttle bus service will commence on **Thursday, October 24, 2019** and run until **Sunday, October 27, 2019**, departing every 30 minutes with one line only. A detailed schedule will be available at registration.

Departs	Stop 1	Stop 2	Stop 3	Arrives
Manteo	Coast Capri	Prospera Place	Coast Capri	Manteo

Passports and ID

The Government of Canada requires that all travelers carry a valid passport as the only universally accepted travel and identification document for the purposes of international travel. People who live in countries where a visa is needed to enter Canada must obtain one from a Canadian embassy abroad before coming to Canada.

Canada does not have a [visa office](#) in every country so it is important that delegates visit the website of the Canadian visa office responsible for processing their visa application. Information is available on the website on how to submit a visa application and the documentation required.

[Processing times for visa applications](#) vary depending on the visa office and the time of the year. Participants are encouraged to apply approximately 12 weeks in advance of their departure date to ensure they receive the visa in time.

Please Note: Depending on your nationality, you may be required to give your biometrics as soon as this summer 2019:

- Starting July 31, 2019, the biometric requirement becomes mandatory for nationals of Europe, Middle East and Africa, and
- Starting December 31, 2019, the biometric requirement becomes mandatory for nationals of Asia, Asia Pacific and the Americas.



For additional information on whether you require a biometric, please refer to our [fast facts about Biometrics](#).

Visitors must have valid travel documents to enter Canada. Document requirements vary depending on which country you are travelling from. For specific information on travel documents and to find out if you require a visa to enter Canada as a visitor, please refer to <http://www.cbsa.gc.ca/> and <http://www.cic.gc.ca/>.

Important Notice: As of March 15, 2016, an Electronic Travel Authorization (eTA) is mandatory for visa-exempt foreign nationals travelling to Canada by air (not by land or sea). The authorization is electronically linked to your passport, so no additional documents are necessary. It is valid for five years or until your passport expires, whichever comes first. To avoid any issues at the airport, you should get your eTA as soon as you begin planning your trip to Canada. To find out if you need an eTA or to apply online, visit this [website](#).

Registration and Accreditation

Registration for **Teams** will be located at the Coast Capri Hotel upon arrival. Registration will be in operation in the **Okanagan room** starting at **14:00 on Wednesday, October 23, 2019**.

Registration for the **Officials** will be located at the Manteo Resort Waterfront Hotel upon arrival. Registration will be in operation in the **Theatre room** starting at **14:00 on Wednesday, October 23, 2019**.

Registration will move to **Prospera Place – Team Entrance**, beginning **Thursday, October 24, 2019**. The exact operating hours will be communicated on-site.

All competitors will be required to present their passport (and clearance certificate if applicable) prior to receiving accreditation. Accreditation will not be issued without presentation of a valid passport.

Forgotten, lost or stolen accreditation cards must be reported and can only be replaced for a cash fee of \$100 CAD. The replacement is upon approval of the ISU and the OC.

Chaperones

Chaperones will not be accredited and must purchase an event ticket at face value to enter Prospera Place to watch the competition. Each Chaperone will receive a bus pass for the Event Shuttle Bus that will also grant access to all practice sessions. They will all be given to the Team Leader to be distributed. All bus passes are not replaceable and should be handled with care.

Closing Party

The Closing Party, *From the Vineyard*, will be held on **Saturday, October 26, 2019 from 22:00 – 01:00** in the **Coast Capri Hotel – Ballroom**. Dress code is semi-formal. Light snacks and desserts will be available.

Invitations for the Closing Party will be issued to the ISU office holders, ISU officials, judges, competitors and Skate Canada guests at Registration.

Additional persons (only accredited individuals) may purchase a ticket for this function at the Dining Room at the Coast Capri or Manteo. Cost per ticket is \$50 CAD and must be purchased by **11:00 on Friday, October 25, 2019**.

Tickets must be presented at the door. If Closing Party tickets are lost, new tickets must be purchased at the user's own expense.



Event Ticket Information

Tickets are available through Select Your Tickets at the following link:

<https://selectyourtickets.com/event-pro/skate-canada-international-2019/>

Media Centre

The Media Centre is located at **Prospera Place – Manhattan Point Restaurant** and will provide a working area for media with fully equipped internet (wireless and hard line), printing stations and a small catering station. This is also the same area where the press conferences will take place. The Media Centre is located on the upper level and can be accessed from the concourse via the Manhattan Point Entrance.

Media Centre Hours

Location	Date	Hours
Prospera Place – Manhattan Point Restaurant	Thursday, October 24	8:00 – 19:30
	Friday, October 25	6:00 – 21:15
	Saturday, October 26	6:00 – 22:30
	Sunday, October 27	8:00 – 18:30

**Times are subject to change*

Photography

Photo positions will be decided by a draw. The draw will take place at **10:00 on Friday, October 25, 2019** in the Media Centre. A location map will be provided in the event Media Centre.

Mix Zone

There will be a Mix Zone located on the event level in the hallway behind the Kiss and Cry. This area will be available for post-performance athlete interviews upon request. Access for interviews must be requested to the staff at the Media Centre in advance of the skaters' performances. The requested skater(s) will come to the Mix Zone after they receive their scores.

Press Conferences

All draws and press conferences will take place in **Prospera Place – Press Conference & Draw Room** in the Media Centre. Following the conclusion of the short program/rhythm dance for all men's, ladies, pairs, and ice dance there will be a brief press conference for the skaters who place first, second, and third. Following the free program/dance for pairs and ice dance the gold, silver and bronze medallists will participate in a post-event press conference. The free program press conferences for men's and ladies will be held following their victory ceremonies.



Other Useful Information

Language

English is the predominant language spoken in Kelowna, although both English and French are the official languages in Canada. Most government services are available in either languages.

Kelowna Public Transit (Kelowna Regional Transit System)

Plan your trip with the user-friendly Google Maps Trip Planner.

Financial Services and Banking Hours

Regular banking hours are Monday to Friday from 10:00 until 16:00 with extended hours including weekends at many locations. Many banks are open Saturdays until 15:00 and closed Sundays and on holidays.

Major credit cards are honoured in most business establishments. Automated teller machines (ATMs) marked with a Plus sign or Interac symbol will accept automated banking cards from outside Canada. Banks charge a fee of approximately \$3 for international transactions. The visitors' bank sets the exchange rate.

Taxes

The Goods and Services Tax (GST) is a five percent (5%) federal tax that is applied to most supplies of goods and services made in Canada. Almost all services and products are subject to a 5% GST. The Province of British Columbia also has a provincial sales tax (PST) of 7%. Most prices posted in stores do not include taxes.

Currency

The currency is the Canadian dollar (CAD). For denominations under five dollars, Canadians use coins, including what are affectionately known as the "Loonie" (one-dollar coin) and "Toonie" (two-dollar coin).

For currency conversions refer to: <http://www.bankofcanada.ca/rates/exchange/daily-converter/>

Tipping

While tipping is not mandatory in Canada, it is customary in many circumstances for good service, especially in sit-down restaurants, which offer table service. If you're happy with the service you receive, a 15-20% tip on the pre-tax bill is a standard expression of appreciation. It is also customary to tip bellhops, luggage handlers and taxi drivers at your discretion.

Electricity

Electricity sockets are 120V plug type A. Visitors with appliances of different voltages should bring adapters.

Tobacco and Alcohol

The legal drinking age in British Columbia is 19 years old; a driver's licence is considered a valid form of identification. You must be at least 19 years of age to purchase cigarettes. Smoking is banned in public spaces and workspaces in British Columbia, including schools, restaurants, bars and private clubs. The ban extends to outdoor public areas such as playgrounds, sport fields and restaurant and bar patios.

Shopping Centres

Orchard Park Shopping Centre - <https://www.orchardparkshopping.com/>

Mission Park Shopping Centre - <http://callahanpg.ca/mission-park-shopping-centre/>

Business Hours

In general, stores are open from 09:00 until 17:00 from Monday to Saturday, Sunday from 12:00 until 17:00. Some shopping malls are open 10:00 until 21:00. Some large pharmacies, grocery stores and bookstores stay open late all week, and some smaller boutiques may open their doors later in the morning.

Emergency Services

The emergency number for all health, safety, police and crime emergencies is 9-1-1.



Summary of Deadlines

Form		Deadline Date
ORS	Entry by Name for Competitors	September 20, 2019
ORS	Entry by Name for Judges	September 20, 2019
ORS	Entry by Name for Delegation Members	September 20, 2019
ORS	Hotel Reservation	September 20, 2019
ORS	Travel Details	September 20, 2019
ORS	Visa Letter Request	ASAP