

First Information Package

WELCOME TO MISSISSAUGA, ONTARIO, CANADA

HOST CITY OF THE

 **World Junior Synchronized Skating Championships® 2017**



Photo: courtesy of Tourism Toronto

THE CITY

Mississauga, Ontario, Canada is proud to be the host city of the ISU World Junior Synchronized Skating Championships® 2017. Canada's sixth largest city, Mississauga is a centre of arts, culture, heritage, entertainment, education, architecture, sports, recreation, shopping and business – a dynamic, vibrant and modern lakefront destination.

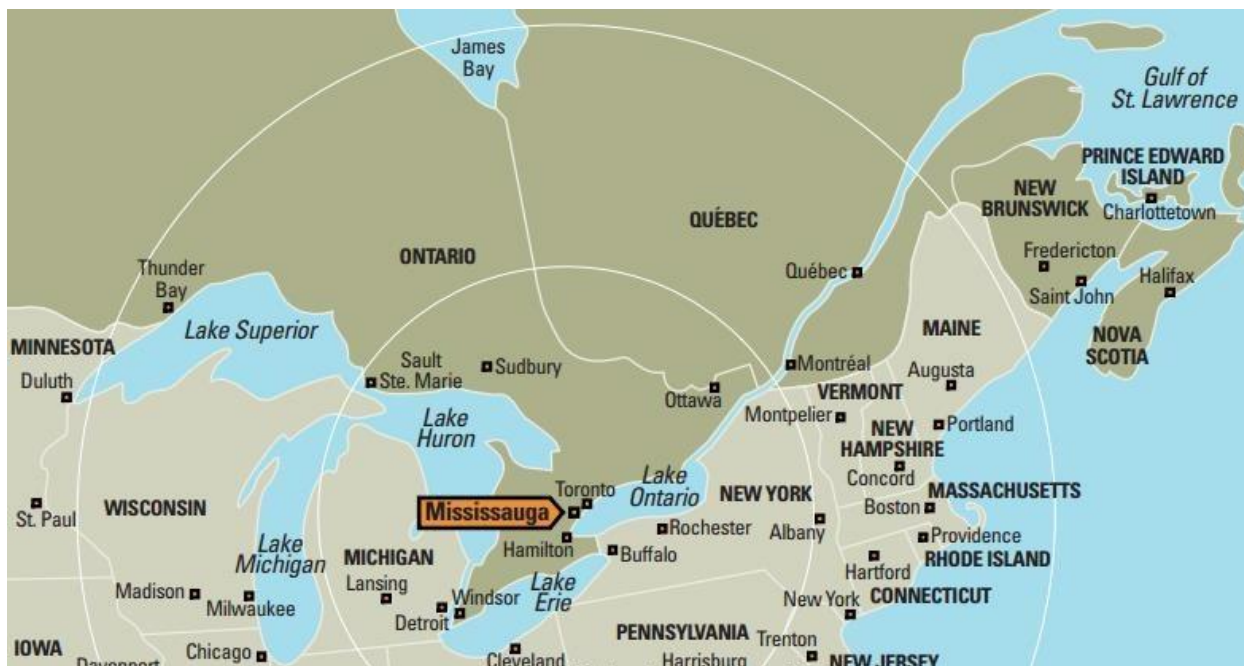
One of the fastest growing cities in Canada and one of the safest, Mississauga has a population of over 740,000. Home to 63 Fortune 500 and 50 Fortune Global 500 Canadian head offices and major divisional head offices and more than 1,450 multinational companies, Mississauga is a booming centre of business, industry and commerce boasting close to 55,000 businesses and a workforce of 418,990 employees.

A thriving centre of industry and commerce, Mississauga offers you some of the finest event venues in Canada, wonderful accommodations, and fun-filled attractions and experiences. From an inviting waterfront for boating and leisure activities to championship 18-hole golf courses, from topnotch shopping in one of Ontario's shopping capitals, to world-class fine arts and entertainment, there is so much to enjoy in Mississauga and the Greater Toronto Region. And for those of your participants who love historic places, two of Mississauga's heritage neighbourhoods have just celebrated important historic anniversaries.

There's something in Mississauga for every age group and inclination. Visitors and residents get outside and hike, bike, fish or golf in summer, and cross-country ski and ice skate in the winter. Year round there are performing arts and theatre, and heart-stopping thrills of horse racing, and gaming. Ballet, opera and

classical music is available at stages across the city, and Canadian artists are on display at retail and public galleries.

Visit www.discovermississauga.ca for additional information about the destination.



THE ARENA

Hershey Centre – COMPETITION ARENA

Opened in October 1998, the Hershey Centre has become the premier sports and entertainment facility in the Greater Toronto Area (GTA) located at:

5500 Rose Cherry Place, Mississauga Ontario

The arena ice surface is 85' by 200' (26m x 61m) with a seating capacity of approximately 5,000.

To date the facility has hosted over 3000 event days and welcomed more than 4 million guests. The Hershey Centre is proud to be home to the Mississauga Steelheads of the Ontario Hockey League. In 2015, Maple Leaf Sports and Entertainment partnered with the City of Mississauga to bring the new Raptors 905 team home to Hershey Centre. This is the first Canadian, and nineteenth, NBA Development League team.



EXTRA PRACTICE ICE

Is available Monday and Tuesday at the Hershey Centre. Please contact cshaw@skatecanada.ca

TRAVEL INFORMATION

Toronto Pearson International Airport (YYZ) is the official arrival and departure airport.

Travel Time: Airport - Official Hotels

	Marriott Toronto Airport Hotel	Courtyard Marriott Toronto Airport	Sandman Signature Mississauga
Pearson International Airport	4 km – 5-8 minutes	4 km – 5-8 minutes	10 km - 15 minutes

Airport Arrival and Departure for Teams

Teams are responsible for the cost of transportation between their official hotel and the Toronto Pearson International Airport (YYZ). Pacific Western is Skate Canada's preferred transportation provider offering the following costs:

- Single airport transfer is \$550.00 CAD plus a \$93.00 CAD pick-up fee
- The cost for both an airport pick-up and drop-off is \$1,193.00 CAD

Process:

1. Federations must submit FORM 03 Revised v2 no later than February 15th and indicate if they require the Organizing Committee to arrange their airport transfers.
2. The OC will confirm arrangements and will send the Federation an invoice that must be paid no later than February 28, 2017.
3. If a Federation does not request that the Organizing Committee to arrange transportation between the airport and their official hotel for arrival and departure, the Federation will be responsible for making their own arrangements.

In addition, there are several airport transportation options available – please visit the Toronto Pearson International Airport (YYZ) www.torontopearson.com/en/toandfrom/ground/# website for more information about ground transit.

Airport Arrival and Departure for VIPs, ISU Office Holders and Event Officials and Member Presidents

Arrivals

Transportation will be provided from Toronto Pearson International Airport (YYZ) to the official hotels for all VIPs, ISU Office Holders and Event Officials and Member Presidents provided the Organizing Committee has received the appropriate travel details by **Friday, February 3, 2017**. Should any guest's arrival be delayed for any reason, they are asked to inform the Organizing Committee as soon as possible with the expected arrival time in Canada so that transportation and accommodation arrangements can be modified.

Departures

The airport departures at the conclusion of the event will be managed by an individual departure list with times, which will be available and posted at the Information/Transportation Desk at the Hershey Centre and in the hotel lobby of the Sandman Signature Mississauga Hotel. Please communicate directly with the transportation desk, no later than 24 hours before your pick up time, if you need to change the time of your transportation to the airport.

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 purpose 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. Note: VISA processing can take several months in some countries.

Travel Document Requirements for Entry into Canada

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 cbsa.gc.ca and cic.gc.ca.

Canadian entry requirements are changing

As of March 15, 2016, Electronic Travel Authorization (eTA) will become 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. **US citizens** do not need an eTA; however, proper identification must be presented at the border. To find out if you need an eTA or to apply online, visit Canada.ca/eTA

TRANSPORTATION DURING THE EVENT

Teams

The Organizing Committee will organize a Shuttle between the official hotels (Courtyard Marriott Toronto Airport and the Marriott Toronto Airport) and the Hershey Centre however Teams are responsible for the cost of the Shuttle.

The cost for the shuttle between the Hersey Centre and the Official Hotels from Wednesday, March 8 to Saturday, March 11, 2017 is \$2,000 CAD* per team.

Process:

1. Federations must submit FORM 03 Revised v2 by February 15th and indicate if they are planning to use Hershey Centre-Official Hotel Shuttle Bus.
2. The OC will confirm arrangements and will send the Federation an invoice that must be paid no later than February 28, 2017.
3. If a Federation chooses not to use the Organizing Committee provided Shuttle the Federation will be responsible for making their own arrangements for transportation between their hotel and the Hershey Centre.
4. The shuttle will be available at the Official Hotel only.

*Subject to change depending on the number of teams that choose to use the shuttle

VIPs, ISU Office Holders and Event Officials and Member Presidents

There will be a shuttle service for VIPs, ISU Office Holders and Event Officials and Member Presidents starting on Wednesday, March 8th, between the Sandman Signature Mississauga and the Hershey Centre.

OFFICIAL HOTELS FOR TEAMS

The Organizing Committee will post event information in the official hotels only. The two hotels for teams are located beside each other.

1. Marriott Toronto Airport Hotel

901 Dixon Rd, Toronto, ON M9W 1J5

+1 (416) 674-9400

<http://www.marriott.com/hotels/travel/yyzot-toronto-airport-marriott-hotel/>

- Complimentary Hi-speed Wireless Lobby and Public Areas & Guest Rooms
- Flat-screen TV, a coffee/tea maker, a mini-fridge in guest rooms
- Bistro West by East (Hotel Restaurant)
- Bookable Team Meeting Rooms (3)
- 24 hour in-room dining
- Fitness Centre
- Indoor Pool
- Full Service Business Centre
- Cash machine/ATM
- Laundry on-site, coin operated
- Valet dry-cleaning
- *This hotel is smoke free*

Rates:

Room Only (Single through Quadruple Occupancy):

\$125.00 + Destination Marketing Fee \$3.33 (2.66%) + \$16.68 Tax (13%) = **\$145.01**

Room with Breakfast:

SINGLE: \$151.00 + Destination Marketing Fee \$3.33 (2.66%) + \$20.06 Tax (13%) = **\$174.39**

DOUBLE: \$177.00 + Destination Marketing Fee \$3.33 (2.66%) + \$23.44 Tax (13%) = **\$203.77**

TRIPLE: \$203.00 + Destination Marketing Fee \$3.33 (2.66%) + \$26.82 Tax (13%) = **\$233.15**

QUADRUPLE: \$229.00 + Destination Marketing Fee \$3.33 (2.66%) + \$30.20 Tax (13%) = **\$262.53**

Room with Breakfast, Lunch OR Dinner:

SINGLE: \$177.00 + Destination Marketing Fee \$3.33 (2.66%) + \$23.44 Tax (13%) = **\$203.77**

DOUBLE: \$229.00 + Destination Marketing Fee \$3.33 (2.66%) + \$30.20 Tax (13%) = **\$262.53**

TRIPLE: \$281.00 + Destination Marketing Fee \$3.33 (2.66%) + \$36.96 Tax (13%) = **\$321.29**

QUADRUPLE: \$333.00 + Destination Marketing Fee \$3.33 (2.66%) + \$43.72 Tax (13%) = **\$380.05**

Room with Breakfast, Lunch AND Dinner:

SINGLE: \$203.00 + Destination Marketing Fee \$3.33 (2.66%) + \$26.82 Tax (13%) = **\$233.15**

DOUBLE: \$281.00 + Destination Marketing Fee \$3.33 (2.66%) + \$36.96 Tax (13%) = **\$321.29**

TRIPLE: \$359.00 + Destination Marketing Fee \$3.33 (2.66%) + \$47.10 Tax (13%) = **\$409.43**

QUADRUPLE: \$437.00 + Destination Marketing Fee \$3.33 (2.66%) + \$57.24 Tax (13%) = **\$497.57**

2. Courtyard Marriott Toronto Airport

231 Carlingview Dr, Toronto, ON M9W 5E8

+1 (416) 675-0411

<http://www.marriott.com/hotels/travel/yyzap-courtyard-toronto-airport/>

- Complimentary Hi-speed Wireless Lobby and Public Areas & Guest Rooms
- Flat-screen TV, a coffee/tea maker, a mini-fridge, microwave in guest rooms
- In-room Coffee & Tea
- Iron & Board
- The Bistro (Hotel Restaurant)
- Bookable Team Meeting Rooms (3)
- 24 hour in-room dining
- Fitness Centre
- Indoor Pool
- Full Service Business Centre
- Foreign exchange
- Laundry on-site, coin operated
- Safe deposit boxes, front desk
- Valet dry-cleaning
- This hotel is smoke free

Rates*:

Room Only (Single through Quadruple Occupancy):

\$126.00 + Destination Marketing Fee \$3.78 (3%) + \$16.87 Tax (13%) = **\$146.65**

Room with Breakfast:

SINGLE: \$152.00 + Destination Marketing Fee \$3.78 (3%) + \$20.25 Tax (13%) = **\$176.03**

DOUBLE: \$178.00 + Destination Marketing Fee \$3.78 (3%) + \$23.63 Tax (13%) = **\$205.41**

TRIPLE: \$204.00 + Destination Marketing Fee \$3.78 (3%) + \$27.01 Tax (13%) = **\$234.79**

QUADRUPLE: \$230.00 + Destination Marketing Fee \$3.78 (3%) + \$30.39 Tax (13%) = **\$264.17**

Room with Breakfast, Lunch OR Dinner:

SINGLE: \$178.00 + Destination Marketing Fee \$3.78 (3%) + \$23.63 Tax (13%) = **\$205.41**

DOUBLE: \$230.00 + Destination Marketing Fee \$3.78 (3%) + \$30.39 Tax (13%) = **\$264.17**

TRIPLE: \$282.00 + Destination Marketing Fee \$3.78 (3%) + \$37.15 Tax (13%) = **\$322.93**

QUADRUPLE: \$334.00 + Destination Marketing Fee \$3.78 (3%) + \$43.91 Tax (13%) = **\$381.69**

Room with Breakfast, Lunch AND Dinner:

SINGLE: \$204.00 + Destination Marketing Fee \$3.78 (3%) + \$27.01 Tax (13%) = **\$234.79**

DOUBLE: \$282.00 + Destination Marketing Fee \$3.78 (3%) + \$37.15 Tax (13%) = **\$322.93**

TRIPLE: \$360.00 + Destination Marketing Fee \$3.78 (3%) + \$47.29 Tax (13%) = **\$411.07**

QUADRUPLE: \$438.00 + Destination Marketing Fee \$3.78 (3%) + \$57.43 Tax (13%) = **\$499.21**

* Breakfast, Lunch and Dinner will be provided at the Marriott Toronto Airport Hotel (across the parking lot)

HTG will be contacting the Federation in early December to finalize the hotel room requirements and make the necessary arrangements for payment of the 50% deposit.

OFFICIAL HOTEL FOR OFFICIALS, ISU OFFICE HOLDERS, INVITED GUESTS, EVENT TECHNICIANS

Sandman Signature Mississauga

5400 Dixie Rd, Mississauga, ON L4W 1E6

+1 (905) 238 0159

<https://www.sandmanhotels.com/locations/ontario/mississauga/hotels/signature-mississauga-zmis?property=ZMIS¤cy=CAD>

- Complimentary Hi-speed Wireless
- Flat-screen TV, a coffee/tea maker, a mini-fridge, microwave in guest rooms
- In-room Coffee & Tea
- Denny's (Hotel Restaurant) 24 hours
- Fitness Centre
- Indoor Pool
- Business Centre
- This hotel is smoke free

In accordance with ISU General Regulations 2016, Rule 137, the Organizing Committee will provide and cover the expenses for rooms and meals for the Technical Controller, Technical Specialists, Data and Replay Operators beginning with dinner on Tuesday, March 7, 2017 and ending with breakfast on Monday, March 13, 2017.

The Organizing Committee will provide and cover the expenses for rooms and meals for the Referees and Judges beginning with lunch on Wednesday, March 8, 2017 and ending with breakfast on Monday, March 13, 2017.

Extra Services and Incidentals

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.

For room reservations cancelled after **Saturday, February 28, 2015**, or in the case a guest is delayed on arrival such that the hotel requests payment for an unoccupied ("no-show") room, the guest or team will be charged accordingly.

The Organizing Committee cannot guarantee room rates after **Saturday, February 28, 2015**.

MEAL PROGRAM

Dining room meals

Judges and other ISU officials entitled to receive the meal program will receive vouchers at Registration for the period outlined in the official announcement, item 5, and in accordance with Rule 137. Dining Room hours at the Sandman Signature Mississauga

Breakfast	06:00 - 10:00;
Lunch	11:30 - 14:30;
Dinner	17:30 - 22:00
Late Dinner	TBD (Friday, April 10 only)

Meal Program for Team

Marriott Toronto Airport Hotel*

901 Dixon Rd, Toronto, ON M9W 1J5

+1 (416) 674-9400

<http://www.marriott.com/hotels/travel/yyzot-toronto-airport-marriott-hotel/>

Breakfast	\$26.00 CAD
Breakfast and Lunch OR Dinner	\$52.00 CAD
Breakfast, Lunch AND Dinner	\$78.00 CAD

Please submit Form D02 Team Meal Plan Request no later than February 3, 2017 if you want to take advantage of the Meal Program for teams.

*Participants staying at the Courtyard Marriott Toronto Airport are able to buy into this meal plan as well.

REGISTRATION & ACCREDITATION

ISU Office Holders, ISU Event Officials and official invited guests may pick up their accreditations and registration materials at the Sandman Signature Mississauga Hotel on Tuesday, March 7, 2017 or at the *Hershey Centre – Team Entrance, Gate* starting on Wednesday, March 8, 2017

Teams – Team Leaders can pick up the accreditations for their skaters, Team Leaders (one per country), Team Managers (1 per team), Official Coaches (2 per team) Team Service Personnel (2 per team), Team Medical Personnel (2 per team) and Federation /Association Representatives (2 per country, including the President) at the *Hershey Centre – Team Entrance, Gate C* starting Wednesday, March 8, 2017 (opens at 07:00).

Team Leaders will be required to provide passport copies and clearance certificate (if applicable) for all of their skaters prior to receiving accreditation. Accreditation will not be issued unless passport copies have been provided. Competitors and all persons entered by the Member Federations are required to have submitted the original and signed ISU Declaration Form to the ISU prior to asking for accreditation.

All media and TV personnel must register at the *Hershey Centre Centre – Team Entrance – Gate C* starting on Wednesday, March 8, 2017 (opens at 07:00) and for the duration of the championships.

EVENT TICKET INFORMATION

Tickets will go on sale on Wednesday, December 15th at www.ticketmaster.ca (1-855-985-5000)

- All Event Ticket: Adult \$90, Child \$60 (5-12 years)
- Short Program (Fri. March 10): Adult \$50, Child \$30 (5-12 years)
- Free Program (Sat. March 11): Adult \$60, Child \$40 (5-12 years)
- All tickets will have applicable taxes and service charges (see attached ticket prices)
- Children 4 years and younger are free

Tickets may be ordered in advance using the Group Order Form

MEETINGS AND OFF ICE PROGRAM INFORMATION (subject to change)

Tuesday, March 7, 2017	All Day 14:00 - Last arrival	Arrivals Accreditation, Sandman Signature Mississauga, VIPs, ISU Office Holders, Event Officials & Technicians, Member Presidents, ST Sport Services
Wednesday, March 8, 2017	All Day All Day All Day 08:00 20:00 20:30	Arrivals, Referees & Judges Accreditation, Hershey Centre, Team Entrance – Gate C Free Practices Technical Panel Meeting – Sandman Signature Mississauga, Coaches & Skaters Meeting – Marriott Toronto Airport Team leaders Meeting – Marriott Toronto Airport
Thursday, March 9, 2017	All Day 15:45 16:30 19:30 21:00	Unofficial Practices Referee & Technical Controllers Meeting – Hershey Centre Initial Judges Meeting – Sandman Hotel Opening & Draw Ceremony – Location TBD ISU and Judge Dinner – Location TBD
Friday, March 10, 2017	 17:30 18:00	Official Practice Opening Ceremony Competition, Short Program
Saturday, March 11, 2017	 15:00 17:10 20:00 20:15 21:30 22:00	Official Practice Competition – Free Skating Group B Competition – Free Skating Group A Victory Ceremony Technical Panel Review Meeting – Hershey Centre Closing Party (Skaters) Farewell Dinner Officials
Sunday, March 12, 2017	8:00 All Day	Judge Round table discussion Sandman Signature Mississauga Departures

GENERAL VISITOR INFORMATION

Language

English is the predominant language of Mississauga, Ontario, although both English and French are official languages in Canada. Most government services are available in either language. More than 100 languages are spoken in the Greater Toronto Area.

Mississauga Public Transit

Plan your trip here:

<http://www.mississauga.ca/portal/miway>

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 or Interac symbol will accept automated banking cards from outside Canada. Banks charge a fee of approximately \$2 for international transactions. The visitors' bank sets the exchange rate.

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

Taxes

A combined 5% Federal and 8% Provincial Tax called HST is collected in the province of Ontario. Almost all services and products are subject to a 13% HST. Most prices posted in stores do not include taxes. Visitors to Canada may be eligible for tax rebates. Rebate forms are available at the airport or Tourism Office. There is no rebate on consumable items such as meals, liquor, tobacco, transportation costs and gasoline.

Currency, Taxes & Tipping

The currency is the Canadian dollar. For denominations under five dollars, Canadians use coins, including what are affectionately known as the "Loonie" (one-dollar coin) and "Toonie" (two-dollar coin). Daily currency exchange rates appear in newspapers and online, and are posted at banks throughout the city.

If you're happy with the service you receive, a 15-20% tip on the pre-tax bill is a standard expression of appreciation. Tipping in restaurants is at the customer's discretion but the customary (and expected) amount is 15 percent. Many restaurants automatically add a gratuity (tip) to the bill for large groups (six to eight or more). It is also customary to tip bellhops, luggage handlers and taxi drivers at your discretion.

Tobacco and Alcohol

The legal drinking age in Ontario is 19; a driver's license 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 Ontario, including restaurants, bars and private clubs. The ban extends to outdoor public areas such as playgrounds, sport fields and spectator areas. mhp.gov.on.ca

Shopping Centres

Square One - shopsquareone.com

Erin Mills Town Centre - www.erinmills.ca

Dixie Outlet Mall - www.dixieoutletmall.com

Toronto Premium Outlets - www.premiumoutlets.com/outlet/toronto

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 22:00. Some large pharmacies, grocery stores and bookstores stay open late all week, and some smaller boutiques may open their doors later in the morning.

Time Zone

Eastern Standard Time (EST) is five hours behind Greenwich Mean Time (GMT).

Climate

<https://www.theweathernetwork.com/ca/weather/ontario/mississauga>

Telephone

Dial 4-1-1 for assistance to locate a telephone number. Dialing 0 will also get you an operator for general assistance. Pay phones cost 50 cents (two quarters (.25), or a combination of dimes (.10) and nickels (.05)) per local call. Phones do not give change, but will return coin(s) if the call is not completed. Phone credit cards for multiple calls are also available in many convenience stores.

Mobile Roaming & Pre-Planning

If you plan to use your phone frequently while you're travelling abroad, you may want to consider options that keep costs at bay. Check with your service provider for travel packs. Look for free Wi-Fi hotspots to reduce your data usage while travelling. Another option to consider is mobile rentals.

Electricity

110 V – AC / North America plug-in system. Adapters might be needed.

Emergency Services

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

City Hospitals:

Credit Valley Hospital
2200 Eglinton Avenue West
Mississauga, Ontario
L5M 2N1
Phone: 905-813-2200

Mississauga Hospital
100 Queensway West
Mississauga, Ontario
L5B 1B8
Phone: 905-848-7100

Queensway Health Centre
150 Sherway Drive
Toronto, Ontario
M9C 1A5
Phone: 416-259-6671

Taxis:

Mississauga Taxi: (905) 277-7777
Blue & White Taxi: (905) 274-4444