



SPECTATORS GUIDE







INTRODUCTION

Welcome back to the Meridian Centre! Your health & safety are our priority.

We are thrilled to welcome fans back to the Meridian Centre, following the Ontario government's decision to revamp their reopening plan, on July 16! Your health and safety remain our top priority, and we are proud to present a safe environment that complies with the health and safety measures issued by the Ministry of Health. Our mission is to provide you with a safe and entertaining experience.

4 STEPS TO YOUR SUCCESSFUL RETURN TO BASKETBALL:

1. Buy your tickets online
2. Add your tickets to your phone via the Ticketmaster App or River Lions Account Manager
3. Enter the Meridian Centre through your assigned gate
4. Enjoy the game

Please read our new safety protocols and policies so that you are best prepared for your next visit to the Meridian Centre.



TICKETING INFORMATION

2021 River Lions Home Schedule:

Saturday July 17 @ 7:00pm vs. Hamilton Honey Badgers

Tuesday July 20 @ 7:00pm vs. Saskatchewan Rattlers

Saturday July 24 @ 7:00pm vs. Ottawa BlackJacks

Friday July 30 @ 7:00pm vs. Guelph Nighthawks

Tuesday August 3 @ 7:00pm vs. Hamilton Honey Badgers

Sunday August 8 @ 2:00pm vs. Ottawa BlackJacks



Seating Manifest:



SINGLE GAME PRICING

SINGLE GAME PRICING		
COURTSIDE	SECTION 1	\$95.00
COURTSIDE	SECTION 2	\$75.00
PREMIUM	ROWS A - E	\$35.00
SIDELINE	ROWS F & UP	\$25.00
BASELINE		\$20.00



BUY TICKETS

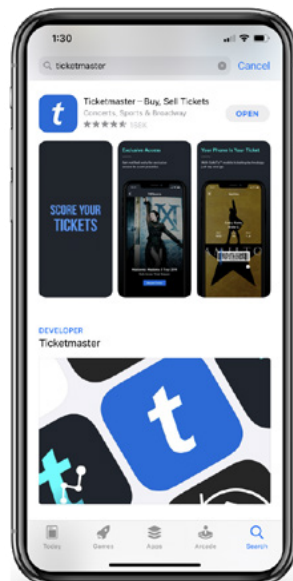
River Lions fans can now purchase their [Niagara River Lions Tickets](#) via Ticketmaster, the official ticket provider of the CEBL. All Niagara River Lions games, beginning July 17th vs the Hamilton Honey Badgers, are now available for purchase. The River Lions will play a total of six games with fans in the Meridian Centre throughout July and August. Individual game tickets range from \$20-\$95.

MANAGING TICKETS

FOR TICKETS PURCHASED VIA WWW.TICKETMASTER.CA

Managing your season and single game tickets within the Ticketmaster app is simple and easy! First download the Ticketmaster app from your preferred iOS or Android online store.

Once downloaded, open the app and tap on **My Events**. Login using your River Lions Ticketmaster credentials and your tickets will populate. To view tickets for a specific event, tap on the event. All purchased season and single game tickets for this event are shown here. Be sure to view your ticket barcodes prior to arriving at the game! To expedite event entry, transfer your tickets to your friends and family before heading to the game.



ACCESSING YOUR SAFETIX CAN BE ACCOMPLISHED IN 3 EASY STEPS

STEP 1:

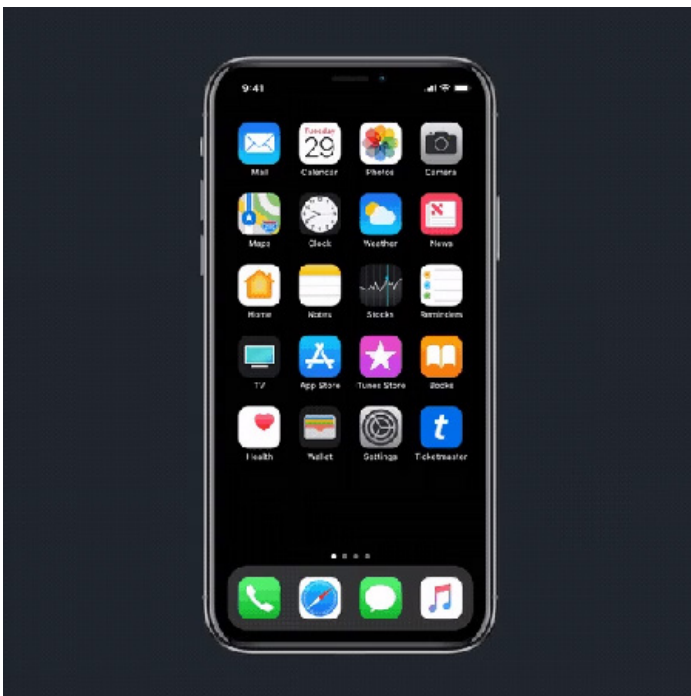
From your app, tap on your event to view your ticket, then tap **View Barcode**.

STEP 2:

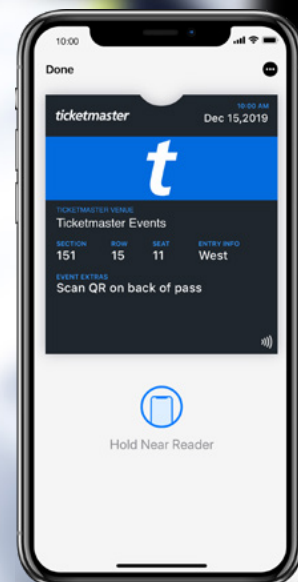
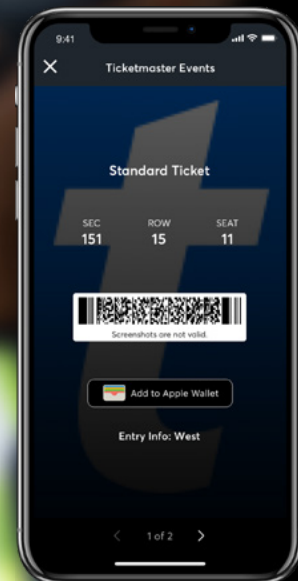
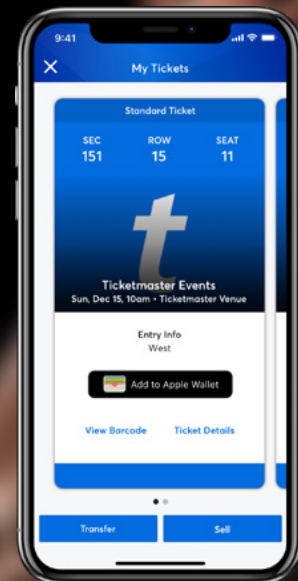
At the gate, have your phone out and ready to go – you'll simply tap, scan and go to enter.

STEP 3:

For even faster entry, add your ticket to your phone's digital wallet. You'll breeze through entry with a quick tap and go at the gate.



Important Tip: Screenshots and print outs are not valid for entry. Add your ticket to your phone's wallet and they're always ready, even when WiFi is slow!



TRANSFERRING YOUR SAFETIX CAN BE ACCOMPLISHED IN 3 EASY STEPS



STEP 1:

From your app, tap on your event to view your ticket, then tap **Transfer**.

STEP 2:

Select the tickets you'd like to transfer.

STEP 3:

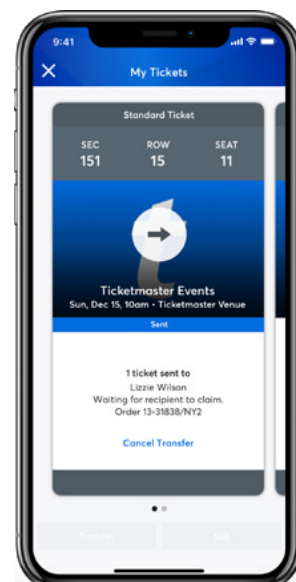
Enter your recipient's information, tap **Transfer Tickets** and you're all set.

When transferring tickets you'll receive two (2) emails: one confirming your ticket(s) have been sent and another when your recipient accepts the tickets you sent. Your recipient will also receive an email prompting them to accept your tickets. Once the ticket transfer has been accepted, the tickets in your account are no longer valid and you will not be able to get into the event with those tickets.

*Those receiving a ticket transfer must have an account. If they do not have an account, they can easily create one when they accept the tickets.

CANCELLING A TICKET TRANSFER:

To cancel a transferred ticket before your recipient has claimed it, tap **Cancel Transfer**. Tap to reclaim the ticket and return the barcode. If your recipient has already claimed the ticket, the cancel transfer button will not be visible.



FOR TICKETS PURCHASED THROUGH THE RIVER LIONS OR YOUR RIVER LIONS ACCOUNT MANAGER

All River Lions tickets that were purchased from a River Lions Sales Executive or through your River Lions Account Manager can be accessed by following these few easy steps!

STEP 1:

Log into your Account Manager at am.ticketmaster.com/riverlions/

STEP 2:

Click on **My Events** at the top left of your screen.

STEP 3:

Selected the event you would like to manage.

STEP 4:

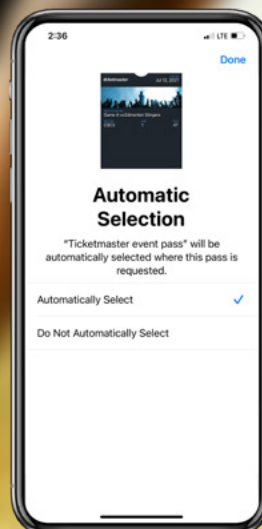
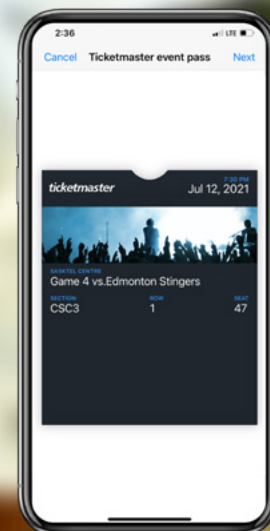
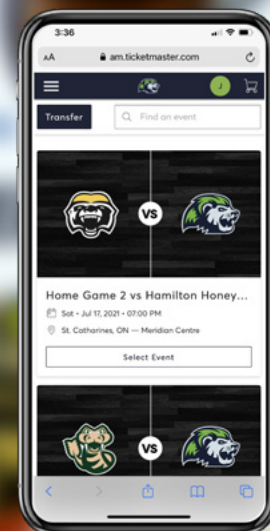
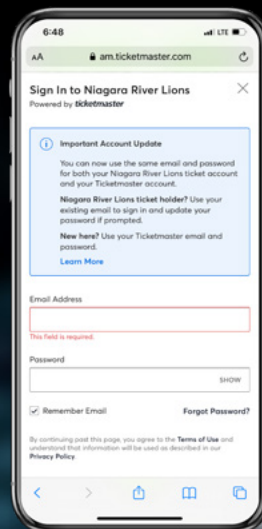
Select your seats, and click **Add to Wallet**.

STEP 5:

Click **Next** at the top right and opt-in to Automatic Section.

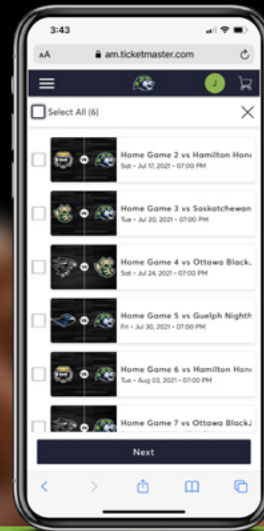
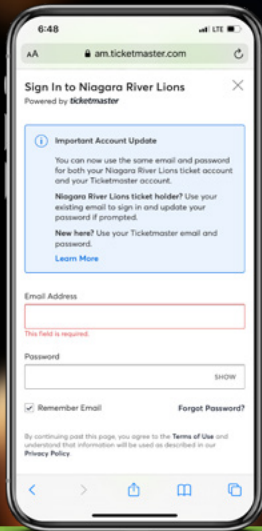
STEP 6:

Your tickets are now saved to your phone and ready to be scanned at the gate



TRANSFERRING YOUR TICKETS:

Transferring your tickets purchased on your River Lions Account Manager can be done in 4 easy steps!

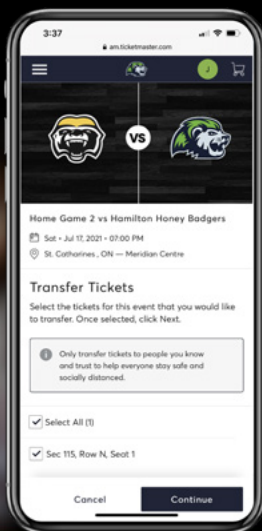


STEP 1:

Log into your River Lions Account Manager at am.ticketmaster.com/riverlions/ and click **Transfer** on the **My Events** page.

STEP 2:

Select the event(s) you would like to transfer.



STEP 3:

Select the seat(s) you would like to transfer.

STEP 4:

Fill in the recipients information and click transfer.



TICKET PROTECTION PLAN:

The CEBL has created an innovative way to protect the investment of season ticketholders with uncertainty around attending public events and in acknowledgement that some fans may be uncomfortable attending games this summer.

All season tickets and flex packs that were purchased for 2021 have automatically been moved forward into 2022 and applied towards next season's ticket packages. Ticketholders may choose to draw tickets from their 2022 package to use for any games they wish to attend in 2021. There is no obligation to use any tickets in 2021. All unused tickets will remain on account and applied toward the same ticket packages in 2022. Additional information regarding the CEBL 2021 Ticket Protection Plan can be found [HERE](#).

BOX OFFICE:

The Meridian Centre box office will be open one hour prior to game time on River Lions Game days.

Subject to change

Cashless transactions are strongly suggested; however, cash is still accepted. Meridian Centre and the River Lions have moved to mobile-only tickets to allow for touchless entry into the venue.



KNOW BEFORE YOU GO:

If you are newly experiencing any symptoms associated with COVID-19, have been diagnosed with COVID-19 in the past 14 days, or have been exposed to COVID-19 in the past 14 days, please stay at home to help us mitigate the risk of viral propagation.

ENTRANCE:

To control crowd flow, doors will open 1 hour prior to the game. All fans can enter the Meridian Centre through the Rankin Gateway located on St. Paul St or the Main Lobby located on David S Howes Way. Entry will be permitted only at these entrances.

Accessible Drop-off/Pickup Gate: Main Lobby





SCREENING PROCESS WHEN I ARRIVE:

All guests at a CEBL event will need to successfully pass their CEBL Screening prior to being granted access into the venue. Screening can be completed prior to entering the Meridian Centre at their assigned entrance. Fans can access the screening QR code outside of the Meridian Centre and complete their questionnaire. The screening QR code will be displayed throughout the entrance area outside of the Meridian Centre. Please have your green checkmark readily available if asked upon entry.

Know you are attending a game? Want to complete your screening in advance? You can access this [HERE](#).

*Only Screening Questionnaires completed the day of the event will be approved/accepted.

Mask Policy: All 2021 River Lions season events will operate in line with current Province of Ontario and Local Public Health regulations regarding masks and face coverings. The wearing of masks is always required and may only be removed to consume food & beverage.

Physical Distancing: When lining up to enter the venue, at concessions or the washrooms, physical distancing of 2 metres (6 feet) is required at all times.

Parking: On-site parking is limited to accessible spaces with a government-issued permit displayed within your vehicle. However, the Meridian Centre's drop off area is available at the front of the building. There is no parking on site.

The downtown core of St. Catharines is the ideal place to park while giving you easy access to the Meridian Centre through our bridge entrance. If you are attending a weekend game, keep in mind St. Catharines weekend downtown street closures. We recommend the Ontario Street Garage or the Carlisle Street Garage. [Click here](#) to view city parking spots and garages as well as directions. Parking fees vary by location.

On weekends this summer, a section of St. Paul Street will be turned into a vehicle-free pedestrian zone so everyone can enjoy outdoor dining at expanded restaurant patios and sidewalk shopping at local shops. Please keep this in mind when planning your visit.

Accessible Parking: There is limited parking available at the Meridian Centre and while the majority of free spaces are converted to accessible parking during an event, they fill up quickly. Alternatively, you can be dropped off and picked up at the main Box Office doors. The Meridian Centre recommends those with accessibility requirements park at the Carlisle Street Garage.



IN-ARENA EXPERIENCE:

CONTACTLESS ENTRY:

Mobile tickets will be used as the only method of entry to support a safer and more secure contactless entry. Upon arrival, load your ticket on your mobile phone, scan the barcode with security clerks, and enjoy the game!

SECURITY/INSPECTION PROTOCOLS UPON ENTRY:

For your safety and security, all guests and their belongings are subject to search prior to admission. All events require bag checks and select events may involve metal detector wands, and/or manual pat-down searches by trained security personnel. Meridian Centre reserves the right to confiscate items which may cause danger or disruption to the event or other guests. Any guest who refuses to comply with Meridian Centre security procedures will be denied entry with no refund.

NO RE-ENTRY:

Meridian Centre has a no re-entry policy, except in the case of medical situations or emergencies. Guests with medical emergencies or other emergencies who wish to leave and return to the building must report to a guest services team member located at the exit points for further instructions. Re-entry will be denied to any guest who leaves the building and wishes to return without prior consent from a Meridian Centre staff member.

BAG POLICY:

Meridian Centre asks all guests to arrive early and travel light. All guests and bags are subject to screening. No bags or backpacks will be permitted into Meridian Centre except personal bags smaller than 12"x12"x12". Diaper and medical bags will be screened prior to entry. Any guest refusing screening of themselves or their bags will be denied entry. Meridian Centre does not provide an area to check bags, coats, or any other personal belongings. Meridian Centre is not responsible for any property that is lost, stolen, or damaged from anywhere on Meridian Centre property.



PROHIBITED ITEMS:

Meridian Centre Staff reserves the right to refuse admittance of any item deemed hazardous, inappropriate, offensive, or suspicious including but not limited to the list below. Guests with inadmissible items will be required to return items to their vehicles prior to admittance. Patrons leaving items such as large umbrellas for pick-up at the end of the evening do so at their own risk. Confiscated items will not be returned.

- Alcoholic beverages
- Marijuana (including edibles) and related paraphernalia
- Non-prescription drugs and other illegal substances
- Animals (with the exception of service animals for guests with disabilities)
- Backpacks and bags (diaper bags, and non-backpacks smaller than 12" x 12" x 12" are permitted and subject to search)
- Banners or large signs of any kind.
- Beach balls, balloons and other inflatables
- Bottles, cans, insulated bottles, travel mugs and other beverage containers
- Professional cameras and photography equipment, or cameras with detachable lenses. Small point & shoot

cameras are permitted.

- Video cameras
- Monopods, tripods and selfie sticks
- Clothing or material with profane language or obscene graphics
- Electronic cigarettes and vaping devices
- Fireworks, flares or other pyrotechnics
- Headwear or clothing that may impede the view of other guests
- Laser pointer devices
- Aerosol cans
- Whistles and noisemakers which produce an excessive volume of noise such as megaphone or air-powered horns.
- Baby strollers
- Sticks, poles, or umbrellas
- Weapons and any other items deemed as a weapon (knives, mace, bear spray, box-cutters, firearms, wallet chains, brass knuckles etc. Meridian Centre and its event operators/promoters reserve the right to allow or deny access to any item(s) depending on the nature of the event.



COAT CHECK/BAG CHECK:

Meridian Centre does not provide an area to check coats or any other personal belongings. Meridian Centre is not responsible for any belongings that are lost, stolen, or damaged from anywhere on its property.

FOOD AND BEVERAGE:

Production and service areas have been redesigned to promote physical distancing and limit staff interaction. Updated hygiene and physical distancing signage has been placed throughout these areas.

Cashless transactions are strongly encouraged to fans; however, cash is still accepted.

RETAIL/MERCHANDISE:

Merchandise is available for purchase. We have opened our River Lions Shop to all fans at the Meridian Centre. The River Lions Shop is located on the main concourse. All merchandise purchases are cashless. Only credit and debit card transactions will be allowed.

To keep everyone safe during our return to the Meridian Centre, fans will not be able to try-on any merchandise items. For any returns or exchange inquiries please refer to our [Return Policy](#).



UNABLE TO MAKE IT TO A GAME THIS SUMMER?:

Are you unable to make it to a River Lions game this season? That's okay! We have your back.

CEBL+:

The CEBL launched their brand new innovative OTT streaming service called CEBL+ on June 14. Basketball fans in Canada, the United States and internationally will now have access to live CEBL games, as well as On-Demand content including highlights and other exclusive features. Fans can learn more and subscribe to CEBL+ by clicking [HERE](#).

RIVER LIONS INSIDER:

Stay up to date with all your River Lions news and info by signing up for the River Lions newsletter. Visit [The River Lions](#) and scroll to the bottom of the page to Stay Up To Date! You can also follow The River Lions on social!

[Facebook](#)

[Instagram](#)

[Twitter](#)

CBC:

The CEBL announced that four regular season games as well as games from the playoff rounds will be broadcast nationally on CBC TV.

- June 26 @ 4pm ET – Hamilton Honey Badgers @ Edmonton Stingers
- July 3 @ 2pm ET – Guelph Nighthawks @ Hamilton Honey Badgers
- July 10 @ 4pm ET – Edmonton Stingers @ Saskatchewan Rattlers
- July 17 @ 4pm ET – Edmonton Stingers @ Ottawa BlackJacks

Fans will also be able to live stream all 49 regular season games on [cbcspports.ca](#), the free CBC Gem streaming service, the CBC Sports App for iOS and Android devices and Twitch.



CHAMPIONSHIP WEEKEND

The CEBL has announced that Edmonton, home of the 2020 CEBL champion Edmonton Stingers, will host the 2021 CEBL Championship Weekend from August 18-22 at the Edmonton Expo Centre. Fans can now purchase weekend ticket packages to watch both the semifinals and the championship final in person at the Expo Centre by clicking [HERE](#).

WEEKEND PACKAGE PRICING

Weekend Package Pricing	
Courtside	\$299
Baseline Row 1	\$249
Baseline Row 2	\$209
Gold	\$150
Silver	\$125
Bronze	\$99

SEATING MANIFEST

