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EXECUTIVE SUITES SERVICES
Mike Mungiello | DIRECTOR OF EXECUTIVE SUITES 403-777-5323
Concierge Desk | (OPEN 2 HOURS BEFORE EVENT TIME) 403-571-9700
SUITE SERVICES | CUSTOMER SERVICE LINE 403-777-4646

FOOD SERVICES
Mark Vaillant | VICE PRESIDENT, FOOD & BEVERAGE 403-777-3670
Suites Catering Manager 403-777-4656
Food Ordering:
EMAIL foodorder@calgaryflames.com
TEL 403-571-9775
FAX LINE 403-571-9760
Restaurant Reservations:
AVISON YOUNG CLUB DINING ROOM 403-571-9733
SADDLEROOM GRILL RESTAURANT 403-777-3694

BUILDING BOOKINGS
Conference Room Bookings 403-777-3687

TICKETING & CUSTOMER RELATIONS
Rollie Cyr | VICE PRESIDENT, SALES 403-777-3688
Mike Franco | DIRECTOR OF SALES 403-571-9577
Customer Service 403-777-4646
Ticketmaster Phone Orders 855-985-5000
Carley Salive | TICKETING COORDINATOR 403-777-4514

FLAMES FANATTIC
Brent Gibbs | DIRECTOR OF RETAIL 403-571-9747
COURIER ADDRESS
Calgary Flames Administration
555 Saddledome Rise S.E.
(Corner of 14 Avenue & 5 Street S.E.)
Calgary, AB T2G 2W1

MAILING ADDRESS
Calgary Flames Limited Partnership
P.O. Box 1540, Station M
Calgary, AB T2P 3B9
SUITEHOLDER BENEFITS

Club Membership
Included with your suite lease is membership to the Avison Young Club in the Scotiabank Saddledome. The Calgary Flames are dedicated to providing you with an environment that offers you the very best in amenities as well as service beyond your expectations. Your options include premium parking immediately adjacent to the building, an outstanding and ever-changing buffet in the Avison Young Club Dining Room, and a great view from the best seats in the house.

Complimentary Game Sheets
Copies of Game Sheets are included in your suite for each Calgary Flames home game. No need to hunt down an usher, they are provided for you, free of charge.

Guaranteed Giveaway Items
Many Calgary Flames home games include special promotions and premium giveaway items. Suiteholders will receive these items in their suite, prior to the game.

Tickets for all Events
Suiteholders will be given tickets to all Scotiabank Saddledome public ticketed events, based on the details of your Suiteholder Agreement.
SUITEHOLDER SERVICES

Concierge
The Concierge Desk at the northeast Avison Young Club entrance is the ideal meeting place for you and your guests. We encourage you to consult the Concierge should you have any requests, inquiries or concerns.

Housekeeping
Your suite will be cleaned following each event. Carpets will be shampooed two (2) times per season. Additional shampooing and special cleaning will be at the expense of the suiteholder, as will the cost of any repairs for damage caused by the suite occupants.

Television
Your suite has been equipped with a television for your convenience. This television is connected to both the in-house and regular cable systems. Operating instructions have been included in your suite. The Calgary Flames will not be responsible for loss or damage to the television. If replacement is required, it will be at the expense of the suiteholder.

To avoid distraction for other patrons and to maximize the lighting and special effects of events, please ensure that during concerts and other performances, the television and any other equipment in your suite is turned off.

Telephones
Your suite has been equipped with a telephone for your convenience. An important number for you to know is:

Concierge  Dial 9700

Telephone service is restricted to in-house calls only. Arrangements can be made to equip your suite with an out-call telephone. If you wish to have this service, please request, complete and return the appropriate form.

There are public pay telephones for your convenience located in the West Avison Young Club lobby.
SUITEHOLDER SERVICES CONTINUED

Travel & Business Centre

Vision 2000 Travel is available for all your travel needs right on the premises. Whether it’s a business trip or pleasure cruise, visit Vision 2000 Travel. Their Avison Young Club location is open Monday to Friday from 8:00 am – 4:00 pm. They are also open during every Calgary Flames home game.

Tel: 403–777–0738
or: 403–777–0708

Souvenirs & Merchandise

The Calgary Flames FanAttic store, located in the Avison Young Club concourse, is available for all your Calgary Flames, Hitmen or Roughnecks merchandise needs. Discounts are available for all suiteholders and arrangements can be made to have special souvenirs placed in your suite prior to any event. Suiteholders receive 20% off all regular priced merchandise and 10% off sale merchandise.

Please see the FanAttic section on Page 32 for more information.

Contact the Flames FanAttic store at 403–571–9770 or visit www.flamesport.com to order.

Flames Conference Centre

The Scotiabank Conference Centre is available to you for private meetings and receptions. Please contact our Conference Room Coordinator at 403–777–3687 to discuss availability, catering requirements and rental terms.

Suite Security

To ensure the safety and security of you and your guests:

- Please keep your suite closed and locked during the game or event.
- Please do not leave any valuables unattended in the lounge or seating area.

Contact the Concierge at 403–571–9700 to report any security related concerns.

Special Requests

Our Concierge is on-hand to fulfill special requests if possible. To ensure that special requests can be accommodated, pending approval, please contact the Director of Suites at 403–777–5323 at least 24 hours in advance of a hockey game or special event.
BOX OFFICE
GENERAL INFORMATION

The key phone numbers for the Scotiabank Saddledome Ticket Office are:

Ticketmaster  855-985-5000
Fax  403-777-2198
Customer Service  403-777-4646

HOCKEY TICKETS

Suiteholders will receive the number of tickets specified in their Suite License Agreement for all Calgary Flames, Hitmen and Roughnecks pre-season, regular season and playoff home games. Tickets will be couriered to the main address of record or will be available for pick-up at the main Saddledome Ticket Office upon request prior to the start of the season.

SCOTIABANK SADDLEDOME EVENT TICKETS

Tickets to all public ticketed events are also included as part of your Suite License Agreement. Suite tickets for these events will be sent to you in advance of the event.

Please note: Some special circumstances may apply.

PURCHASING ADDITIONAL TICKETS

You may purchase up to eight (8) additional tickets for any event. The Suite Additional tickets are included with your standard ticket allotment for your suite. In the event a Suite Additional ticket is scanned at entry, your account will automatically be invoiced for that game or event. To order additional tickets, please turn to the Forms Section and complete Form 9.2 – Additional Suite Tickets order form.

MULTI-PERFORMANCE EVENTS

For multi-performance events, you will receive tickets to two (2) performances, one will be a prime night. If you wish to utilize your suite for more than two shows, please complete Form 9.2 to purchase tickets to additional performances.

SUITE RIGHT-TO-PURCHASE

Please note that there may be certain events or special circumstances where it will not be possible to offer every suiteholder tickets. Accordingly, the Calgary Flames reserve the right, at their discretion, to refrain from offering tickets to certain events where the seating capacity or the policies of certain artists or promoters (or other special circumstances), will not allow it to provide this opportunity for a suiteholder.

In addition, for certain events which are deemed non-public events, suites will not be available to suiteholders. Please contact the Director of Suites for additional information.

RELOCATION INFORMATION

Depending on stage design and configuration, certain suites may have an obstructed view. The event promoter and the Calgary Flames, on an event-by-event basis, will identify obstructed view situations. Suiteholders who are located in an obstructed view area will be relocated to the best available alternate seating.
PAYMENT POLICY
In order to accommodate requests for the purchase of event tickets, each suiteholder will be required to have credit card information on file with the Calgary Flames’ Ticketing Department. All event ticket orders will be charged to the credit card on file, upon notification of your interest in purchasing additional tickets. Also, the Calgary Flames will require one additional authorized representative only, to be designated as having authority to order tickets. If the credit card on file fails to be approved by the credit card company for the purchase requested, then the ticket request may be denied.
Suiteholders are responsible for notifying the Calgary Flames of any changes to email, telephone and/or fax numbers, credit card information, address and contact name(s).
Please ensure that you email or fax in the appropriate form (Form 9.1) so that current and accurate information is on file with our office.

LOST OR STOLEN TICKETS
If you have lost your tickets for the event, please contact the Director of Suites at 403-777-5323 prior to the event to make alternate arrangements. Also, please complete form 9.5 so we have record of your loss.
If your tickets have been stolen, please complete Form 9.5 in conjunction with filing a police case report. Then, contact the Director of Suites at 403-777-5323.
ORDERING PROCEDURE

Ordering Prior to Event

To guarantee that Calgary Flames Food Services will meet all of your food and beverage needs, we request you place your orders by noon, two (2) business days before the event, especially when ordering items (they require 48-hour notification). For example: Wednesday for Friday events, Thursday for events occurring on Saturday, Sunday and Monday.

The best way to place your order is to email it directly to our Suite Catering Department. Just contact: foodorder@calgaryflames.com

If you prefer, our fax number is: 403-571-9760.

Your other option is to call our Suite Order Hotline at 403-571-9775.

Please be sure to leave us a telephone number where you can be reached and we will return your call promptly.

Ordering During Event

You can always give your order to the server overseeing your suite. All items without a lock are available anytime. Place your order by dialing:

- AYC Suites 2400 (Internal)
- Alumni Lounge Suites 403-571-9555
- Saddleroom Grill Suites 403-571-9795

CANCELLATIONS

If you need to cancel a suite food or beverage order, please contact our Suite Services office with your cancellation at least 24 hours prior to the event. Charges will not be incurred if you follow this procedure.

Tel: 403-571-9775
Email: foodorder@calgaryflames.com

METHODS OF PAYMENT

Payment may be made by cash or credit card. Suiteholders may provide a credit card number for all orders to be charged to their suite. Presenting the credit card at the end of service will not be necessary. If you are a guest and are responsible for your own food and beverage services, please inform the Calgary Flames Food Services whether you will be paying by cash or credit card (Master Card, Visa, or American Express).

BAR STOCKING SYSTEM

As a convenience, you may wish to maintain a minimum stock level of beverages. We will automatically replenish as needed to keep your beverage stock at the desired level. A separate charge may appear on your credit card for restocking after an event. Contact us on the Suite Order Hotline - 403-571-9775, for more details and to establish your bar stock.
SUITE DELIVERY
Food and beverage orders will be available in your suite up to one (1) hour before the event. When placing your order, please let us know the desired time of delivery.

EQUIPMENT & CHINA REQUIREMENTS
All suites will be provided with the necessary chafers and other service equipment. A reasonable supply of china, silverware and glassware will be available in your suite. Special requests can be accommodated with 48 hours notice.

ALCOHOLIC BEVERAGES
Due to Alberta Liquor Control Board laws and company policy, no alcoholic beverages may be brought to the suite or removed from the building. Although it is the responsibility of the suiteholder to ensure that no minors or intoxicated persons consume alcoholic beverages in their suite, Calgary Flames Food Services reserves the right to check for proper identification and refuse service to persons who appear to be intoxicated or prevent patrons from leaving the building with alcoholic beverages.

SPECIAL SERVICES
Calgary Flames Food Services would be delighted to assist you in planning special functions in your suite. Please allow our suite services staff to assist you if you should need flowers, balloons, celebration cakes, ice carvings, etc. Call 403-571-9775 for assistance.

There are other facilities available in the building to accommodate any function too large to be held in your private suite. The Calgary Flames Food Services staff would be pleased to help plan any special occasion. Please call our Conference Room/Special Event Coordinator at 403-777-3687 for more information.

SERVICE CHARGES
A 17% service charge is added to all food and beverage orders in your suite.
RESTAURANT RESERVATIONS

The Scotiabank Saddledome would be delighted to serve you and your guests prior to Scotiabank Saddledome events. Our restaurants open two (2) hours before the start time of every Calgary Flames game. To make your reservations please call:

**Saddleroom Grill**  
Restaurant 403-777-3694

**Avison Young Club**  
Dining Room 403-571-9733

Please note that patrons using the AYC Dining Room must have tickets to an executive suite, be an AYC member or registered AYC guest.

Dining areas will not be open for ALL Scotiabank Saddledome events. Please call ahead to inquire.

EXECUTIVE SUITES MENU

An Executive Suites Menu is included in your Welcome Package. The Executive Suites Menu may also be viewed or downloaded from our website:  
calgaryflames.com/suitemenu
SCOTIABANK SADDLEDOME

The Scotiabank Saddledome has been home to Calgary’s premiere events for more than three decades.

In addition to the Calgary Flames, the Scotiabank Saddledome is home to the Calgary Hitmen (WHL) and Calgary Roughnecks (NLL), as well as host to many top concerts and special events. There are numerous restaurants and clubs at the Scotiabank Saddledome, and fully equipped conference rooms.

Our Guest Services Centre is conveniently located at the main entrance, west concourse, and is open during events. Our trained professionals will take care of any issues or concerns you have, quickly and courteously.

Seating with unobstructed sight lines for guests with limited mobility is located at the north and south ends of the arena, and on the Terrace level. In addition, all restrooms, concessions and public telephones have been designed for maximum accessibility.

For concert listings and more information on the Scotiabank Saddledome please visit the Scotiabank Saddledome website:

www.scotiabanksaddledome.com
ACCESS FROM SOUTH
(VIA MACLEOD TRAIL)
· Macleod Trail to 12 Avenue S.E. (turn right)
· 12 Avenue S.E. to 5 Street S.E. (turn right)

ACCESS FROM WEST
(VIA BOW TRAIL)
· Bow Trail into downtown
  (Bow Trail turns into 9 Avenue)
· 9 Avenue to 4 Street S.E. (turn right)
· 4 Street S.E. to 12 Avenue S.E. (turn left)
· 12 Avenue S.E. to 5 Street S.E. (turn right)

ACCESS FROM EAST
(VIA DEERFOOT TRAIL)
· Deerfoot Trail to Memorial Drive (West)
· Memorial Drive on to 4 Avenue S.W.
  (off ramp to right)
· 4 Avenue to 1 Street S.E. (turn left)
· 1 Street S.E. to 12 Avenue S.E. (turn left)
· 12 Avenue S.E. to 5 Street S.E. (turn right)
ACCESS TO YOUR SUITE

Primary access to your Avison Young Club suite is located at the northeast Avison Young Club entrance immediately off of Saddledome Rise (5 Street S.E.). An alternative entrance is located on the west side immediately below the +15 at the Dutton’s Lounge entrance. To gain admittance into the Avison Young Club, a Avison Young Club seat or suite ticket must be presented or a guest name registered on the club guest list.

Access to the club and your suite is available two (2) hours prior to the scheduled Calgary Flames game start time. For Hitmen games and other events access may be limited to one (1) hour prior to event time.

PLEASE NOTE – It is necessary to present your ticket each time you enter or exit the Avison Young Club concourse. Please remind your guests to keep their tickets with them at all times.

PARKING PASSES

Scotiabank Saddledome Parking Passes eliminate parking hassles with guaranteed parking.

Depending on the size of your suite, you are given a number of annual parking passes that are included in your suite package. You have the option of ordering plastic passes or paper passes that are torn off for each individual hockey game or event.

PLEASE NOTE – There will be a charge for the replacement of lost or stolen parking passes (please refer to the Forms Section for the Parking Pass Order Form).

Please refer to maps in this section to familiarize yourself with the parking options and locations.
PARKING
Handicap parking is available on a limited basis in Lot A, plus the 3rd level of the Parkade, as well as the entrance to the Scotiabank Saddledome on 5 Street S.E.

BUILDING ACCESS
The two main entrances to the Avison Young Club are on street level so handicapped guests may be dropped off at the main entrances of the Club. There is a wheelchair available for transportation but it cannot be reserved and is used on a first-come, first-served basis.

Lost or Stolen Parking Passes
Lost or stolen parking passes must be reported to the Director of Suites immediately at 403-777-5323. A completed form (Form 9.3), found at the back of this book, needs to be faxed to our office before a replacement parking pass is issued. Stolen passes must be accompanied by a police case number.

PLEASE NOTE – There will be a charge for the replacement of lost or stolen parking passes. Contact your account representative for details.
Calgary Flames Executive Suite holders receive exclusive VIP rates with our partner Blue Sky Limousine. Contact Lance Wood 403-717-1212 or 403-671-2583.

www.blueskylimos.com

Limited parking for non-permit holders may be available on-site at the event rate (the number of parking stalls occupied times the event parking charge.) Please follow the directions of the parking attendant.

Pick up and drop off areas for limousines are available on the west side of the building in the taxi loop and the north side of the building at the 5 Street S.E. entrance (Saddledome Rise, Avison Young Club entrance).

Bus drop off is located at the east side of the Scotiabank Saddledome. Buses will be parked in Lot E (parking charges may be incurred—contact your account representative). Patrons can board buses in Lot E following the event.
GENERAL POLICIES

Liability

The Calgary Flames Hockey Club hereby grants the holder of this ticket (“Holder”) admission to the Calgary Flames hockey game on the reverse of this ticket (the “Event”) upon the following conditions: The Holder acknowledges and agrees that any commercial or other unauthorized use of any transmission, picture, film/tape, writing, drawing or other depiction or description of any NHL or Calgary Flames name, mark or logo is prohibited without prior specific written approval of the NHL or Calgary Flames, as applicable.

The Holder consents to the use of his/her image or likeness incidental to any transmission or reproduction of the Event. The Holder further acknowledges and agrees that he/she will not transmit or aid in transmitting any description, account, picture or reproduction of the Event or any portion thereof.

Warning: Despite enhanced spectator shielding measures, pucks still may fly into the spectator area. Serious injury can occur. Stay alert at all times including during warm-up and after play stops. If struck, immediately ask an usher for directions to the medical station. The Holder of this ticket assumes all risks and dangers of personal injury and all other hazards arising from or related in any way to the Event, whether occurring prior to, during or after the Event, including specifically (but not exclusively) the danger of being injured by hockey pucks and sticks, other spectators, players, or projected objects.

The Holder agrees that the arena, the league, its officers and employees, the participating clubs, their officers, players, employees and agents are expressly released by the Holder from claims arising from such causes.

Management reserves the right to refuse admission by refunding the purchase price or to expel from the premises without refund any person whose presence or conduct is deemed by management to be objectionable.

The published starting time or date of any game may be changed without notice.
GENERAL POLICIES (CONTINUED)

Outside Food & Beverage
Outside food and beverage is not permitted. Suiteholders are not to sell, or permit the consumption of any food and beverage whatsoever in the suite other than food and beverages purchased from the Calgary Flames or any concession within the Scotiabank Saddledome.

Signage
Suiteholders are not to attach or display any signs, advertisements or notices on the exterior of the suite. However, you are permitted to display corporate logos within the suite. Signs, banners, advertisements or notices cannot be hung without written consent from the Calgary Flames.

Lights
Televisions and lights must be turned off during performances to experience the maximum effects of events, and to avoid distraction for the artists and other audience members.

Renovations to Suites
You require consent from the Calgary Flames prior to renovating or moving furniture and equipment into or out of the suite. Suiteholders may hire their own contractors, however, prior to commencing renovations, design approval is required and a “Work Safe” Permit is to be completed and approved by the Scotiabank Saddledome building engineers and security.

You must ensure furniture and equipment are moved through entrances, elevators and corridors designated by the Calgary Flames. Suiteholders will be responsible to pay for any damages to the facility at the time of the move.

Contact the Director of Suites at 403-777-5323 to facilitate suite renovations.

Changes in Account Information
If any corporate or contact information must be altered on your account, complete Form 9.1 and either email it to customerservice@calgaryflames.com, or fax to Suite Services at 403-777-2198. You will find a master copy of this form in the latter portion of this book.
DINING ROOM POLICIES

The Avison Young Club Dining Room offers fine dining opportunities for you and your guests. Reservations are highly recommended and can be made by calling 403-571-9733. Event tickets are required for admittance. Only Avison Young Club Seat or Suite tickets are admitted to the Avison Young Club Dining Room, unless prior arrangements have been made to include guests who hold tickets elsewhere in the facility on the Avison Young Club Guest List for that event.

To add guests to the Guest List please call the Director of Suites at 403-777-5323 at least four (4) hours prior to the event. Please instruct your guests to enter the Avison Young Club via Dutton’s Lounge or the Avison Young Club main entrance (5 Street S.E.).

For your information, for events other than Calgary Flames and Calgary Hitmen hockey, Avison Young Club Seats, which are not purchased by the Avison Young Club Seat Holder, will be made available to the general public. These tickets will then allow the purchaser access to the Avison Young Club Dining Room and other Avison Young Club areas.

NON-EVENT ACCESS

Suiteholders are entitled to use their suite between the hours of 9:00 am – 5:00 pm, Monday through Friday upon notice to the Calgary Flames. Food service, housekeeping and parking requirements must be coordinated in advance. Please call the Director of Suites at 403-777-5323.

SMOKING

As per the City of Calgary by-law, the Scotiabank Saddledome is a non-smoking facility for all events and activities.

There are designated smoking areas outside the Scotiabank Saddledome during events. They are:

- Avison Young Club main entrance – outside main ticket office (may not be available for all events)
- Outside Dutton’s Lounge – Avison Young Club level
- Mezzanine level off of main concourse

Smoking is not permitted within five (5) metres of entrances or exits to the building. The smoking policies are strictly enforced and monitored. If you have any concerns about smoking in the building or the non-smoking policy, please contact the Director of Suites at 403-777-5323.

CAMERAS & RECORDING EQUIPMENT

Use of digital or video cameras, or audio recording equipment is strictly prohibited within the suites of the Scotiabank Saddledome. Cell phones equipped with cameras are permitted for hockey games and events UNLESS prohibited by the promoter of such events.
RELOCATIONS & ALTERNATE SEATING
If the location of your suite does not provide adequate viewing for an event based on the event set-up (i.e. stages, curtains, etc.), the Calgary Flames will attempt to provide you with a number of tickets in the regular seating areas up to a maximum equal to the number of seats in your suite.

For inquiries on relocations for events, please call the Director of Suites at 403-777-5323.

TICKET RESALE
To protect your investment, the Calgary Flames enforce anti-scalping policies wherever possible. A case where a season ticket holder has purchased other event tickets and such tickets are discovered to have been sold by ticket scalpers or brokers, may result in the season ticket holder having his/her future rights to purchase be revoked.

HOSTS & HOSTESSES
(FLAMES GAMES ONLY)
If you plan to have a host/hostess working in your suite, please call the Director of Suites at 403-777-5323 to arrange to have a pass available at the Concierge Desk for them.

SUITE ACCESS & DEPARTURE
Access to your suite is available two (2) hours prior to the scheduled start time for Calgary Flames games. For Calgary Hitmen games and other events, access may be limited to one (1) hour prior to event time.

The suites can remain occupied up to one (1) hour after the completion of the event.

We will do our best to accommodate requests for suite access on weekdays from 9:00 am – 5:00 pm. Arrangements can be made by calling the Director of Suites at 403-777-5323.

LOST OR STOLEN SUITE KEYS
Lost or stolen keys need to be reported to the Scotiabank Saddledome immediately. If keys have been lost, they will be replaced at the expense of the suiteholder (charges will be equal to the current value of the service). If keys are stolen, we recommend that a police report be filed. The suiteholder may decide to have the locks replaced, which again would be an expense of the suite owner. The appropriate form (Form 9.4) can be found in the latter part of this book.

NOTIFICATION OF DAMAGE OR REPAIRS
In the event of any damage or destruction to your suite please contact:

**CONCIERGE (DURING EVENTS)** 403-571-9700

**DIRECTOR OF SUITES** 403-777-5323

(MONDAY – FRIDAY FROM 8:30 AM – 5:00 PM)

All damage caused by a suiteholder or their guests – to the suite, fixtures, furniture or equipment – will be repaired at the expense of the suiteholder.
GUESTS AND GUEST LIST

Suiteholders may host additional guests in the Avison Young Club or their suite during events in the building. All guests must hold a Suite Additional ticket for the event and be listed on the Guest List if they do not hold an Avison Young Club ticket.

To add names to an event guest list call the Director of Suites at 403-777-5323 at least four (4) hours prior to event start time.

Please instruct your guests to enter the Avison Young Club via Dutton’s Lounge or the main Avison Young Club entrance (5 Street S.E.).
# Flames Home Schedule

<table>
<thead>
<tr>
<th>Game</th>
<th>Day</th>
<th>Date</th>
<th>Opponent</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ex A</td>
<td>Monday</td>
<td>September 24*</td>
<td>Vancouver</td>
<td>7:00 PM</td>
</tr>
<tr>
<td>Ex B</td>
<td>Sunday</td>
<td>September 30*</td>
<td>Edmonton</td>
<td>4:00 PM</td>
</tr>
</tbody>
</table>

## October 2012

<table>
<thead>
<tr>
<th>Game</th>
<th>Day</th>
<th>Date</th>
<th>Opponent</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ex C</td>
<td>Wednesday</td>
<td>October 3*</td>
<td>Phoenix</td>
<td>7:00 PM</td>
</tr>
<tr>
<td>Ex D</td>
<td>Saturday</td>
<td>October 6*</td>
<td>Minnesota</td>
<td>7:00 PM</td>
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<tr>
<td>1</td>
<td>Thursday</td>
<td>October 11</td>
<td>Vancouver</td>
<td>8:00 PM</td>
</tr>
<tr>
<td>2</td>
<td>Monday</td>
<td>October 15</td>
<td>Los Angeles</td>
<td>7:30 PM</td>
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<td>3</td>
<td>Thursday</td>
<td>October 25</td>
<td>Tampa Bay</td>
<td>7:00 PM</td>
</tr>
<tr>
<td>4</td>
<td>Saturday</td>
<td>October 27</td>
<td>Washington</td>
<td>8:00 PM</td>
</tr>
<tr>
<td>5</td>
<td>Tuesday</td>
<td>October 30</td>
<td>Montreal</td>
<td>7:00 PM</td>
</tr>
</tbody>
</table>

## November 2012

<table>
<thead>
<tr>
<th>Game</th>
<th>Day</th>
<th>Date</th>
<th>Opponent</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Thursday</td>
<td>November 1</td>
<td>Detroit</td>
<td>7:30 PM</td>
</tr>
<tr>
<td>7</td>
<td>Thursday</td>
<td>November 15</td>
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</tr>
<tr>
<td>9</td>
<td>Tuesday</td>
<td>November 20</td>
<td>Minnesota</td>
<td>7:00 PM</td>
</tr>
<tr>
<td>10</td>
<td>Saturday</td>
<td>November 24</td>
<td>Edmonton</td>
<td>8:00 PM</td>
</tr>
<tr>
<td>11</td>
<td>Wednesday</td>
<td>November 28</td>
<td>Anaheim</td>
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## December 2012

<table>
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<tr>
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<th>Date</th>
<th>Opponent</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
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<td>Ottawa</td>
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<tr>
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<td>Thursday</td>
<td>December 6</td>
<td>Dallas</td>
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<tr>
<td>14</td>
<td>Sunday</td>
<td>December 9</td>
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<tr>
<td>15</td>
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<td>16</td>
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<td>December 22</td>
<td>Buffalo</td>
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<tr>
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<td>Sunday</td>
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<td>Edmonton</td>
<td>6:00 PM</td>
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<td>Vancouver</td>
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<td>TIME</td>
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<tr>
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<table>
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<tr>
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<tbody>
<tr>
<td>27</td>
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<td>Minnesota</td>
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<td>33</td>
<td>Sunday</td>
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<td>Phoenix</td>
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<td>41</td>
<td>Thursday</td>
<td>April 11</td>
<td>Phoenix</td>
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</table>

*Pre-season game

Please note that the above dates and times are subject to change. Consult the calendar on calgaryflames.com for the most up-to-date schedule.
### 2012-13 CALGARY HITMEN
#### REGULAR SEASON SCHEDULE

All game times are MT.

Game times are subject to change.

<table>
<thead>
<tr>
<th>HOME</th>
<th>AWAY</th>
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### JANUARY 2013

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### FEBRUARY 2013

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### MARCH 2013

<table>
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<tr>
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<th>THU</th>
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<th>SAT</th>
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<td>25</td>
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<td>27</td>
<td>28</td>
</tr>
</tbody>
</table>

The best there is!

**SN960 The FAN (960 AM)
RADIO BROADCASTS**

Remaining games will be broadcast on
www.sportsnet.ca/960

Broadcast dates and times are subject to change.
The following forms have been designed to expedite your request and add to the value of your experience.

Please email or fax all request forms to the email address or fax number indicated at the bottom of each form. Be sure to include all requested information in order to facilitate your request.

Please photocopy the enclosed forms as needed and keep the originals in this book, should you ever need to use them again.

The following forms are included:

- SUITE INFORMATION FORM
- ADDITIONAL SUITE TICKETS FORM
- PARKING PASS ORDER / REPLACEMENT FORM
- SUITE KEY ORDER / REPLACEMENT FORM
- LOST OR STOLEN TICKET DISCLAIMER
Suite Information Form

This form is intended to provide up-to-date information about your suite and the contacts within your organization. Please copy the original for future use.

SUITE NUMBER: DATE:

CORPORATE INFORMATION
COMPANY NAME:
MAILING ADDRESS:
COURIER ADDRESS:
WEBSITE:

SUITE ADMINISTRATOR INFORMATION
NAME:
SIGNATURE (FOR REFERENCE):
PHONE: DAY EVENING
FAX: CELLULAR:
EMAIL:

PRIMARY COMPANY CONTACT
NAME:
SIGNATURE (FOR REFERENCE):
PHONE: DAY EVENING
FAX: CELLULAR:
EMAIL:

In all cases, tickets for Saddledome events, including Calgary Flames Hockey should be sent to:
NAME:
PHONE: DAY EVENING
FAX: CELLULAR:
EMAIL:

If the Suite Administrator is not available for contact, our substitute is:
NAME:
PHONE: DAY EVENING
FAX: CELLULAR:
EMAIL:

Email to Suite Services: suiteservices@calgaryflames.com
Fax to Suite Services: 403–777–2198
# Additional Suite Tickets

**SUITE NUMBER:**

**CONTACT INFORMATION:**

CONTACT NAME:  
TELEPHONE:  
EMAIL:  

**EVENT DATE**

<table>
<thead>
<tr>
<th>EVENT NAME</th>
<th>DATE</th>
<th># OF TICKETS</th>
<th>PRICE PER TICKET (INCLUDES GST)</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVENT NAME</td>
<td></td>
<td></td>
<td>$ (PLUS $3.75 HANDLING FEE PER ORDER)</td>
<td></td>
</tr>
<tr>
<td>EVENT NAME</td>
<td></td>
<td></td>
<td>$ (PLUS $3.75 HANDLING FEE PER ORDER)</td>
<td></td>
</tr>
</tbody>
</table>

**Credit Card Information:**

PLEASE CHARGE TO THE FOLLOWING CREDIT CARD:  
VISA  |  MC  |  AMEX  

CREDIT CARD #:  
EXPIRY DATE:  
NAME ON CARD:  
SIGNATURE:  

**Delivery / Pickup Information:**

A. PLEASE LEAVE TICKETS AT THE AVISON YOUNG CLUB CONCIERGE DESK UNDER THE NAME OF:  

B. PLEASE COURIER TO:  
(ADD $11.00 COURIER FEE. SERVICES NOT AVAILABLE LESS THAN ONE FULL WORKING DAY PRIOR TO EVENT)  
ADDRESS:  

Email to Suite Services: suiteservices@calgaryflames.com  
Fax to Suite Services: 403-777-2198
SuITE  NuMBER : DATE:

SuITE  OWNER :

CONTaCT  NAmE :

ACCT.  NuMBER :

PHOnE :  FAx:

I WOULD LIKE MY PASSES DELIVERED TO:

NAmE :

COURiER  ADDReSS :

PHOnE :

REMPLACEMENT PASSES *

REnSON FOR REMPLACEMENT :

TYPe  OF PASS : 

☐  PLASTiC

☐  PAPER – INDIViDUAL EVENT PASSES

LOCATiON :

☐  P1 (PARKADE)

☐  P2/P3 (PARKADE)

☐  LOT A

☐  PARK AS DIRECTED

☐  STOLEN – POLICE CASE #

(NO ADMiNiSTRATION CHARGE WILL BE ADDED IF POLICE CASE FILED)

*PeASSE note: There is an additional fee for parking passes that must be replaced.

An invoice will be forwarded. Contact your account representative for details.

Email to Suite Services: suiteservices@calgaryflames.com

Fax to Suite Services: 403–777–2198
Suite Key Order/Replacement

SUITE NUMBER: ___________________________ DATE: ___________________________

SUITE OWNER: __________________________________________________________________

CONTACT NAME: __________________________________________________________________

ACCT. NUMBER: __________________________________________________________________

PHONE: _______________________________________________________________________

FAX: _______________________________________________________________________

☐ I WOULD LIKE MY KEYS DELIVERED TO:

NAME: ______________________________________________________________________

COURIER ADDRESS: ______________________________________________________________________

PHONE: ______________________________________________________________________

☐ PLEASE HOLD, I WILL PICK THEM UP.

REPLACEMENT KEYS NEEDED

REASON FOR REPLACEMENT: ______________________________________________________________________

NUMBER OF KEYS REQUIRED:

☐ DOOR ($15.00) | X | = ______________________________________________________________________

☐ SINK CUPBOARD ($10.00) | X | = ______________________________________________________________________

☐ FRIDGE (MARKET COST) | X | = ______________________________________________________________________

TOTAL: ______________________________________________________________________

Invoice will accompany key pick up

Email to Suite Services: suiteservices@calgaryflames.com

Fax to Suite Services: 403-777-2198
Lost or Stolen Ticket Disclaimer

I,

(NAME, PLEASE PRINT)

OF

(COMPANY)

HAVE REPORTED MY TICKETS LOST OR STOLEN FOR THE FOLLOWING EVENT:

(EVENT)

(DATE OF EVENT)

(SEAT LOCATION)

I HAVE REPORTED THESE TICKETS STOLEN TO THE POLICE: YES | NO (CIRCLE ONE)

CASE #

In the event that the above tickets are discovered to have been given or acquired by the person(s) in possession of the alleged stolen/lost tickets by legitimate means, I hereby take full responsibility for the error and agree to purchase replacement tickets, if available, at the regular game day /event price or leave the premises if new tickets are not available.

SIGNATURE  DATE

PLEASE PROVIDE AN AFTER HOURS PHONE NUMBER IN THE EVENT THAT THE ABOVE ERROR MUST BE VERIFIED:

Email to Suite Services: suiteservices@calgaryflames.com
Fax to Suite Services: 403-777-2198
**Attention: Ticketing Coordinator**
FLAMES FANATTIC STORES

FanAttic is the official retailer of Calgary Flames, Calgary Hitmen and Calgary Roughnecks merchandise. No hockey collection is complete without team paraphernalia.

As an Avison Young Club member, you receive 20% off all regular priced merchandise with your ticket stub at all FanAttic locations. Please visit the Avison Young Club FanAttic location during any Flames or Hitmen home game to purchase your merchandise!

Purchase gifts for your invited guests at great discount prices!

OTHER FANATTIC LOCATIONS

Scotiabank Saddledome 403-571-9770
North Hill Centre 403-338-2080
Calgary International Airport 403-571-9755

SHOP ONLINE:
www.flamesport.com