



## Capital City Comic Con Support Services

It is important to us at Capital City Comic Con to provide a safe and comfortable convention for everyone. Our volunteers are there to help you. They can be identified by their bright orange Comic Con volunteer t-shirts. Please don't hesitate to ask them questions.

Read on for more details about what support services we will offer.

### **How accessible is the location?**

Both Victoria Conference Centre and Crystal Garden have accessible washrooms, ramps and elevators. Please review [these maps](#) for more information on where these services are located.

### **Parking**

Eight stalls are available for drivers with disabilities at the Victoria Conference Centre.

All of these parking stalls are found on Level P1, clearly marked and positioned beside button-operated doors to the facility. Doors where access may be more difficult are signposted, directing users to easier points of entry.

### **Where are the accessibility entrances to Capital City Comic Con?**

#### ***Victoria Conference Centre:***

To the south end of the courtyard are two signposted access ramps. One is found to the left of the staircase and one is to the right. The ramps can be found on [this map](#).

There will be volunteers in this area to assist you and provide further directions if necessary. If you have trouble finding this area, volunteers from the main line up area at the front of the conference centre will be able to assist you.

### **Crystal Garden:**

Approaching the main doors on Douglas Street, the door furthest on the right has an automatic door-opening button. The map is located at the bottom of [this page](#). The elevator on the left (north side) of the foyer provides access to each level of Crystal Garden. This is the building's only passenger elevator. On the main floor of the Crystal Garden (accessible via elevator) a lift is located at the north end of the room, providing wheelchair access to the lower washrooms.

### **Waiting in lines**

If you have physical challenges with standing in lines, please alert a volunteer and they will ensure that you are accommodated.

If you have limited mobility or you use a mobility device such as a scooter, walker, crutches, or a wheelchair, and need assistance, you may wait near the front of the line so that you can be helped by a volunteer.

### **Accessibility in Panel Rooms**

We provide close-up seating for those who need to be closer to the stage/front due to hearing or vision impairment. There are limited amounts of these seats and they will come on a first come, first served basis. If you are unable to stand in the lineup for an extended period of time, please let one of the volunteers know and they will help you access a seat if one is available at that time. There is a limited amount of wheelchair spacing in all our panel rooms.

### **Sensory Room**

There is a Sensory Room in the Victoria Conference Centre in the [Langford Room](#). It will provide a quiet atmosphere to escape from all the action at the convention. We encourage these areas to be a comfortable, quiet place where you can enjoy some calmness before continuing on with your Capital City Comic Con experience. There will be a small number of disposable ear plugs available in the Sensory Room.

### **Gender-Inclusive Bathrooms**

Gender-inclusive bathrooms are available in the upper level of the Victoria Conference Centre.

### **Can I bring a companion?**

Fans who require support services and have a medical companion with them will receive a complimentary admission pass for their medical companion.

The medical companion will receive a general admission one-day pass and will be granted access to the same areas of the show as the fan requiring assistance. Medical companions are required to stay with and assist the person they are accompanying at all times. The medical companion is not entitled to any merchandise benefits if the person they are with has VIP access.

The complimentary admission pass must be collected from our VIP Ticket Booth on the same day it is to be used. Please note that if the attendee is planning on attending the show for more than one day, the companion must retrieve their free day pass each day individually from the VIP Ticket Booth.

Please contact us before the event if you are in need of a medical companion pass by emailing [capcitycomic@gmail.com](mailto:capcitycomic@gmail.com) with the subject line: Support Services Companion.

### **Can I bring a service animal?**

Yes, you are welcome to bring a dedicated service animal. Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the animal's ability to perform. They are also required to wear a vest noting that they are a service animal to help deter other people from touching or interacting with the animal.

### **Is there anywhere I can rent a wheelchair/walker/cane?**

Wheelchairs, walkers and scooters can be rented at Motion Specialties located at 1856 Quadra Street. They have canes for purchase at their location.

For more information, please contact: [victoria@motionspecialties.com](mailto:victoria@motionspecialties.com) or phone: (250) 384-8000

Website: <https://motionspecialties.com/>

### **Publications**

We will have a limited amount of large-print schedules available at the event. They can be found at our Information Booths.

### **Allergies**

There will be some gluten free snacks available for purchase at the concession, but please be aware that the Victoria Conference Centre is not a peanut-free environment. Please ask in the eating area if you are looking for certain foods pertaining to allergies.

### **First Aid**

If you are in need of first aid, please find the nearest volunteer or security guard to provide assistance. All of the security is trained in first aid and will be able to provide assistance if needed or will contact the proper emergency response team.

### **How can I contact you for more information or with a suggestion?**

Our goal is to make this event as accessible and inclusive as possible within our means. We are open to any suggestions or feedback that you may have. Please email us at [capcitycomic@gmail.com](mailto:capcitycomic@gmail.com) with the subject line: Support Services, if you have a question or comment.