

FAMILY AND FRIENDS INFORMATION GUIDE – VERSION 1

Introduction

The Soldier On Program will lead the Canadian team participating in the 2025 Invictus Games from 6 to 17 February 2025 in Vancouver and Whistler, British Columbia.

The Invictus Games (IG) are more than an adaptive sporting event, they are a platform in the recovery, rehabilitation and reintegration of ill and injured, serving and retired members of the participating nations.

When someone serves in the military, their family serves in the military as well. When a military member is injured (physically or mentally), their family also undergoes the recovery process. Families and friends (F&F) are the backbone of an ill and injured serving or retired member's physical and psychological support system throughout their recovery journey. Participation in the Invictus Games not only supports the healing and recovery of the ill and injured member but also that of their family and friends.

Family & Friends Support

Family & Friends staff are here to provide you with logistical and emotional support before, during and after the Games. Support is provided by Soldier On staff and Military Family Services (MFS) staff, among which are two (2) Family Information Line (FIL) Counsellors.

Logistical Support:

- Provide information on events, schedule and travel;
- Wayfinding, communication and problem resolution during the Games;
- Coordinate accessibility and/or special needs (Games, hotel, travel).

Emotional Support:

- Well-being check-in;
- Emotional support and guidance;
- Tailored referrals to resources and programs;
- Wayfinding, communication and problem resolution during the Games;
- Support in stabilization of a crisis situation (emotional or mental health).

Before Leaving

Required Documents

Have the original documents below with you and keep a copy of each document in your carry-on baggage:

- Valid identification document issued by a Canadian federal, provincial or territorial government that includes your photo, full name and date of birth (e.g. health card, driver's license, passport);
- Health and travel insurance coverage information.

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Medical Insurance

For emergencies and supplemental care, local provincial civilian resources (EMS, clinic, hospital) will be used. Provincial health insurance plans may not cover all out-of-province medical expenses such as ambulance services (ground or air) or have daily limits for outpatient emergency room services or some in-patient services.

It is strongly recommended that all participating F&F have an appropriate level of out-of-province medical insurance for everyone travelling (including children). Consult with your insurance company to review your current coverage and to confirm that every individual travelling has the appropriate health coverage (including but not limited to):

- Non-urgent medical care expenses (e.g.: visit to a clinic, diagnostic or laboratory services, prescription drugs);
- Emergency related expenses (e.g.: ambulance or paramedic services);
- Assistive devices (e.g., crutches, wheelchair);
- Trip interruption;
- Delays to your return home, including the cost and the practical arrangements you may need to make (e.g.: flight re-booking, extended accommodations at the destination, adapted transportation, etc.).

Consult with an insurance provider if you require any supplemental medical insurance. Costs for additional medical or travel insurance purchased and any medical or travel expenses incurred while travelling are the responsibility of the individual F&F and will not be reimbursed by the Canadian Forces Morale and Welfare Services (CFMWS).

Vaccination

It is recommended that your routine vaccinations are up to date before travelling, including but not limited to vaccination for measles, tetanus, whooping cough, influenza and COVID-19.

Medication

For F&F with prescription medication, it is recommended to bring 20 days (if possible) worth of medication in their carry-on baggage. Prescription medications should be in their original containers with the pharmacy's label. If your medications are not in their original containers, you must have a copy of your prescription with you or a letter from your doctor to facilitate replacement or replenishment, if required.

Baggage

Please consult your airline's baggage policy for the most up to date information about baggage.

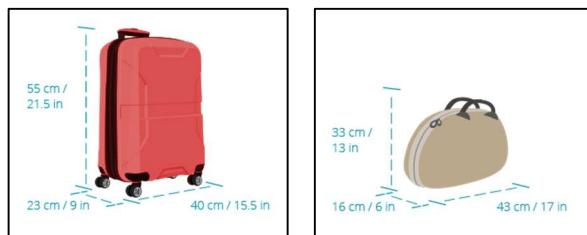
Please use the Invictus Games 2025 F&F baggage tags provided via your Invictus Games competitor as it will facilitate identification and triage of baggage. It is strongly recommended **not** to pack your items in the same bag as your competitor, as the bags will be going to different hotels directly from the airport once in Vancouver.

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Carry-On

You can bring one (1) standard article + one (1) personal article. Maximum dimensions include wheels and handles. Consult the airline's website for allowed dimensions and weight for carry-on baggage.



Checked Baggage

Air Canada, WestJet and Porter will waive fees for eligible active and retired members of the Canadian Armed Forces (CAF) for up to three or four checked pieces of baggage (depending on the airline). A CFOne card with 'CF' or 'V' or NDI 75 card is usually required as identification.

Civilians are subject to regular baggage allowances and weights. The baggage allowance included in your fare will be indicated on your ticket. Additional checked baggage over the allowance, overweight or oversize baggage fees are the responsibility of the F&F.

It is recommended to pack medication, a few changes of clothes and other essential items in your carry-on baggage. Lost or misplaced baggage can take many days to get to you (if not a week), therefore pack accordingly. The F&F hotel has some amenities and other items are available in local stores.

Mobile Apps to Download

- WhatsApp;
- Airline specific (for check-in and in-flight entertainment).

F&F Communication

F&F Team staff will be using WhatsApp as the primary means of communicating throughout the Invictus Games as it can be used on Wi-Fi. Wi-Fi is free at the F&F hotel and at most Invictus Games venues.

Important details or schedules for events can change on short notice and F&F staff will send updates via the WhatsApp Information Broadcast. The F&F group chat is for the exchange of information and for F&F to connect among themselves.

- Please download the app and send a message to Christine 343-574-6727 to be added to the WhatsApp F&F information broadcast and F&F group chat.

Weather

The average temperature in Vancouver in February is between 5°C and -5°C with an average monthly rainfall of 160 mm and 16 days of rain.

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Whistler has more snow and cooler temperatures than Vancouver. The average temperature in Whistler in February is between 2°C and -10°C with an average monthly snowfall of 181 mm.

What to Pack

Recommended items to bring to the Games:

- Waterproof outer shell or jacket;
- Umbrella;
- Footwear for indoor venues;
- Winter coat, pants and boots (dress in layers as temperatures fluctuate);
- Toque, mittens or gloves;
- Snowsuits for children;
- Swimwear for hotel pool;
- Reusable water bottle;
- Hearing protection: over ear (with headband) or in ear (plugs);
- Assistive device as necessary (e.g., canes, walker, wheelchair).

Team Canada F&F clothing will be provided to each accredited F&F (scarf, tuque, hoodie, cinch bag and two t-shirts). Please wear this clothing or other Canada themed clothing when cheering on Team Canada competitors.

Trading pins is a popular tradition at Invictus Games and it is a great way to meet other participating family, friends and volunteers. F&F will be provided with a small number of Team Canada pins and it is recommended to bring other Canadian themed pins and other small items to trade. You may also be asked if you want to trade clothing items (e.g., t-shirt, tuque, hoodie, etc.). You can accept or refuse the offer but should you choose to trade clothing items, please wait until the last few days of the Games.

Time Zone

Vancouver is in the Pacific Standard Time zone (UTC-8). It is 3 hours earlier in Vancouver than in Toronto.

Some recommendations to minimize jet lag:

- Sleep on the plane if possible (use ear plugs and eye masks);
- Limit alcohol, caffeine and calorie-rich meals;
- Drink lots of water (prior to and during the flight);
- Get on the local day-night cycle for meals and sleep;
- Get outside or take a walk to receive appropriately timed daylight exposure;
- Keep naps to less than 30 minutes (set an alarm).

Travel

Travel to Vancouver

If you experience any delays or cancellations throughout your travel day, allow the airline to book you on other flights. If the airline is unable to book you on a flight, please contact F&F staff. Team Canada staff will be monitoring flights for delays and cancellations. Please keep us updated (when possible).

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It is recommended that you arrive at your departure airport at least two hours before your flight. At most airports, there can be long delays for security screening.

It is recommended to wear Team Canada gear while travelling to be identifiable to other F&F travelling from your location and to Invictus Games volunteers once in Vancouver.

Arrival in Vancouver

Once your baggage is collected, Invictus Games volunteers will direct you to the Invictus Games Arrival Desk where your baggage will be tagged based on the destination hotel. Invictus Games volunteers will load your baggage into trucks for transport to the hotel and guide you to the appropriate shuttle.

Upon arrival at the hotel, make your way to the Waterfront Ballroom where F&F staff will provide you with your Invictus Games accreditation, meal card (if applicable) and room key. If your room is ready, you can access it. If not, a baggage hold is available until it is. The hotel will make every effort to coordinate room availability with F&F arrival, however some rooms may only be available as of 15:00. A credit card is not required at check in.

F&F who are local to the greater Vancouver area should plan to be dropped off/picked up at the F&F hotel as parking is not provided by Invictus Games or reimbursed by CFMWS.

F&F arriving on days other than 6 February (designated Games arrival day) are responsible for their own transportation between the airport and the F&F hotel. There are many options available such as public transportation (Skytrain: Canada line, Waterfront station), taxi and ride sharing. F&F staff will arrange a meeting time and place to provide you with your Invictus Games accreditation.

In Vancouver

Accommodations

Fairmount Vancouver Waterfront Hotel

Address: 900 Canada Place, Vancouver, BC V6C 3L5

Website: www.fairmont.com/waterfront-vancouver

Check in: 15:00

Check out: 12:00 (noon)

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Amenities	Breakfast Buffet*
<ul style="list-style-type: none"> • One Queen, one King or two Double beds • Wi-Fi (free), TV, safe, air conditioning • Toiletries (shampoo, conditioner, body wash, lotion and hand soap), hairdryer • Coffee machine, coffee, tea, kettle, iron, ironing board • Fridges for medication or baby food available upon request • Luggage storage • Restaurant, bar, lounge area • Fitness center (open 24 hrs.), indoor hot tub, heated outdoor pool (open 6:00 to 22:00) • Indoor access to food court • Light housekeeping services will be offered every day (i.e. refresh towels, take out trash, etc.) and linen changed every 3 days. If you require more frequent housekeeping services, please let the hotel know. 	<ul style="list-style-type: none"> • Selection of breads, muffins, pastry items • Rotating egg dishes, potato/vegetables, hot meat/protein options; • Butter, honey, jams, nut butters; • Fruits, crudités, yogourt, granola, cereal; • Cold cut meats, cheese slices; • Kid friendly options: waffles, pancakes, French toast; • Coffee, tea, juice, milk and milk alternatives. • Vegan and Grab-and -Go options available • Allergens are identified <p>*Subject to change</p>
Grocery Stores	Laundry
<ul style="list-style-type: none"> • Urban Fare: 305 Bute St at W Cordova St (800 m from hotel) Mon-Sun: 7:00-21:00 • IGA: 909 Burrard St at Haro St (1.1 km from hotel) Hours: Mon-Sun: 8:00-22:00 • IGA: 489 Robson St at Richards St (1.1 km from hotel) Hours: Mon-Fr: 7:00-24:00, Sat-Sun: 8:00-23:30 • Urban Fare: 1133 Alberni St at Thurlow St (1.2 km from hotel) Mon-Sun: 7:00-21:00 	<ul style="list-style-type: none"> • Laundry service provider at Nations Home • Laundry Valet (self-service, full service and pickup/drop off service) 4-1238 Davie St (2.2 km from hotel) 604-568-2020 https://www.laundryvaletservices.com/laundry-services.html

As per Invictus Games policy, a nations' competitors and their F&F are not accommodated in the same hotel. Due to the demand and limited number of accessible rooms at the competitor hotel, the competitors from 4 nations will be accommodated at Team Canada's F&F hotel. The F&F of these 4 nations will be accommodated at a different hotel.

The competitor hotel and the F&F hotels are approximately 1.3 km apart. **The competitor hotel is off limits to F&F and reserved only for competitors.** Competitors may visit their F&F at the F&F hotel but are responsible for their transportation back to the Sheraton Wall Centre hotel.

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Transportation

Vancouver

F&F are encouraged to self-transport (i.e. walk or roll) between the F&F hotel and the Vancouver Convention Centre (approximately 100 m). An accessible shuttle will operate on a loop between the Vancouver Convention Centre, F&F hotels and the competitor hotel.

Opening and Closing Ceremonies venues (BC Place and Rogers Arena)

A shuttle service will be provided and will depart from the **Nations Home** in the Vancouver Convention Centre.

Swimming (University of British Columbia Aquatic Center) and Wheelchair Curling (Hillcrest Community Centre) venues

A shuttle service will be provided and will depart from the **Nations Home** in the Vancouver Convention Centre.

Whistler

F&F will be transported by motor coach (equipped with Wi-Fi and a bathroom) from the **F&F hotel** in Vancouver to the Whistler Nations Home located in the Whistler Conference Centre (or to the Whistler Olympic Park on 11 February only). The drive is approximately 2 hours one-way but road conditions and traffic can increase travel time.

F&F can walk from the Nations Home in the Whistler Conference Centre to the activity areas in Whistler Village. A shuttle service will be provided between the Whistler Conference Centre, Whistler Olympic Park and Whistler Sliding Center.

Transportation schedules will be available at the Invictus Games Information Desk in the Nations Home. Sign up for transportation to Whistler will be required.

Meals

- Breakfast: 6:00 to 9:00 at F&F Hotel (buffet type)
- Lunch: 12:00 to 14:00 at Nations Home, Vancouver Convention Centre (buffet type)
**exception: 6 Feb (TBC at F&F hotel or meal voucher) and 8 Feb (12:00 to 13:00 at BC Place)
- Dinner: 17:30 to 19:30 at Nations Home, Vancouver Convention Centre (buffet type)
**exceptions: 6 Feb (TBC at F&F hotel or meal voucher) and 16 Feb (to be determined)

Swimming (University of British Columbia Aquatic Center) and Wheelchair Curling (Hillcrest Community Center) venues

- Lunch: 12:00 to 14:00 in F&F area of venue
- Dinner: 17:30 to 19:30 in F&F area of venue

Whistler (10, 11 and 12 Feb)

- Lunch: 12:00 to 14:00 at Nations Home, Whistler Convention Centre (buffet type)

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- Dinner: 17:30 to 19:30 at Nations Home, Whistler Convention Centre (buffet type)
**exception: 12 Feb (at Nations Home in Vancouver Convention Centre)

*Note: F&F can choose to take their meals elsewhere and not at the Nations Home, however this is at their own cost.

Dietary restrictions

Team Management has passed along all dietary restrictions received. There should be buffet cards with specifications about the diets and/or separate buffet lines. If you have further questions, ask the serving staff.

Venues

Vancouver

1. Vancouver Convention Centre (VCC) (see Annex A)
1055 Canada Place, Vancouver, BC, V6C 0C3
 - a. VCC (West – brown/living roof): indoor rowing, Centre Court for sitting volleyball, wheelchair basketball and wheelchair rugby.
 - Medical services: polyclinic and psychosocial;
 - Quiet room;
 - Spiritual Center;
 - Wellness Centre;
 - Laundry service (drop off: 8:00 to 11:00 or 19:00 to 21:00, at your own cost);
 - Beverage Bar (hot and cold).
 - b. Nations Home (in VCC West): (7 to 16 Feb from 8:00 to 22:00, exception: closed during Opening and Closing Ceremonies) – only accessible to accredited F&F, competitors and staff.
 - Lunch and supper buffets;
 - Kid's Area: games, crafts, library, storytelling and activities;
 - Outdoor patio/firepit area;
 - Indoor soft seating/lounge areas;
 - Coat check;
 - F&F entertainment stage;
 - Parents' room for nursing, baby changing;
 - Invictus Games Information Desk (room 101);
 - Wi-Fi, broadcasting of Invictus Games sporting events.
 - c. VCC (East [sails on roof]): Courts for sitting volleyball, wheelchair basketball and wheelchair rugby.
 - d. Invictus Village (in VCC East): (9 to 16 Feb from 11:00 to 19:00) - Accessible to the public, F&F and competitors
 - Food and beverage section (\$);
 - Live broadcast of Invictus Games sporting events;

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- Stage with live performances;
- Interactive activities;
- Kid's area.

** VCC East and West are connected via an indoor corridor located on the lower level**

2. Hillcrest Community Centre (HIL): Wheelchair curling, family bonspiel (see Annex B)
4575 Clancy Loranger Way, Vancouver, BC V5Y 2M4
3. University of British Columbia Aquatics Centre (UBC): Swimming (see Annex F)
6080 Student Union Blvd, Vancouver, BC V6T 1Z1
4. BC Place: Opening (Welcome) Ceremony (8 Feb, 13:00-15:00)
777 Pacific Blvd, Vancouver, BC V6B 4Y8
5. Rogers Arena: Closing (Celebration) Ceremony (16 Feb 18:00-20:00)
800 Griffiths Way, Vancouver, BC V6B 6G1

Whistler

6. Whistler Conference Centre (WCC) - Nations Home:
 - Lunch and supper buffets;
 - Beverages (hot and cold) and snacks;
 - Kid's Zone: games, crafts, books and activities;
 - Quiet room;
 - Polyclinic;
 - Invictus Games Information desk;
 - Coat check;
 - Wi-Fi, broadcasting of Invictus Games sporting events.
7. Whistler Sliding Centre: Skeleton (see Annex C)
8. Whistler Olympic Park: Nordic Cross Country and Biathlon Skiing (see Annex D)
9. Whistler-Blackcomb: Alpine Skiing and Snowboarding (see Annex E)

Accreditation

Invictus Games accreditation will let you access the Nations Home, reserved seating, F&F events and Games transportation. Always have it with you!

If you lose your accreditation, please contact Team Canada F&F staff immediately.

Invictus Games Events for Family and Friends

- 7 February – The Invictus Games Foundation Conversation (VCC West, Summit level)
- 13:00 to 15:30
 - Designed to promote the sharing of best practices on a variety of subjects within the Invictus Community. The intent is to encourage the exchange of views via information discussion with a panel of experts and Invictus alumni including families.
 - Registration required (link to follow)

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7 February – Welcome Event (Nations Home, VCC)

- Self-transport from F&F hotel to VCC
- 17:30 to 19:30 - Dinner buffet

8 February – Opening (or Welcome) Ceremony (BC Place)

- Time to be determined – Take shuttle from VCC to BC Place
- 12:00 to 13:00 – Lunch at BC Place
- 13:00 – Ceremony: Parade of Nations, videos, speeches, light show, musical performances (hearing protection is highly recommended)
- 15:00 – Return to hotel via shuttle
- There could be additional restrictions on some items (e.g.: bags and strollers) allowed in the venue for the Opening Ceremony

9 February to 15 February – Sporting events

- Daily updates to sports competition schedule (if any) will be sent via WhatsApp information broadcast
- Reserved seating in designated sections for F&F

12 February – Family and Friends Bonspiel (Hillcrest Community Center-HIL)

- 8:30 to 12:30 - morning session
- 13:00 to 17:00 - afternoon session
- Ages 6 years and older
- Snacks and beverages provided
- Activities, DJ, music
- Sign up required

16 February – Closing (or Celebration) Ceremony (Rogers Arena)

- Time and location to be determined – Meal
- Time to be determined – Take shuttle from VCC to Rogers Arena
- 18:00 – Ceremony: Parade of Nations, videos, speeches, light show, musical performances (hearing protection is highly recommended)
- 20:00 – Return via shuttle to VCC
- 21:00 to 00:00 - Closing Party
- There could be additional restrictions on some items (e.g.: bags and strollers) allowed in the venue for the Closing Ceremony

Medical

For any life threatening medical emergencies, call 9-1-1.

First Aid patrollers/responders as well as First Aid stations will be located in each Invictus Games venue.

Please advise F&F staff of any serious medical issues or emergencies.

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Hospitals in Vancouver	
1.5 km from Vancouver Conference Center: St-Paul's Hospital 1081 Burrard Street Phone: 604-682-2344	4.5 km from Vancouver Conference Center: Vancouver General Hospital 899 W 12th Ave. Phone: 604-875-4111

For certain medical issues, F&F can access services provided at the Invictus Games polyclinic:

- Physicians, physiotherapists, chiropractors, massage therapists and pharmacists;
- Peer support workers, PADS support team, CAF operational Stress Injury Social Support (OSISS).

If at any moment during the Games you feel physically ill, please advise F&F staff. It is recommended that you stay in your room and avoid participating in non-essential social activities until you feel better. When outside your room, if you cannot keep a distance of 2 meters from others, it is recommended that you wear a mask until you are fully recovered.

Conduct and Discipline

F&F will be courteous, inclusive and respectful as per the Team Canada Family and Friends Code of Conduct previously signed. A copy of the Code of Conduct is available on the F&F webpage at: www.cfmws.ca/family-and-friends-program.

Invictus Games Security and Personal Safety

There will be control points for anyone wanting to access to Invictus Games venues: accreditation scan, magnetic wand scan and search of bags (when required). At peak times, there could be longer waiting times to access the venue.

Please let someone (e.g.: other family member, friend or F&F staff) know your whereabouts if you are not at the hotel or at Invictus Games event venues. F&F staff may need to know where you are in case of an emergency or incident (e.g.: severe weather, medical emergency, security threats, etc.). In these cases, F&F staff will communicate with you and please respond **ASAP**. This will be done primarily via WhatsApp, therefore it is important that you use this app.

Vancouver is a safe city, and violent crime is not common. As in any other big city, thefts, pick-pocketing and small crimes do happen. Keep a close watch on your purse, backpack, cell phone or other property when you are in public places and do not leave anything valuable unattended, even for a brief period. It is also recommended to take usual safety precautions when visiting the city (i.e.: be aware of your surroundings, let others know where you are, do not walk alone at night, stay in well-lit areas, keep your drink in sight and don't sample drinks from anyone, etc.).

In case of a threat to your security, dial 9-1-1.

Poverty, substance abuse and mental health issues can be very visible in Vancouver. It is not uncommon to see someone using drugs, acting strangely or sleeping on the sidewalk or bench. The Downtown Eastside is an area of the city of Vancouver that has a high concentration of these social problems. It is recommended to avoid the Downtown Eastside (Main St. and East Hastings and over a 10-block span, starting at the eastern edge of Gastown and up to a few

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blocks from BC Place). Chinatown and Gastown, popular tourist destinations, flow into the Downtown East Side and it is recommended to visit these tourist areas only during the day.

Media and Broadcasting

There will be many national and international broadcasters on-site covering the Games. You may be approached by media or press for pictures or to participate in interviews or videos. You can accept or refuse to participate. If you want to participate but are unsure, the Team Canada communications staff can provide support. Please advise them or F&F staff if you do speak to the media.

A web live stream of sporting events on the 2025 Invictus Games website (see below) will allow other family and friends to follow the sporting events. The Opening Ceremony will be aired on CTV and the Closing Ceremony on TSN.

2025 Invictus Games website and social media:

- Website: www.invictusgames2025.ca/
- Facebook: Invictus Games Vancouver Whistler 2025
- Twitter/X: @InvictusGames25
- Instagram: @invictusgames25
- #IG25

Soldier On websites and social media:

- Website: www.soldieron.ca
- Flickr: www.flickr.com/photos/soldieronsanslimites/albums/
- Facebook: @soldieronsanslimites
- Twitter/X: @soldieroncan
- Instagram @soldieroncanada
- #SoldierOn

Returning Home

Departure day

Transportation will be provided from the F&F hotel to the Vancouver airport on 17 February only. Transportation departure times will be provided via WhatsApp closer to the day.

If you are extending your stay in Vancouver, you are responsible for checking out of the F&F hotel by noon (12 pm) on 17 February and for your transportation to the airport.

Post-event survey

A link to a survey will be sent to you by F&F staff after the Games to get your feedback and testimonials. Surveys from the Invictus Games Foundation may also be sent directly to you or via F&F staff.

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Family and Friends Points of Contact

Christine Charron F&F Program Manager Phone: 343-574-6727 Email: family-friendsprogram@cfmws.com	
Angela Razanaparany F&F Counsellor Phone: 343-553-9615 Email: razanaparany.angela@cfmws.com	Nathalie Levasseur F&F Logistics Phone: 343-598-4331 Email: nathalie.levasseur2@forces.gc.ca
Michèle Gauthier F&F Counsellor Phone: 343-553-5615 Email: gauthier.michele@cfmws.com	Carole Millaire F&F Logistics Phone: 343-574-1813 Email: millaire.carole@soldieron.ca

Key Team Canada Staff

Nation Lead	Peter Nicol
Team Manager	Mariève Reid
Assistant Team Managers	Tim Robinson, Steffa MacLintock
Logistics	WO Samuel Gauthier, Nick Cooke, WO Matt Tindall
Communications	Vasiliki Zobolas, Melanie Borges, Brianna Berry, Sat Nandall
Medical	LCol Chris Mercer, LCdr Jody-Lynn Young, Capt Amy Streeter, Capt Jami Boyd, MCpl Stewart Dorrance, MCpl Ryan Fryer
Social Workers	Maj Roxanne Laforest, Lt(N) Mathew Bergeron
Coaches	Paul Bowes, Denis Cloutier, Marissa Chin, Eileen Du Plooy, Jenny Hawes, James Cooney

Annexes

Annex A: Vancouver Convention Center

Annex B: Hilcrest Community Center (Wheelchair Curling)*

Annex C: Whistler Sliding Centre (Skeleton)*

Annex D: Whistler Olympic Park (Nordic Cross Country Skiing and Biathlon)*

Annex E: Whistler Alpine Venue (Alpine Skiing and Snowboarding)*

Annex F: University of British Columbia (Swimming)*

Annex G: Whistler Experiences

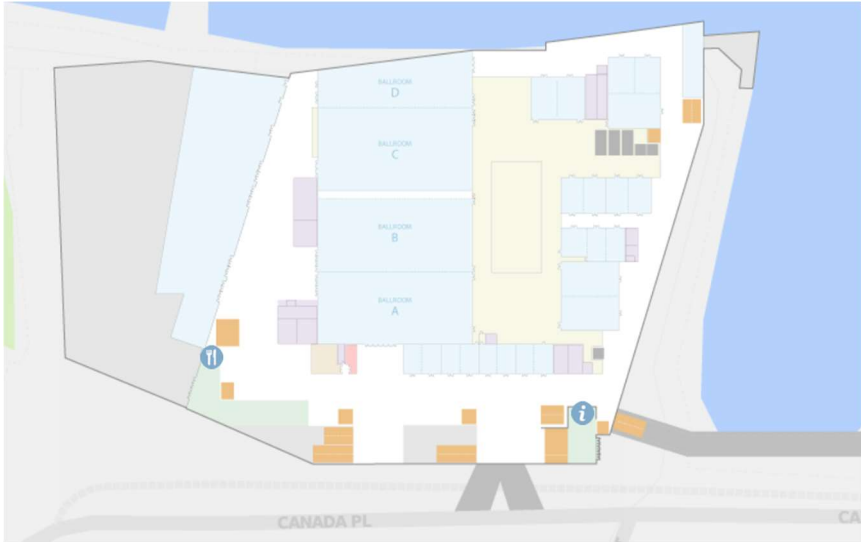

Annex H: Vancouver Experiences

*Note: all site plans subject to change

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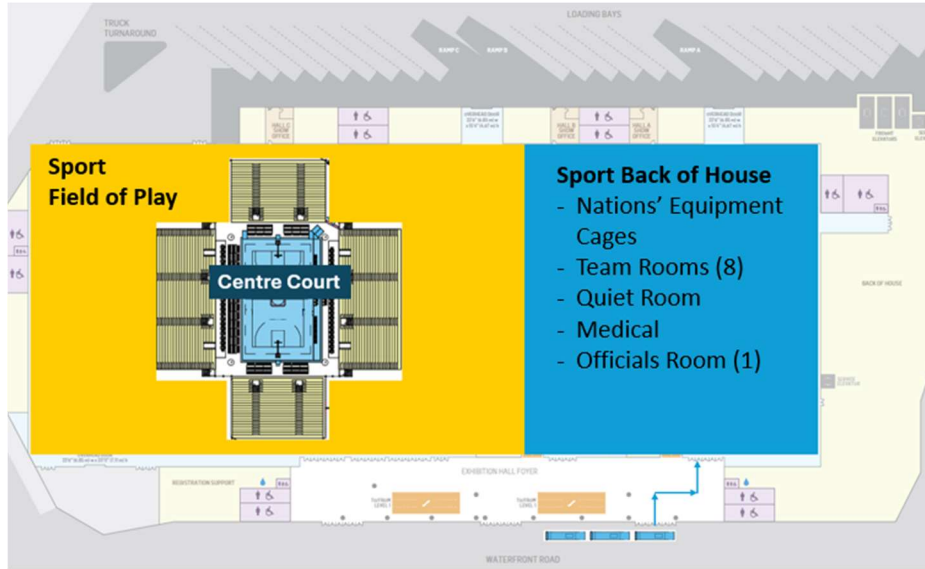
Annex A

Vancouver Convention Centre (VCC)	
<p>West (brown/living roof)</p> <p>Ground Level</p> <ul style="list-style-type: none"> • Nations Home • Beverage Bar (LOT185 café) • Invictus Games Information Desk • Polyclinic • Quiet room • Washrooms • Outdoor patio area with firepit • Games operations 	<p>Harbour Level (G-1)</p> <ul style="list-style-type: none"> • Dedicated F&F escalator down to Center Court from Nations Home • Center Court (all finals, preliminary and semi-finals matches for team sports, indoor rowing) • Bus drop off area for competitors • Team equipment storage area • Back of house (for competitors only) • Connector between West and East buildings
<p>Ground floor</p>  <p>The map shows the layout of the ground floor. It includes four large ballrooms labeled A, B, C, and D. There are also several smaller rooms, a central yellow area, and a large outdoor patio area with a firepit. The map is color-coded: blue for ballrooms, yellow for the central area, and green for the outdoor patio. Information icons (i) are placed near the entrance and the outdoor patio area. The map is labeled 'CANADA PL' at the bottom.</p>	
<p>Nations Home</p>  <p>The photograph shows the interior of the Nations Home restaurant. It features a large, modern space with a high ceiling and a wooden slat design. The room is filled with round tables set for dining, with white tablecloths and dark chairs. Large windows on the left side offer a view of the city and water. The lighting is warm, with orange pendant lights hanging from the ceiling. A large, spherical decorative object is visible on the right side of the room.</p>	

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Center Court:



East (sails on roof)

Ground level

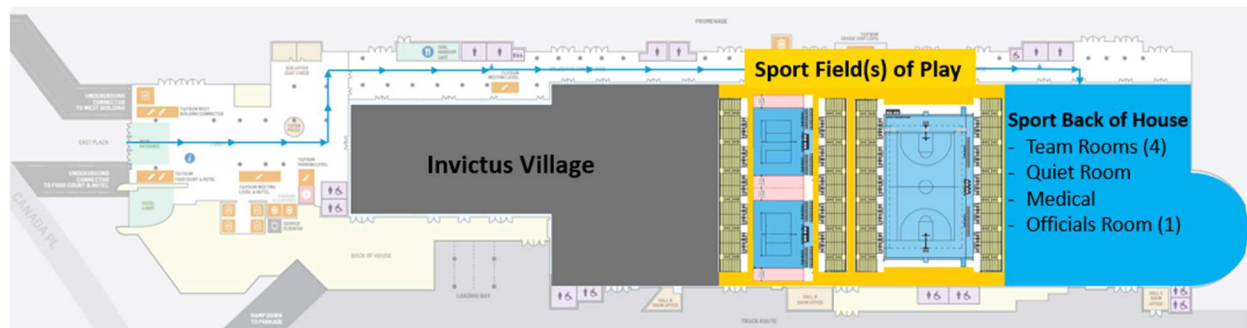
- Invictus Village
- Courts (preliminary and semi-finals matches)
- Hallway to back of house for competitors

Harbour level (G-1)

- Connector between West and East buildings

Second level

- Accreditation office
- VIP hospitality
- Meeting space
- Games operations



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Wheelchair Curling – Hillcrest Community Centre (HIL)	9 February: 8:30 to 20:30
Buses depart VCC : to be determined Buses depart HIL : to be determined	Usual travel time between VCC and HIL is approximately 30 mins (depends on traffic and road conditions)
F&F Area at HIL <ul style="list-style-type: none"> Seating is limited and reserved for accredited F&F of wheelchair curling competitors Seating is on metal bleachers on both sides of rink (dress warmly with something to sit on) F&F areas accessible by either front door or rear door of building 	Nations Home (upstairs) <ul style="list-style-type: none"> Lunch: 12:00 to 14:00 Supper: 17:30 to 19:30 Beverages and snacks Kid's activities Quiet room

The diagram is a detailed floor plan of the Hillcrest Community Centre (HIL) for the Invictus Games Vancouver - Whistler 2025. It shows a large rectangular curling rink with two teams' areas, each featuring a circular target pattern. The rink is flanked by two long, narrow seating areas, labeled 'F&F Seating Area 1' (top) and 'F&F Seating Area 2' (bottom). Red arrows point to the 'Entry to F&F Seating Area 1' on the left and 'Entry to F&F Seating Area 2' on the right. The plan also includes various functional areas: 'BROADCAST PLATFORMS', 'SPORT PRESENTATION PLATFORM', and 'PRESS PLATFORMS' along the top wall; a 'MEDICAL & QUIET ROOM/ENTRANCE' and 'CALL AREA' on the right; and a 'RESTROOMS & OFFICIALS' area at the bottom right. The rink is branded with 'INVICTUS GAMES' and 'VANCOUVER - WHISTLER 2025' logos. A wheelchair icon is shown in the bottom right corner, indicating accessibility.

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INVICTUS GAMES 2025

Annex C

Skeleton – Whistler Sliding Centre	10 February: 12:00 to 19:00 11 February: 12:00 to 19:00
Buses departing F&F hotel at: 7:30, 8:00, 8:30, 9:00, 9:30, 10:00 (TBC) Sign up required	Buses departing Whistler at: 17:00, 17:30, 18:00, 18:30, 19:00, 19:30, 20:00 (TBC) Sign up required
<ul style="list-style-type: none"> ➤ Buses have washrooms and Wi-Fi ➤ Usual travel time between Vancouver and Whistler is approximately 2 hrs (depends on road and weather conditions) ➤ Roads are winding and may cause motion sickness 	
Shuttle to Whistler Sliding Centre Shuttles will cycle between venues: <ul style="list-style-type: none"> • Whistler Conference Centre (Nations Home) • Whistler Sliding Center • Squamish Lil'wat Cultural Centre • Whistler Olympic Park (11 February only) Duration: <ul style="list-style-type: none"> • To Sliding Centre: 10 minutes • Full cycle: 2 hrs (11 February only) Notes: <ul style="list-style-type: none"> • 10-minute walk with a steep hill between bus drop off and F&F Area • From bus drop off, go to the right of the track leading to the underpass 	Nations Home Whistler Conference Center (WCC) <ul style="list-style-type: none"> • Lunch: 12:00 to 14:00 • Supper: 17:30 to 19:30 • Beverages (hot and cold) and snacks • Kid's Zone: games, crafts, books and activities • Quiet room • Polyclinic • Invictus Games Information Desk • Wi-Fi, broadcasting of Invictus Games sporting events
F&F Area at Whistler Sliding Centre <ul style="list-style-type: none"> • Outdoor tent (standing, some seating) • TV screens • Light snacks and warm beverages • Portable toilets, baby changing station • Reserved for accredited F&F (no public access) • Areas around the track can be steep and slippery, wear appropriate footwear • In certain weather conditions, the shades along the track could be closed to protect the ice, limiting the ability to see the competitors going down the track • When the sun sets, it gets colder • Building is strictly reserved for competitors 	

FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

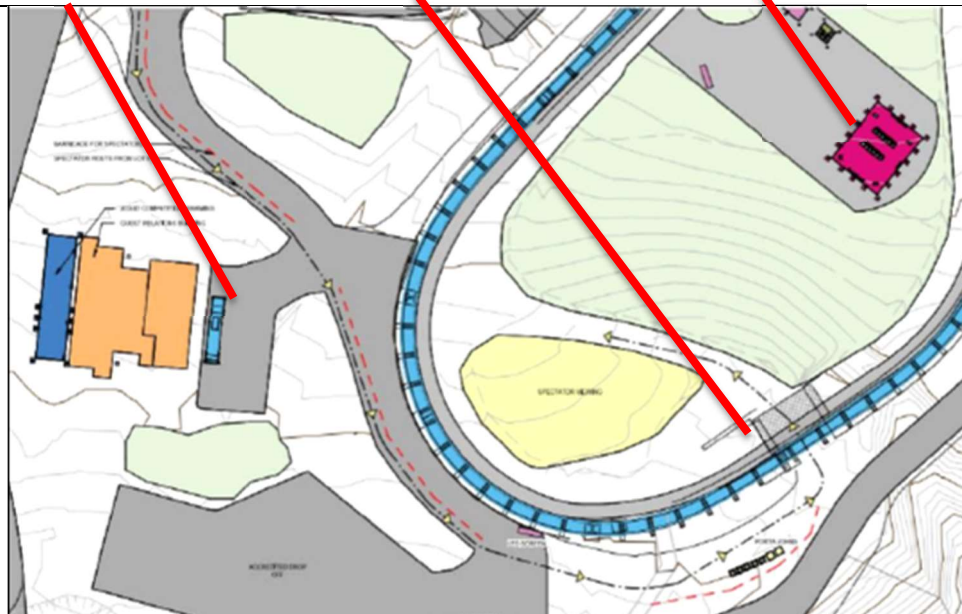
Skeleton – Whistler Sliding Centre



Bus drop off

Track underpass

F&F Area



FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

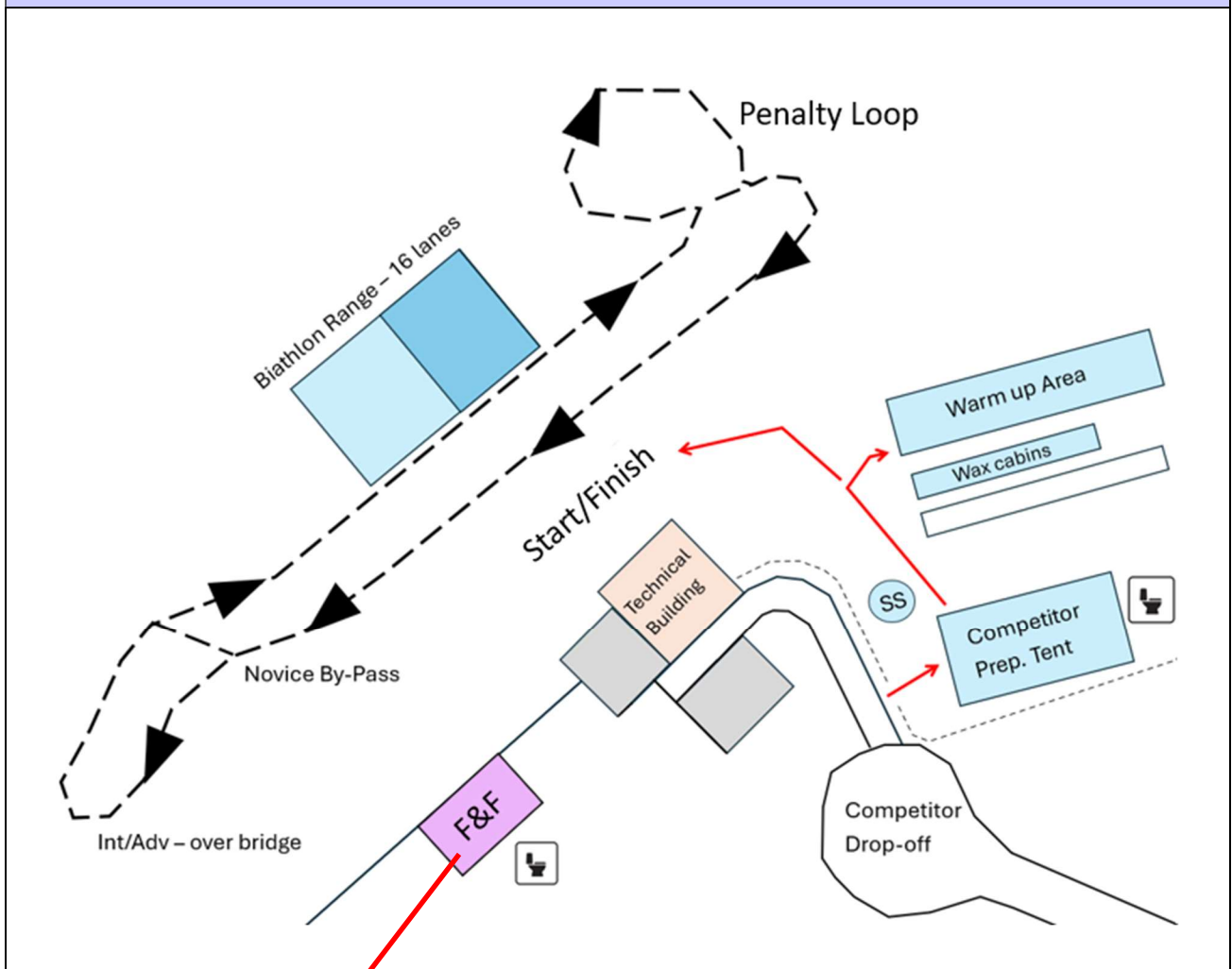
Annex D

Nordic (Cross Country and Biathlon) – Whistler Olympic Park	11 February: 10:00 to 12:00 (Cross Country) 11 February: 12:15 to 15:30 (Biathlon)
Buses departing F&F hotel* at: 7:30, 8:00, 8:30, 9:00, 9:30, 10:00 (to be confirmed) Sign up required *Buses will go directly to Whistler Olympic Park from the hotel on 11 February	Buses departing Whistler at: 17:00, 17:30, 18:00, 18:30, 19:00, 19:30 Sign up required
<ul style="list-style-type: none"> ➤ Buses have washrooms and Wi-Fi ➤ Usual travel time between Vancouver and Whistler is approximately 2 hrs (depends on road and weather conditions) ➤ Roads are winding and may cause motion sickness 	
Shuttle to Whistler Olympic Park Shuttles will cycle between venues: <ul style="list-style-type: none"> • Whistler Olympic Park • Whistler Conference Centre (Nations Home) • Whistler Sliding Center • Squamish Lil'wat Cultural Centre Duration: <ul style="list-style-type: none"> • To Olympic Park: 30 mins • Full cycle: 2 hrs 	Nations Home Whistler Conference Center (WCC) <ul style="list-style-type: none"> • Lunch: 12:00 to 14:00 • Supper: 17:30 to 19:30 • Beverages (hot and cold) and snacks • Kid's Zone: games, crafts, books and activities • Quiet room • Polyclinic • Invictus Games Information Desk • Wi-Fi, broadcasting of Invictus Games sporting events
F&F Area at Whistler Olympic Park <ul style="list-style-type: none"> • Outdoor tent (standing, some seating) • TV screens • Light snacks and warm beverages • Portable toilets, baby changing station • Reserved for accredited F&F (no public access) • Competitor prep tent and warm-up area is strictly reserved for competitors 	

FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

Nordic (Cross Country and Biathlon) – Whistler Olympic Park



F&F Area

FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

Annex E

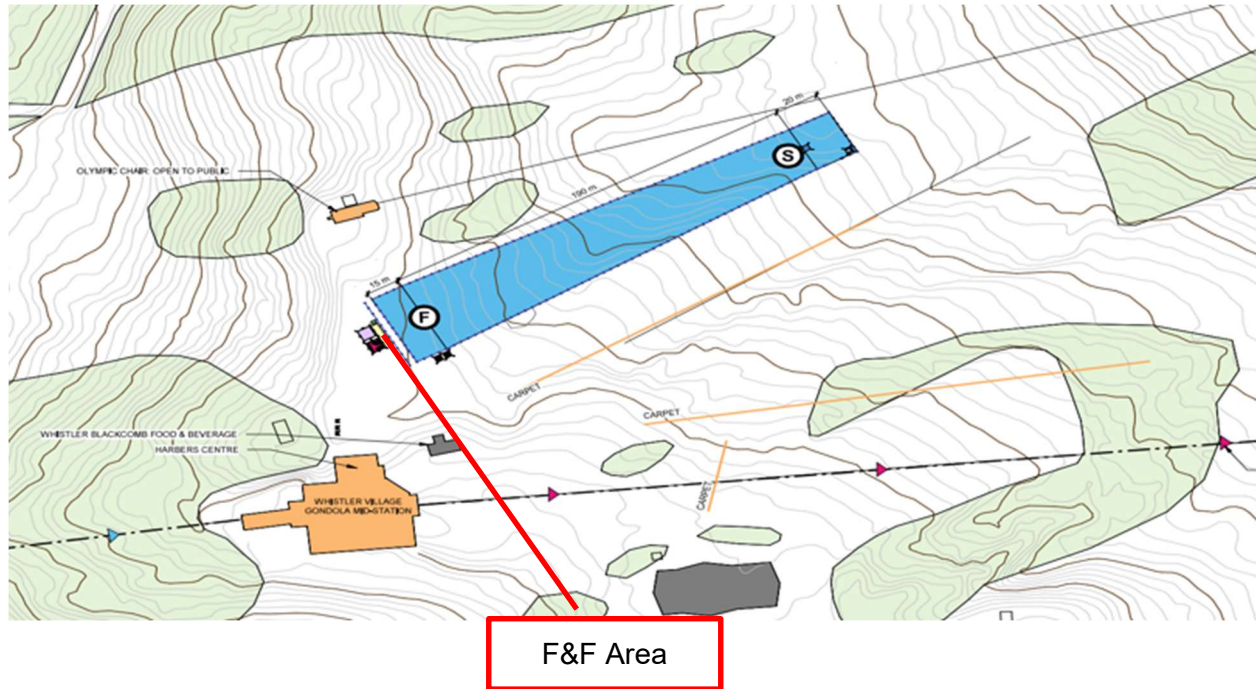
Alpine Skiing and Snowboarding – Whistler Alpine Venue	Novice: 11 February 10:00 to 15:30 Intermediate/Advanced: 12 February 10:30 to 15:00
11 February: Buses departing F&F hotel at: 7:30, 8:00, 8:30, 9:00, 9:30, 10:00 Sign up required	11 February: Buses departing Whistler at: 17:00, 17:30, 18:00, 18:30, 19:00, 19:30, 20:00 (to be confirmed) Sign up required
12 February: Buses departing F&F hotel at: 7:30, 8:00, 8:15, 8:30, 9:00 Sign up required	12 February: Buses departing Whistler at: 15:30, 16:00, 16:30 (to be confirmed) Sign up required
<ul style="list-style-type: none"> ➤ Buses have washrooms and Wi-Fi ➤ Usual travel time between Vancouver and Whistler is approximately 2 hrs (depends on road and weather conditions) ➤ Roads are winding and may cause motion sickness 	
Shuttle Not required, Skiers' Plaza is 400m walk from Whistler Conference Centre (Nations Home)	Nations Home Whistler Conference Center (WCC) <ul style="list-style-type: none"> • Lunch: 12:00 to 14:00 • Supper: 17:30 to 19:30 • Beverages (hot and cold) and snacks • Kid's Zone: games, crafts, books and activities • Quiet room • Polyclinic • Invictus Games Information Desk • Wi-Fi, broadcasting of Invictus Games sporting events
F&F Area at <u>Novice</u> venue Accessed via Whistler Village Gondola in Skiers' Plaza (sightseeing lift ticket required), then short walk <ul style="list-style-type: none"> • Outdoor tent (standing, some seating) • TV screens • Light snacks and warm beverages • Portable toilets, baby changing station • Reserved for accredited F&F (no public access) 	F&F Area at <u>Intermediate/Advanced</u> venue At Skiers' Plaza <ul style="list-style-type: none"> • Reserved area for accredited F&F (no tent) • Access services at WCC (5-8 min walk)

FAMILY AND FRIENDS INFORMATION GUIDE

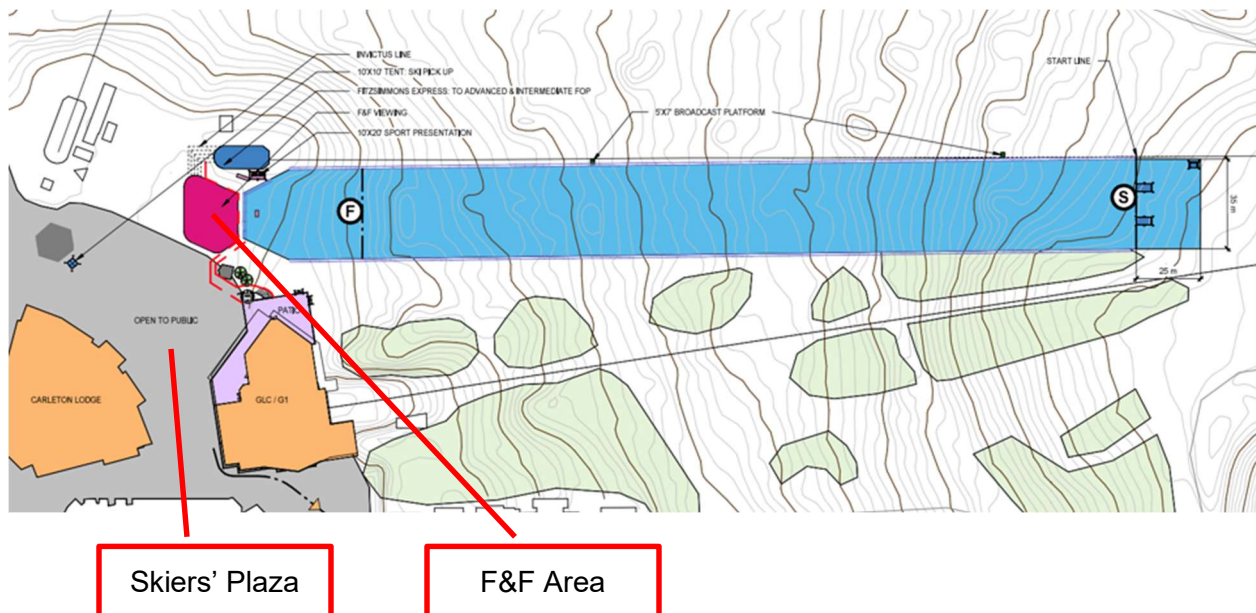
INVICTUS GAMES 2025

Alpine Skiing and Snowboarding – Whistler Alpine Venue

Novice:



Intermediate/Advanced:

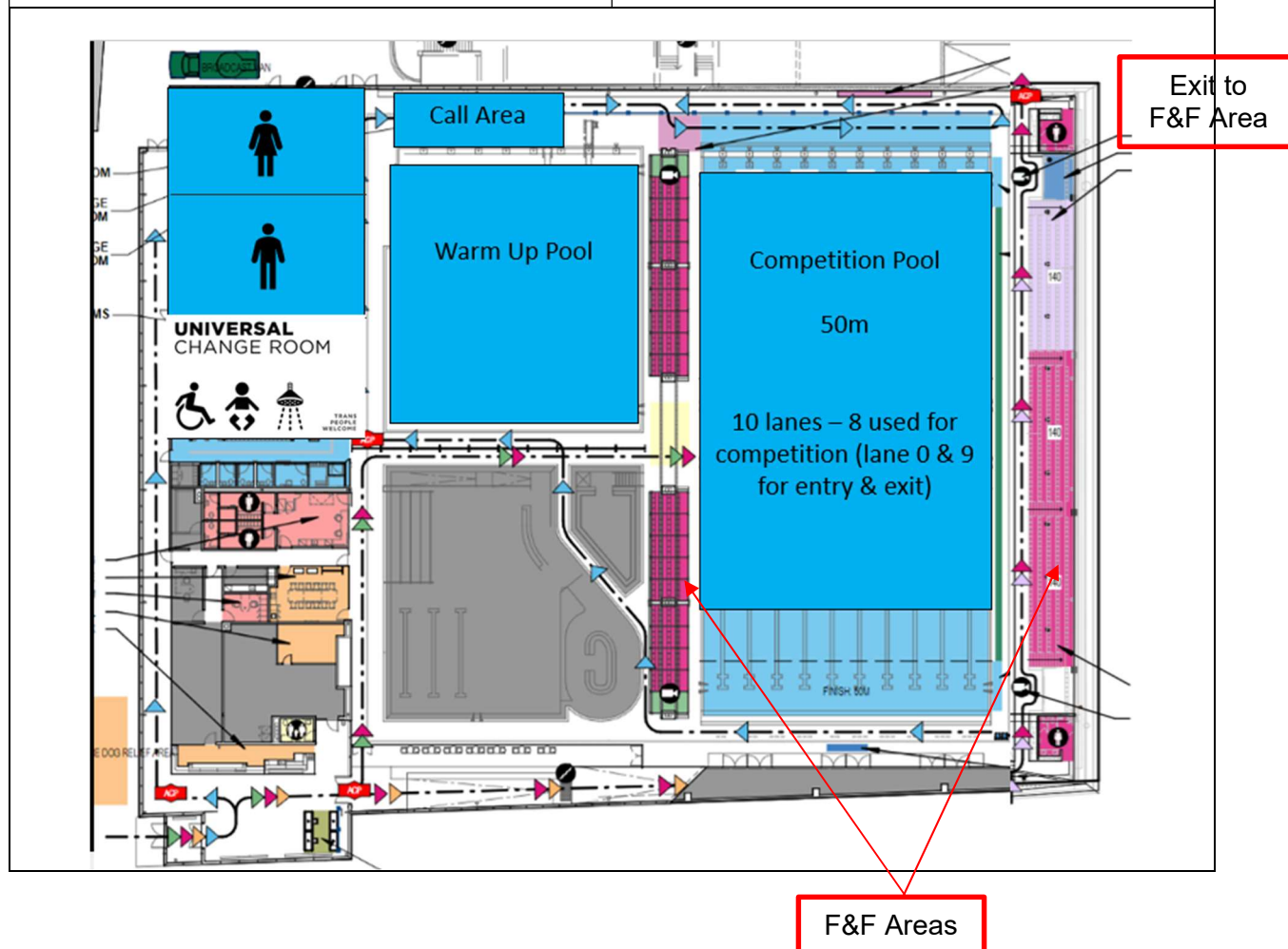


FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

Annex F

Swimming – University of British Columbia Aquatics Centre (UBC)	14 February: 09:00 to 15:00 (prelims) 16:00 to 21:30 (finals & relays)
Buses depart VCC at: to be determined Buses depart UBC at: to be determined	Usual travel time between VCC and UBC is approximately 45 mins (depends on traffic and weather conditions)
F&F Area at UBC <ul style="list-style-type: none"> Seating is limited and reserved for accredited F&F of swimming competitors (no public access) Seating is in pool area and can be warm and humid Seating is on bleachers 	Nations Home <ul style="list-style-type: none"> Located in gym area in adjacent building, connect via exit doors at end of bleachers section (transit 5 m outdoors) Lunch: 12:00 to 14:00 Supper: 17:30 to 19:30 Beverages and snacks Kid's activities Quiet room



FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

Annex G

Whistler Experiences (activities free for accredited F&F)

Bubly Tube Park

Access via Excalibur Gondola (Blackcomb Mountain), take stairs and short walk in the forest. F&F warming tent. Not wheelchair accessible. Helmets recommended for children.

Sign up required

Duration: 1 to 2 hrs

Hours:

10 February: 10:30 to 12:30 and 13:00 to 15:00

11 & 12 February: 10:30 to 12:30 and 16:00 to 18:00

Restrictions:

- Children must be at least 3 years of age and a minimum height of 36" (91 cm) tall to tube.
- Children between 36" (91 cm) and 41" (103 cm) tall will be sliding on a mini-tube and are restricted to use the Mini-kids lane only.
- Parents can ride with their children on their own tube, holding the mini tube handles.

Peak 2 Peak 360

Take an enclosed gondola ride up/between/down Blackcomb and Whistler mountains

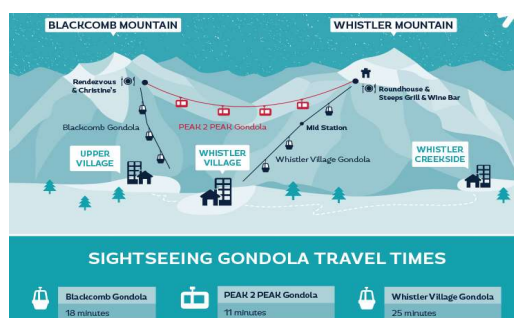
*Caution: enclosed spaces and heights
Accessible shuttle available to Gondola

Sign up required

Duration: 2 to 2.5 hrs

Hours: 9:30 to 15:30

*Recommended to do if attending the Novice Alpine Ski/snowboard events on 11 Feb (same sightseeing lift ticket)



Squamish Lil'wat Cultural Centre

Tour of the centre and crafts, F&F dedicated area in Istken Hall.

Sign up required

Duration: 2 hrs

Hours:

10 February: 10:30 to 12:30 and 13:00 to 15:00

11 & 12 February: 11:00 to 13:00 and 14:00 to 16:00

Take shuttle or walk (2km) from WCC, accessible shuttle available

Whistler Village Stroll

- Cafes, restaurants, shopping
- Invictus Village Fan Zones with entertainment
- 10 February: Whistler Welcome Event from 14:00 to 17:30
- Outdoor skating rink in Olympic Plaza
- Hours: 11:00 to 13:30, 14:30 to 17:00 and 18:00 to 20:30
Free skate rental with Games accreditation

Accessible walk/roll

FAMILY AND FRIENDS INFORMATION GUIDE

INVICTUS GAMES 2025

Annex H

Vancouver Experiences (activities free for accredited F&F)	
<p>Robson Ice Skating</p> <p>Opening Hours: 9:00-21:00 Age: 2 years and older Duration: 1 to 2 hrs Where: 800 Robson St (at Howe St.) 1.2 km walk from VCC</p> <p>Sign up required</p> <p>For more information: www.robsonsquare.com/icerink</p>	<p>Flyover Canada</p> <p>Opening Hours: 9:30-21:00 Ages: all, minimum height of 102 cm / 40 inches Duration: 25 minutes Where: 201-999 Canada Place (around the corner from the VCC)</p> <p>Sign up required</p> <p>For more information: https://www.flyovercanada.com</p>
<p>UBC Museum of Anthropology</p> <p>Opening Hours: 10:00- 17:00 Age: all Duration: 2 hrs Where: 6393 NW Marine Drive 1 km walk from the UBC Aquatics Centre</p> <p>Sign up required</p> <p>For more information: www.moa.ubc.ca/</p>	
Other Experiences (activities at your own cost)	
<p>Popular tourist experiences in Vancouver:</p> <ul style="list-style-type: none"> • Vancouver Aquarium • Grouse Mountain • Capilano suspension bridge • Gastown • Museums, art galleries and cultural centers 	<p>Popular tourist experiences in Whistler:</p> <ul style="list-style-type: none"> • See <i>Family and Friends Experiences</i> document
<p>Tourism Vancouver</p> <p>For more information, visit the information booth at Canada Place or www.destinationvancouver.com/</p>	<p>Tourism Whistler</p> <p>Website: www.whistler.com</p>