



Accessible Seating and Facilities

Accessible seating is available in Level 100 and there are two elevators to access the stadium. Please call our ticketing hotline and a representative will assist you in booking your tickets and parking at 1-877-283-6647, ext. 4333.

Accommodations

Hilton is the official supplier of hotels for the 2019 Rogers Cup presented by National Bank. There are three official hotels: Hilton Toronto, Hilton Garden Inn Toronto/Vaughan, and Hilton Suites Toronto/Markham Conference Centre and Spa.

Address

Aviva Centre is located at 1 Shoreham Drive, Toronto, Ontario, M3N 3A6.

ATMs

There are National Bank ATM machines located on-site. They can be found at the National Bank activation located on the grounds near Gate D, as well as on the concourse level of Centre Court at Gate C.

Autographs

Interviews and autograph sessions with the stars of the WTA will take place throughout the grounds during the event. Your best source of information in regards to the timing and location of these sessions is to download the Rogers Cup app or follow Rogers Cup on Twitter @RogersCup.

Ballcrew

Each year, Tennis Canada hires over 70 kids between the ages of 11-to-15 to participate as members of the Rogers Cup ballcrew. If interested in this program, please check the Rogers Cup website early each year for registration, as tryouts take place in May.





Box Office

The box office is located at the north end of Aviva Centre, outside the main gates. Hours of operation during the Rogers Cup presented by National Bank can be found in the table below. Tickets can be purchased on-site at the Box Office, online at rogerscup.com, or via phone at 1-877-283-6647 ext 4333.

Day	Date	Open	Close
Saturday	August 3	9:30 a.m.	4:00 p.m.
Sunday	August 4	9:30 a.m.	4:00 p.m.
Monday	August 5	9:30 a.m.	10:00 p.m.
Tuesday	August 6	9:30 a.m.	10:00 p.m.
Wednesday	August 7	9:30 a.m.	10:00 p.m.
Thursday	August 8	9:30 a.m.	10:00 p.m.
Friday	August 9	10:30 a.m.	10:00 p.m.
Saturday	August 10	10:30 a.m.	10:00 p.m.
Sunday	August 11	10:30 a.m.	5:30 p.m.

Broadcast

Catch more than 90 hours of coverage on Sportsnet and TVA from August 5-11. Please check with your local provider for scheduled broadcast times. Click [here](#) to see the full broadcast schedule for Rogers Cup.

Cameras, Camcorders & Computers

While we do allow cameras to be brought on site, no flash photography is allowed while play is in session. Tripods, monopods and camcorders are not allowed. If found at the gate you will be asked to return these items to your vehicle before entry is permitted. We ask that photographs at Centre Court only be taken from your seat or behind the railing, and that it not interfere with any other guest's enjoyment of the match. Additionally, fans are encouraged to take photographs of their favourite players for recreational purposes. However, Tennis Canada owns the exclusive rights to sell all pictures from the tournament. Ticketholders are not permitted to use photographs from the event for commercial purposes. The use of laptops, tablets or other handheld electronic devices within the confines (spectator area) of the tournament's match courts is strictly prohibited. Tennis Canada management reserves the right to refuse entry or remove from the premises those visitors breaking any law or regulation, without compensation.





Cell Phones

Please turn your mobile phones to silent or off while watching matches on Centre Court, Grandstand, or any of the outer courts, so as to not disturb the players or other fans. Complimentary charging stations are available at the Rogers Fan Hub, on the Centre Court concourse, and at the National Bank Premium Series Club Lounge.

Centre Court Seating

Every seat at Centre Court is great to watch tennis, and your choice of seat will depend on your preference. The players and umpire sit on the west side of the court facing east, and players enter the stadium from the southeast corner at court level. During day sessions, the sun is almost directly overhead and there is no shade. During the evening session, while the sun is setting, the preference for those looking to escape the sun is to sit on the west side facing east. Aviva Centre is an outdoor stadium, so remember to bring your sunscreen and a hat as temperatures can get very hot.

Children

Children two years of age and under do not require a ticket but must sit on the lap of an accompanying ticket holder.

Code of Conduct

Tennis Canada is committed to creating a safe, comfortable and enjoyable experience for all fans attending Rogers Cup presented by National Bank. We ask that fans be respectful of those around them and that they conduct themselves appropriately at all times. Guests will be denied entry if intoxicated/impaired or in possession of an illegal substance. Any other conduct deemed inappropriate by tournament organizers may result in ejection and/or further legal action. Fans who are ejected will have their tickets revoked and will not be compensated in any way. Click [here](#) to read our Code of Conduct.

Conditions of Entry

Please check our complete conditions of entry [here](#).





Courts

In addition to Centre Court, which has a capacity of 8,000, there are star-studded matches played on the outside courts at Rogers Cup presented by National Bank. The National Bank Grandstand Court located at the south end of the site seats 2,000. Other match courts include Court 1 with 900 seats, Courts 2 and 3 with 100 seats each, and Court 4 with 300 seats. Seating is assigned on Centre Court as per your ticket, but outer courts are seated on a first-come, first-serve basis.

Credit/Debit Cards

All major credit cards and debit cards are accepted on-site

Daily News

The official Rogers Cup presented by National Bank daily draw sheet is available for free and can be found at the main gates and guest services. The daily draw sheet contains a wide range of information including food & beverages options, a site map, an updated draw, the order of play and updates from our tournament in Montreal.

Dietary Requirements

Should you have any form of restriction that prevents you from consuming the food and beverage options available on-site, Tennis Canada allows all forms of food and beverage to be brought onto the grounds of the tournament - provided that the containers used for transportation does not fall within the prohibited item list. Prohibited items include glass containers, non-clear water bottles (including plastic) and large water coolers.

Draw

The official draw is conducted before the first day of main draw action, and will determine the potential match-ups for the week ahead. The top-2 seeds are placed on opposite ends of the draw, and players are randomly selected and placed on the drawboard. The top-16 players are seeded, which means they cannot play each other before the Round of 16. The top-8 seeds receive a first-round bye.

Drop-off Location

If you are being dropped off or picked up at the tournament, the best place to do so is at the roundabout located across from the main entrance east of Shoreham and Pond Road.





Elevators

Aviva Centre has two elevators for public use, and they are located between Gates A and B, and between Gates C and D.

Entry List

The Rogers Cup presented by National Bank player field is announced prior to the tournament. The field is subject to change due to player injuries and/or withdrawals, and with the addition of wild cards and qualifiers.

Emergency Procedures

In the case of emergency, please call 9-1-1.

Etiquette

Please remain in your seat until the end of play and only leave your seat during a player changeover. Also, please refrain from making noise during play. Smoking is not permitted on Centre Court, on any of the outer courts or anywhere on the Aviva Centre grounds. Turn cell phones to vibrate/silent mode. Do not use flash photography from the stands.

First Aid

First aid stations and paramedics are available on-site to help you with any health-related issues. Both are located on the east side of Centre Court at ground level and at the north east corner of Court 1.

Food and Beverage

There are several food and beverage outlets on-site that offer a variety of options, including concessions, patios, and food trucks. Food, water and personal coolers are permitted on-site. Please note that bottles and cans (glass or metal), glass containers, and non-clear water bottles are prohibited. Click [here](#) to view the Food and Beverage section of the website.

Grounds Passes

Grounds passes will only be sold if all Centre Court tickets are sold out. There is no access to Centre Court with a grounds pass.





Guest Services

There are five guest service locations on-site: 1 – Inside the main entrance gate, 2 – inside the VIP entrance gate, 3 – on the West concourse level of Centre Court, 4 – At the South end of the grounds beside Court 4 and 5 – Just inside the VIP Lounge. Click [here](#) to read more about Guest Services at Rogers Cup.

In-Seat Service

Fans sitting in the whole lower bowl of Centre Court can order food and drink right to their seat via in-seat service on the Rogers Cup app. In-seat service features a specific menu of offerings and will be delivered to your seat during a changeover.

Left Luggage

Tennis Canada does not offer left-luggage services. Please make alternate arrangements for your belongings and please make sure not to bring anything on-site that does not follow our prohibited items list. There is no opportunity to check prohibited items at the site.

Lost & Found

Located at the Guest Services desk at the main gate.

Lost, Stolen, or Destroyed Tickets

Tickets can be replaced for the original ticket purchaser at a cost of \$5.00 per ticket and picked up at the Will Call booth beside the Box Office.

Merchandise

Visit the Rogers Cup Retail Village and Sporting Life stores, where a vast array of tournament souvenirs and mementos are available to commemorate your Rogers Cup presented by National Bank experience.

Montreal

The best ATP players in the world compete in Rogers Cup presented by National Bank in Montreal from August 2-11, 2019. To purchase tickets call 1-855-836-6470 (1-855-TENNIS-0) or visit CoupeRogers.com.





Nut Allergies

Aviva Centre does **NOT** have any areas free from nut products. As a result, we recommend that those with nut allergies exercise extreme caution whilst attending Rogers Cup.

Officials

Officials for Rogers Cup are made from a selection of trained international and Canadian officials. If you are interested in information regarding becoming an official at Rogers Cup please contact info@tenniscanada.com.

Order of Play

The order of play for each day will be released the evening prior by the tournament supervisors. It will be available on the Rogers Cup website and app as soon as it is released.

Parking

Paid parking is available on the York University campus for \$20 per day/session. Premium Seat ticket packages may include parking privileges. Please allow for ample time to park and either walk or take a shuttle bus to the stadium. The Rogers Cup app also features a handy parking tool to direct you to your parking lot through the best available route. Click [here](#) to see the parking tool.

Premium Series Club

Premium Series Club members are the 'season-seat holders' at Rogers Cup and have reserved Centre Court seats for the entire tournament at a significant saving over purchasing daily tickets.

Premium Series Club ticketholders also have exclusive benefits, including:

- Access to the National Bank Premium Series Club Lounge, where player Q&As and other special events take place throughout the week





- Charcuterie. Wine. Elaborate entrees. Sinful desserts. Need we say more? Reservations can be made for an exclusive dine-in experience at Legends 1881, located in the Centre of Excellence. Reservations are highly recommended and can be made by calling 416-650-7920
- Access to the Mayfair Clubs VIP Practice Court Patio
- Access to the Select Wines Lounge on the Concourse conveniently located at Centre Court behind section 103
- First-come, first-served access to courtside seats and the covered, north-end stands at the National Bank Grandstand Court
- All of these benefits are available by showing your Premium Series Club ticket.

For more information on joining the Premium Series Club, please call 1-877-283-6647, ext. 4575.

Prohibited Items

Bottles or cans (glass or metal), non-clear plastic bottles, glass containers, alcohol, aerosol sunscreen cans, weapons, bicycles, rollerblades, skateboards, animals (unless a service animal), noisemaking devices, laser pointers, selfie sticks, flag poles, tennis racquets, drones, monopods, tripods, self-balancing devices, video cameras or other recording devices, unauthorized advertising or promotional material, or any other objects deemed unsuitable by the management of Rogers Cup presented by National Bank are strictly prohibited on the grounds. Please click [here](#) to go to our Security page and see the full list of Prohibited Items.

Qualifying

The qualifying event takes place on Saturday, August 3 and Sunday, August 4, also known as 407ETR Free Community Weekend. Admission is free and includes grounds access. A number of qualifiers from these two days will take their place in the main draw of Rogers Cup.

Rain

Every attempt will be made to play any/all scheduled matches in the event of inclement weather. **If the rain stops, courts will be dried, play will resume and the session will continue.** The following policy applies to *individual* session tickets purchased directly through Tennis Canada, Ticketmaster or TM resale.





Please note that the following tickets are exempt from this policy and are not eligible for credit or exchange:

1. All Series tickets including Premium Series, Champions Club and Courtside Seats (as subscribers of record have access to all Centre Court matches through tournament completion);
2. Chairman's Lounge tickets;
3. All tickets issued as complimentary;
4. All tickets purchased through any auction, resale or secondary outlet
5. All tickets for sessions #14 and #15.

Patrons are advised that the schedule of play as well as session dates, number of matches, and starting times are subject to change for all sessions. Tickets are not eligible for credit or exchange due to one or more changes in the schedule of play.

TICKET EXCHANGE POLICY *(Please read above to determine if your tickets are eligible for exchange)*

If one WTA match is completed or 90 minutes of play has taken place on Centre Court in any one session, that session is considered complete and therefore no exchanges, credits or refunds will be issued.

In the event that less than one WTA match or less than 90 minutes of play is completed on Centre Court due to weather or other acts beyond our control, any tickets not listed in the exemption list above may be exchanged by the original purchaser for a session on the following day or the ticket value of paid tickets (less processing and delivery fees) may be used as a credit towards a future session of tennis of the same year's event.

If session 14 or 15 is cancelled/rained-out, tickets will be honored for the rescheduling of the session. Parking, lounge and suite access is only available for the original sessions purchased. Exchanges take place on-site at the Box Office only.

Private Suites: Despite the rain, all Private Suites will remain open. A portion of paid Private Suites will be credited to the original purchaser for the following year's event. Each purchaser will be contacted following the event.





All exchanges are subject to availability.

Schedule

The schedule of play for each day will be released the evening prior by the tournament supervisors. It will be available on the Rogers Cup website and app as soon as it is released.

Security

Safety is one of our highest priorities at Rogers Cup presented by National Bank, and we continue to take steps to ensure the safety of everyone entering the Aviva Centre gates. We encourage you to arrive early to avoid delays and help expedite the entry of all spectators. All fans will go through a screening process, including a walk-through metal detector, before passing through the entry gates. Please read the [Conditions of Entry](#) for more information, including our prohibited items list.

Seeds

The top 16-ranked players in the draw will be seeded, which means seeded players cannot face each other in the draw until at least the third round. The top-eight seeds will also receive a first-round bye.

Sessions

Rogers Cup is made up of 15 different sessions of tennis. 407 ETR Free Community Weekend comprises two sessions, one on Saturday and one on Sunday. From Monday August 5 to Saturday August 11, there are two sessions of tennis per day, a day and a night session. A ticket is valid for one session of play. Fans attending a day session can stay on the Aviva Centre grounds into the night session, but will have no access to Centre Court in the evening.

Shuttles

Shuttle buses are available to and from the main gate of Aviva Centre and all outer parking lots of York University. The shuttle buses run from 30 minutes before gates open until 30 minutes after the final match has been completed. The Rogers Cup parking assistant feature will show you when the next shuttle bus is arriving at <https://parking.rogerscup.com/> or through the Rogers Cup App.

Smoking

Smoking is not permitted anywhere at Rogers Cup presented by National Bank.





Social Media

Follow Rogers Cup on social media to keep up-to-date on all the latest information and goings-on with the tournament. Follow us on Twitter, Facebook, and Instagram.

Tennis Canada

Founded in 1890, Tennis Canada is a non-profit, national sport association with a mission to lead the growth of tennis in Canada and a vision to become a world-leading tennis nation. We value teamwork, passion, integrity, innovation and excellence. Tennis Canada owns and operates the premier Rogers Cup presented by National Bank WTA and ATP World Tour events, the National Bank Cup WTA event, 10 professional ITF-sanctioned events and financially supports 12 other professional tournaments in Canada. Tennis Canada operates national junior training centres/programs in Toronto, Montreal, Vancouver, and Calgary. Tennis Canada is a proud member of the International Tennis Federation, the Canadian Olympic Committee, the Canadian Paralympic Committee and the International Wheelchair Tennis Association, and serves to administer, sponsor and select the teams for Davis Cup, Fed Cup, the Olympic and Paralympic Games and all wheelchair, junior and senior national teams. Tennis Canada invests its surplus into tennis development. For more information on Tennis Canada, please visit our website at www.tenniscanada.com and follow us on Facebook and Twitter.

Tickets

Tickets may be purchased online at RogersCup.com or by calling our ticket office at 416-665-9777 ext. 4333, or toll free at 1-877-2TENNIS (1-877-283-6647). Tickets can also be purchased on-site at the Box Office during the tournament. For tickets to the men's event in Montreal, please call 1-866-338-2685.

Ticket Resale

Resale of tickets on the grounds of York University is strictly prohibited.

TTC

Pioneer Village Station is the closest subway stop and a short walk to Aviva Centre. This year, all Rogers Cup ticket holders receive a free ride home from Pioneer Village Station.





BMW VIP Lounge

The BMW VIP Lounge is accessible to all Premium Series Club ticketholders as well as Platinum Plus, Gold Plus and Mid Week package ticketholders. The lounge provides a comfortable, air-conditioned area to relax and enjoy a meal, including the Bistro, a high-end buffet restaurant. It also boasts the exclusive Mayfair Clubs VIP Practice Court patio which overlooks the main practice courts.

Volunteers

Tennis Canada is extremely fortunate to have a team of more than 1,100 dedicated volunteers who help make Rogers Cup presented by National Bank a successful event year after year. Our volunteers are expected to pledge a minimum of 42 hours (approximately seven shifts) over the nine-day tournament and must attend an orientation/training session in July. Volunteers are provided with a comprehensive compensation package for their time. This package includes a tournament uniform, free tickets, complimentary parking, access to the grounds throughout the event, discounts on sponsor products and tickets, and a meal for every shift worked. New volunteers must be at least 16 years old, unless on Ballcrew which requires members to be between the ages of 11 and 16 years old as of January 1, 2019. Find out more.

Water Refilling

Water bottle refilling stations are located on the Northeast and Southwest corners of the concourse level of Centre Court as well as the Northeast corner of Court 1. Please keep in mind that if bringing your own bottle to site, it must be clear and plastic as these are the only bottles allowed on-site as per our prohibited items list.

Washrooms

Washrooms located at Centre Court at Aviva Centre are wheelchair accessible and are equipped with baby change tables. These are available at all four corners of the Concourse and Suite level of Centre Court. At ground level and out on-site, washrooms are located on the East side of the stadium, behind the Sporting Life tent and at the Northeast corner of Court 1.

Weather

Rogers Cup is an outdoor event and therefore appropriate clothing, including hats and sunscreen are encouraged. Umbrellas are allowed but should not interfere with any other spectator's enjoyment of the match. Please see "Rain" for the inclement weather information.





Website

The Rogers Cup website is the best resource for all the latest news, tournament information, and scores and schedules. Visit us at www.RogersCup.com.

Wi-Fi

Free Wi-Fi is available for fans throughout the grounds and on Centre Court.

Wild Cards

Wild cards are players whose current ranking at the date of the tournament entry deadline would not qualify them for the event on their own. Rogers Cup presented by National Bank is allotted a number of wild cards to distribute at its discretion. It is up to each tournament to decide who its wild card entries will be.

Will Call

Will Call is the international term for “ticket pickup.” During the event, the Will Call booth is located on the north side of the stadium just west of the main gate and the Box Office. Will Call hours are 9 a.m. to 9 p.m. throughout the event. Please bring photo ID to pick up your tickets. You will not be able to sign for your tickets without identification.

