



Capital City Comic Con Support Services

It is important to us at Capital City Comic Con that we provide a safe and comfortable convention for everyone. Our volunteers, in bright green Comic Con shirts, are here to help. Please don't hesitate to ask them questions.

Read on for more details about the support services we offer.

How accessible is the location?

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

Parking

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

Storage

If you have a mobility device that needs storage or safe-keeping during the event, talk to a Capital City Comic Con volunteer. We will work to accommodate requests on an individual basis.

Where are the Accessibility Entrances to Capital City Comic Con?

Victoria Conference Centre:

At the south end of the courtyard are two signposted access ramps. One is found to the left of the staircase and one to the right. They can be found on [this map](#). There will be volunteers stationed at the main entrance to assist you with tickets, coat check and directions.

Crystal Garden:

Approaching the main doors on Douglas Street, the door furthest to the right has an automatic button. A map is located at the bottom of [this page](#). The elevator found to the left (north side) of the foyer on entry provides access to each level of the Crystal Garden. This is the building's only passenger elevator. On the main floor of the Crystal Garden a wheelchair lift is located at the north end of the room, giving 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 you get accommodation. If you have limited mobility or use a mobility device 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 accessible seating for those who need to be close to the stage/front due to hearing or vision loss. Accessible seating is limited and available on a first come, first serve basis. Please be advised there is a limited amount of wheelchair spaces in all our panel rooms.

Sensory Room

There is a Sensory Room in the Victoria Conference Centre in **the Sooke Room** ([pg 6 of the Event Guide](#)). 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 calm before continuing with your Capital City Comic Con experience. There will be a small number of disposable earplugs available in the Sensory Room.

Inclusive Bathrooms

Inclusive Bathrooms are available on the upper level of the Victoria Conference Centre and one on the upper level of Crystal Garden.

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 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. The medical companion is not entitled to any merchandise benefits if the fan 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 fan is planning to attend the show for more than one day, the companion must retrieve their free day pass every day individually from the VIP Ticket Booth.

Please contact us before the event if you need a medical companion pass by emailing info@capitalcitycomiccon.ca 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 service. They are also required to wear a vest noting they are a service animal to help deter other people from touching the animal.

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

Wheelchair, walkers and scooters can be rented at the Motion store, located at 1856 Quadra Street. They have canes for purchase at their location. For more information, please contact Motion via their website <https://motioncares.ca/locations/victoria> or phone: (250) 384-8000.

Publications

We will have a limited number 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 at the concession. Please be aware that the Victoria Conference Centre is **not a peanut free environment**. Always ask about allergens before purchasing food at the Victoria Conference Centre.

First Aid

Saint John Ambulance (SJA) will be in attendance at the Crystal Gardens to provide first aid services for both sites. Please find the nearest volunteer, security guard or SJA team member if you or someone near you needs medical help.

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 you may have.

Please email us at info@capitalcitycomiccon.ca with the subject line: Support Services if you have a question or comment.