



Ice Rink Terms and Conditions

WHAT TO DO ON ARRIVAL

If you have a print at home e-ticket or posted ticket please go directly to the skate exchange area, you may be required to queue here. Your session includes the time it takes to change into and out of your skates.

If you have a booking reference or want to purchase a ticket on the day, please proceed to our box office where a member of staff will be happy to assist you. On busier sessions you may have to queue so, please ensure you arrive in time to collect or buy your ticket for the required session

Please ensure you read and abide by the SAFETY RULES AND REGULATIONS of the ice rink. If you are unsure or need advice please do not hesitate to contact a member of staff who will be pleased to help you.

WEATHER

The Ice Rink is open come rain or shine. Please dress according to the weather conditions on the day. Climatic conditions may cause a layer of water on the ice surface, this will not affect your skating and does not make it unsafe to skate. Although you may get wet if you fall over!

WET ICE

Climatic conditions can effect the surface of the ice. Calm, cold days mean the ice surface will remain dry. Wind causes friction which warms the surface of the ice resulting in a wet surface to the ice. Rain falling onto the ice causes a wet surface to the ice. Both of these climatic conditions are beyond the control of the operator on an outdoor ice rink. If the surface of the ice is wet due to either wind or rain this does NOT make it unsafe to skate. Although you may get wet if you fall over!

MINIMUM AGE / ADULT SUPERVISION

For all sessions the minimum age for children to skate is 4 years old. All 4 to 7 year olds must be accompanied onto the ice by an adult (18 years old and above) in skates. Maximum of 5 children per adult. We recommend that children under the age of 12 are accompanied by an adult (the adult need not be skating).

WHAT TO WEAR

To make your visit as enjoyable as possible we recommend warm, comfortable, outdoor clothing suitable to the weather conditions on the day:

For example; long socks not trainer socks. Trousers or tracksuit bottoms. Thin layers of clothing under a thick jumper or sweatshirt. A waterproof jacket. Gloves, hats and scarves are also recommended, please ensure the scarf must be tucked in securely.

Please note - "hoodies" are not permitted to be worn "up" on the ice as they affect your all-round vision.

ON SUNNY DAYS WE RECOMMEND THE USE OF SUNBLOCK AND SUNGLASSES. THIS IS DUE TO THE GLARE AND REFLECTIVE NATURE OF THE ICE SURFACE.

SKATES

Skate hire is FREE. If you wish to bring your own skates please ask a member of staff to check their condition and suitability for our rink. All of our skates are sharp and ready to go. We can accommodate all sizes up to and including adult size 15. For our youngest skaters we go down to junior size 8.

WHEELCHAIR USERS

We welcome wheelchair users to take to the ice and join in the fun in their own wheelchair. They must be accompanied by a responsible person in skates at all times when on the ice. This also includes motorised wheelchair users.

Normal charge applies for the assisting skater and, the wheelchair user goes free. Please ensure you mention that you are a wheelchair user when booking your ticket. In the interests of Health & Safety for all users, certain sessions will not be available for the use of wheelchairs.

ACCESS FOR WHEELCHAIR USERS

Upon arrival at the rink our staff will assist you and your companion onto the ice via ramped access.

SESSION AVAILABILITY FOR WHEELCHAIR USERS

For your safety and enjoyment and to ensure that you get the most out of your visit, the sessions available are Monday - Friday, any session. For Health & Safety reasons for all concerned, weekend sessions will be limited and subject to availability

PERSONAL BELONGINGS

Where possible please keep your personal belongings to a minimum. Any items left behind skate hire or in lockers (if provided) are left at the Owners Risk. No bags or

rucksacks are allowed on the ice. We do not accept responsibility for any items which are left unattended.

FIRST AID

There is a first aid point within the skate exchange area. In the unlikely event you or a member of your party should need first aid treatment, please alert a member of staff. A first aider will be available to assist as required. Please advise a member of staff if you have injured yourself. We will need to take some basic details at this time.

ICE RINK SIZE/CAPACITY

20m x 30m allowing a capacity of 200 skaters per session (1 skater per 3 square meters). However, for your comfort and enjoyment Cousins Entertainment Ltd will operate this ice rink at a capacity of 180 skaters per session only.

REFUND POLICY

No refunds will be made unless our Management have found it necessary to close the ice rink due to Health & Safety or technical concerns. Customers are reminded that this is an outdoor event.