

Ice Skating Terms & Conditions



- Management reserves the right to refuse admission to the ice rink and/or the venue and shall be entitled to conduct security searches to ensure the safety of all visitors
- Management shall be entitled to request visitors to leave the venue at any time and shall be entitled to remove anyone from the venue who is under the influence of drugs or alcohol or who in the reasonable opinion of the stewards is conducting themselves in a manner inappropriate to their continued attendance
- Smoking, eating and drinking are not permitted within the ice rink or changing areas
- All Bookings are issued subject to the rules and regulations of the venue
- Bookings (tickets) cannot be resold, exchanged or transferred. Bookings may be refunded if cancellation is necessary due to Covid-19 regulations
- The Person booking the session is responsible for the correct information being provided and notification of any anticipated cancellation
- Each session is normally 60 minutes long, including a short briefing on ice safety. Customers will not be permitted to continue skating once their allocated session is over. The 60 min Includes you getting on and off the ice
- We will maintain and check the ice surface for customer safety and management reserve the right to use a few minutes from booked sessions for this purpose
- Management reserves the right to close the ice rink if necessary and their decision is final
- In the event any session is cancelled or curtailed, refunds will only be given if such cancellation or curtailment occurs after less than 30 minutes of skating time has taken place and there is no availability for any remaining valid alternative sessions
- Participating in ice skating carries an inherent risk, any participation is totally at the users own risk. Anyone with any medical conditions, serious previous injuries, recently broken bones, knee or joint problems, head injuries, pregnancy, mobility problems, or taking prescribed drugs should carefully consider whether it is safe for them to participant without endangering themselves or other participants whilst skating. Management shall not be liable for any injury, loss or damage however caused
- Management accepts no responsibility for any personal property left at the rink or site
- Please note children who cannot walk by themselves are not permitted on the ice, children 3 years and over but under 8 years old must be accompanied on the ice by a parent or guardian in the interests of safety. Children 8 years and over but under 13 years old may skate without a parent or guardian on the ice but must be supervised from the public viewing area.
- In the event of any conflict between these terms and conditions and the terms and conditions imposed by any ticket agency, these terms and conditions shall prevail