

Winter WONDERLAND

NOTTINGHAM

SKY SKATE

PLEASE READ THE FOLLOWING TERMS & CONDITIONS

- The Promoter reserves the right to refuse admission to the ice rink, and any area surrounding the ice rink and/or the venue. Security has the right to conduct searches to ensure the safety of all visitors.
- Tickets cannot be cancelled, resold, exchanged or refunded. If a ticket is altered or defaced it will render it void. It is the patron's responsibility to check their tickets, as mistakes cannot always be rectified.
- Children under the age of 4 are not permitted to use the ice rink.
- The ice rink will operate in almost all weather conditions. Occasionally, inclement weather can disrupt an open-air event. In the unlikely 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. In this occurrence, ticket holders will be offered alternative sessions (subject to availability).
- Smoking, vaping, eating, drinking and the use of large photographic and recording equipment is strictly prohibited whilst you are ice skating on the ice.
- All tickets issued are subject to the rules and regulations of the venue, and licensing laws.
- The Promoter will not be responsible for any tickets which are lost or stolen.
- Each visitor is responsible for attending their session, at least 15 mins before the session time starts. The Promoter is not liable if the visitor turns up late for any reason and/or misses their session. The Promoter is not obliged to refund the ticket, or reallocate a new session time
- The ticket holder only has a right to an ice skating session of the value corresponding to that stated on the ticket.
- Each skating session is 1 hour 15 minutes long. During this time slot, a 15-minute interval may be required to resurface the ice. The minimum amount of skating time a customer will receive is 1 hour. Ticket holders will not be permitted to continue skating once their allocated session is over.
- By entering the site, visitors consent to being photographed, filmed or recorded and consent to such photographs, films or recordings being used by the Promoter to publicise the event in the future.
- All customers that ice skate or enter any part of the venue do so at their own risk and the Promoter shall not be liable for any loss or damage other than death or personal injury arising from the Promoter's negligence.
- The Promoter accepts no responsibility for damage, loss or theft of any personal property that occurs whilst ticket holders are attending the event, or any part of the site or in any part of the event site or structures.
- In the event of any conflict between these terms and conditions as well as the terms and conditions imposed by any ticket agency, these terms and conditions shall prevail.
- Ice rink Minimum Age Policy – The minimum age requirement to skate is aged 4. Children under 12 must be accompanied by an adult / guardian above the age of 18. Children aged 12 and above can go on the ice by themselves providing they are competent skaters.
- We welcome wheelchair users on our family rink and Sky Skate at high level. A passenger lift is provided to move between levels.
- The promoter does not provide a carer for wheelchair or disabled users. Carers go free with a full paying concession ticket.

ALL SKATERS ARE ONCE AGAIN REMINDED THAT THEY SKATE ENTIRELY AT THEIR OWN RISK AT ALL TIMES

MELLORS GROUP EVENTS IN PARTNERSHIP WITH ICE TECH UK