

Winter WONDERLAND

NOTTINGHAM

SKY SKATE

RULES AND REGULATIONS

The following Rules and Regulations are for your own safety - please ensure that you and ALL members of your party have read them before taking to the ice.

PLEASE PAY FULL ATTENTION TO ALL INSTRUCTIONS FROM RINK STAFF AND MANAGEMENT

Skating is undertaken entirely at your own risk. Mellors Group and/or Ice Tech UK will not be responsible for any loss, damage, harm or injury sustained by any skater or spectator. There is an inherent risk of falling on the ice which can be attributed to speed, changes to the ice surface, the skater's ability and/or accidental trips. These can result in a risk of personal injury, to which you fully consent by participating, and for which Mellors Group and/or Ice Tech UK will not be responsible, in the absence of any negligence on their part.

By engaging in skating and/or attending the ice rink area, both skaters and spectators are deemed to have knowledge of, and assume the risk of skating which includes but is not limited to the following:

- Personal injury resulting from collision or contact with other skaters or other individuals who are on the skating surface.
- Personal injuries resulting from falls.

Please ensure you and all members of your party, as appropriate, watch and pay full attention to the tuition video prior to commencing your skating session. This will provide you with essential guidance on how to safely use our ice rink.

Skates are to be put on in the skate change area and skaters must use the seating provided. It is important to consider that skates have sharp blades which can cause injury if not handled/used properly. We advise that skaters be cautious when putting them on and taking them off, for their own safety and for the safety of others. The skate hire building showcases via video how to correctly wear skates and it's important that these are watched. If you are still unsure ask a member of staff. Furthermore, walking in skates can be difficult, we advise skaters to be extra careful at all times, but specifically, on staircases/ramps going to Sky Skate / Bars / Toilets and the children's rink.

- Please skate in an anticlockwise direction, unless directed otherwise.
- Skaters must always obey rink marshals and management instructions.
- Skaters must report all injuries to our medical team on site.
- It is forbidden to smoke/vape anywhere at the ice rink. Smoking areas are provided adjacent to the bars.
- Skates must be worn on the ice at all times. Shoes and general footwear are not permitted on the ice.
- Skaters are not permitted to leave the ice rink area wearing ice skates.
- Skate aids are ONLY permitted to be used on the children's rink.
- For safety reasons, the barriers on Sky Skate are taller than normal barriers. It is recommended that customers have a suitable level of skating competency before using Sky Skate. If you are unsure, please use the ice rinks at the lower level first to skate, without a reliance on using the barrier for your support.
- For safety reasons skaters may not take large bags onto the ice. These should be placed in the lockers available in skate hire. Smaller bags are acceptable as long as they are secured under a coat to avoid the risk of injury to yourself and other skaters. Use our bag size checker located by each door in skate hire to check if your bag is oversized.

ELECTRONIC EQUIPMENT

- Skaters are not permitted to use hand-held games consoles, speakers, or carry large pieces of photographic or video equipment on the ice unless specifically authorised in advance by ice rink Management.
- For your own safety and the safety of others, the use of headphones/earphones is not permitted on the ice, unless used for medical/sensory purposes.
- The use of mobile phones on the ice is permitted only when stationary and it is safe to do so. Management or security have the right to review footage if they have any reason to suspect suspicious activity.

SAFETY

- Skaters should wear appropriate clothing for the activity and ensure that no clothing restricts their vision or could become a trip hazard for themselves or other skaters. This includes ensuring any potentially loose items or objects.
- Skaters are advised to wear gloves.
- Sitting or climbing on the barriers is strictly prohibited.
- Skaters may not skate in chains of more than 2 people.
- Under no circumstances can any person be carried whilst on the ice.
- We operate a rink side bar where customers can consume alcohol to moderate levels. If management believe that a skater's ability is potentially compromised through alcohol consumption, we reserve the right to immediately remove the skater from the premises in the general interests and safety of all rink users.
- Any person thought to be under the influence of drugs will not be allowed to ice skate. Refunds will not be authorised to anybody under the influence of drugs.
- Anti-social behaviour of any kind will not be tolerated, and those responsible will be instructed to leave the ice rink area, for which no refund will be given.
- Mellors Group and/or Ice Tech UK reserves the right to remove skaters and/or spectators from the ice rink who fail to comply with the rules and regulations.
- Skaters who are asked to leave or are removed from the ice rink area will not be refunded for their session, if breaking these rules and regulations.
- We operate as an outdoor all weather ice rink. The ice rink conditions will be monitored in line with weather conditions, and it is the ice rink manager's decision to close the ice rink if customer safety is deemed to be at risk.
- From time to time the surface of the rink can be wet due to changes in the weather. If rainwater on the ice exceeds 45mm then the ice rink will be closed.

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SKY SKATE TICKETS AND ICE SKATING SESSION TIMES

ICE SKATING SESSION TIMES

10.00am	10.40am	11.15am	11.55am	12.30pm
13.10pm	13.45pm	14.25pm	15.00pm	15.40pm
16.15pm	16.55pm	17.30pm	18.10pm	18.45pm
19.25pm	20.00pm	20.40pm	21.15pm	21.45pm

Each session lasts 1 hour 15 minutes.

During your session, you may be instructed to leave the ice for a 15-minute resurface to take place.

ICE RINK	UNDER 12s	UNDER 16s / STUDENT / CONCESSION	ADULT	FAMILY TICKET (MAX 2 UNDER 12s)
PEAK	£12.00	£15.00	£18.00	£50.00
OFF-PEAK	£10.00	£12.00	£15.00	£40.00

OUR FULL OPENING TIMES ARE AVAILABLE ON THE WEBSITE.

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USEFUL INFORMATION

- Please **arrive 15 minutes before your booked session time** to allow sufficient time for skate fitting. Please join the queue at the back of skate hire (next to the tram stop).
- Customers will receive a stamp upon entry to the venue. Anyone without a stamp will not be permitted to ice skate and will be required to show proof of purchase to be allowed on the ice.
- No children under the age of 4 are allowed on the ice rink.
- The smallest size skate available is a junior size 7.
- Unfortunately, a cloakroom facility is not available at the rink. However, lockers are available for hire, but with limited availability on a first come first served basis. Please bear in mind that skate hire staff are unable to take belongings behind the counters due to the risks of lost/damaged belongings.
- Skates are free issue to all customers as part of your ticket price. No discounts are given for customers using their own skates. Customers are allowed to use their own skates, providing they are suitable and free from any defects which might cause a safety concern, and should store their shoes in a locker. Organisers reserve the right not to allow a person to use their own skates if they decide that they are not suitable.
- Skate aids are available on every session for customers to use. They are only available to children under 12 years of age. Skate aids cannot be pre-booked, are limited in number and are available on a strictly first come, first served basis.
- Skate aids are intended as a fun addition to skating but are not a necessity to allow your child to ice skate.
- Skate aids are to be used **ONLY** on the children's rink, where they are located. Skate aids are not permitted on the Sky Skate or family rink.
- Ice is cold, wet and slippery. There is a chance you will get wet when skating, as on occasions the ice can have a layer of water on the surface.
- Please bring suitable outdoor clothing. If you fall over your clothes may get wet.
- We advise that all skaters wear gloves to protect their hands and assist with traction when getting up after a fall.
- There are two unisex toilet facilities at the ice rink.

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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.

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SKY SKATE SKATE AIDS

Skate aids are FREE to participating skaters.

Skate aid users must be under 12 years of age.

They cannot be pre-booked and are available on a first come, first served basis.

They are located on the children's rink, which is the only ice rink they can be used on.

There is limited availability, for safety reasons. Apologies in advance for any disappointment.

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SKY SKATE LOCKER HIRE

Lockers are available for hire at a charge (price varies by locker size). Lockers cannot be pre-booked and availability is limited.

For safety and security reasons, staff are unable to take bags behind the counter.

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SKY SKATE REFUND POLICY

We operate a No Refund Policy unless management have found it necessary to close the ice rink due to health & safety or technical concerns.

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SKY SKATE HOW TO BUY TICKETS

Please ensure you have purchased your ice skating tickets from the ticket kiosks (located adjacent to the ice rink) before entering the skate hire.

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