Winter WONDERLAND
NOTTINGHAM

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.

Session times vary day by day. Please check online for available sessions before your visit.

ICE RINK	UNDER 12S	UNDER 16s / STUDENT / CONCESSION	ADULT	FAMILY TICKET (MAX 2 UNDER 12s)
PEAK	£14.00	£17.00	£20.00	£55.00
OFF-PEAK	£12.00	£14.00	£17.00	£45.00

OUR FULL OPENING TIMES ARE AVAILABLE ON THE WEBSITE.

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

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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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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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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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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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SCHOOLS & GROUPS

Mellors Group additionally prescribes the following Rules and Regulations to all school groups and group bookings

When booking for your group, please consider the age range of your skaters as we have limited amounts of skates in each size.
Please note that children between the ages of 4 and 7 are not permitted on the ice unless accompanied by a skating adult in a ratio of 1 adult to a maximum of 5 children.

Mellors Group recommend that the pupil to teacher / assistant ratio is a maximum of 10 pupils to one teacher / assistant.

Dress for your skate! Ensure all skaters wear gloves; hats will be allowed in the event that it rains; scarves must be tucked into coats / jumpers so they do not flap around.

Mellors Group also recommends people wear long trousers or sport type bottoms.

Socks must be worn – longer ones are better. Without socks you will not be able to skate.

We advise that a spare pair of socks is brought in case the one skated in become wet.

It is also a great help if the pupils know their own shoe size.

Please ensure that all group members bring with them any prescription drugs that they may require and that all group members that require inhalers have them with them: these will be the responsibility of the accompanying adult / teacher.

Anyone not following the rules and regulations will be asked to leave the ice.

The First Aid point is clearly marked should it be needed. In the event of an injury please notify a marshal immediately.

Our on-ice marshals, although competent skaters, are not skating teachers / coaches. They will assist and control the sessions but will not provide individual assistance.

Mellors Group accepts no responsibility for any injuries which might occur during the activity, except where such injury is proven to be the result of negligence on the part of Mellors Group.

Lost Children – Mellors Group have procedures in place with security and management on site – teachers to agree meeting point in skate area.

Adult/ Teacher Supervision – School needs to have statutory number of adults required for school trip and numbers party.

Parental Agreement – Schools are responsible for getting parental agreement prior to pupils being allowed on the Rink.

Teachers are responsible for their children at all times.

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