

## **ICE RINK FAQs**

### **When will the ice rink be open?**

Wednesday, 1st December 2021 – 31st January 2022

Monday to Friday, 2:00 pm to 9:00 pm.

Saturday & Sunday, 12:00 pm to 9:00 pm

Friday 31<sup>st</sup> December, 12:00 pm to 6.00 pm

The last skaters will be admitted onto the ice at 8:00 pm.

### **Will the Ice Rink be real ice?**

The Ice Rink will be made completely of real ice that is maintained throughout the season.

### **Can I come to Beaverbrook just to use the Ice Rink?**

The Ice Rink is for the exclusive use of members or guests who hold a hotel, restaurant or spa booking.

### **I have a hotel/dining/spa booking, do I need to pay to skate?**

If you have a hotel booking, every guest in your room will have one complimentary skate during your stay. This applies to all guests staying with us whilst the ice rink is in operation, from 1st December – 31st January. If you'd like an additional skate experience during your stay then you would need to purchase a ticket. However, if you are booked to stay on the *Stay & Skate Package* you will have unlimited skates during your stay.

If you have a restaurant or spa booking, you will need to pay to skate. However, if you have booked a *Skate & Dine Package* your tickets will have already been purchased and you can collect them on the day.

Adult tickets are £50 (13 and over), and child tickets are £35 (12 and under).

### **Can I book a time slot to skate?**

The Ice Rink will be running skating sessions on a first-come first-serve basis. You cannot book a time slot in advance. Guests will be able to purchase their tickets when they arrive to skate on the day.

### **Where will I buy my tickets at Beaverbrook?**

Tickets will be sold beside the Ice Rink at 'Swizzles' our rink-side cabin. Please note we will accept card payments only. Residents will be able to collect their tickets from reception, and our dining guests on the *Skate & Dine Package* will be able to collect their tickets from Swizzles.

### **How long is a skating session?**

The ice-skating sessions are 45 minutes long.

### **Can I skate for more than 45 minutes if I purchase more than one skating session ticket or if I have multiple skating sessions to use as a hotel guest?**

You will be asked to vacate the rink after your 45 minutes of skating and return your ice skates to ensure that all of our guests have an opportunity to enjoy our ice rink. If you wish to continue skating, you must ask if there is availability for you to do so.

### **Is there a timetable for the skating sessions so we can arrive early to ensure our place?**

The Ice Rink will be running skating sessions on a first-come first-serve basis. Simply make your way to the ice rink and our team will tell you if you are able to skate right away or if you will need to wait until other skaters vacate the Ice Rink.

### **Will you provide ice skates?**

Yes, ice skates will be provided. We will have a range of sizes available for both children and adults. Skate size availability cannot be guaranteed as they will be issued on a first-come-first-serve basis.

### **Can I bring my own ice skates?**

Yes, you may bring your own ice-skates although they will need to be approved as safe to wear on the ice by our team on the day.

**Where will I change into my skates?**

There will be benches available for you to change into your skates.

**Where do I leave my shoes?**

You can leave your shoes with the ice-skating host who gives you your skates. Please note that Beaverbrook do not accept any liability for loss, theft or damage to your belongings except if caused by intent or gross negligence of the company and/or its employees.

**Can I bring my bag on the ice?**

Bags of any description are not permitted on the ice. You may leave your belongings with your shoes underneath the bench where you change into your skates until you have finished your ice-skating session, or our ice-skating host may use their discretion to store your bag with your shoes depending on the size. Please note that leaving your bag with your shoes or under a bench is at your own risk. Beaverbrook do not accept any liability for loss, theft or damage to your belongings except if caused by intent or gross negligence of the company and/or its employees.

**What should I wear?**

We recommend wrapping up in warm, outdoor clothing. For your safety, we don't allow long scarves or items of clothing that may trail on the floor and cause a hazard to other skaters. We also recommend you wear gloves to not only help with the cold, but also to aid traction on the ice when getting up should you have a fall.

**Is there an age restriction?**

Children under 3 are not permitted on the Ice Rink. Children aged 3 – 9 must be accompanied by an adult (18+) on the ice rink, please note that 1 adult can accompany up to a maximum of 2 children. Children aged 10 - 12 must be supervised beside the ice rink by an adult (18+). You can skate on our rink up to any age, although you are responsible for skating. It is not recommended for any person with a serious illness, heart condition or who is pregnant. You undertake skating at your own risk.

**How many people will be allowed on the Ice Rink at one time?**

Approximately 30 skaters will be allowed on the Ice Rink at any one time.

**Will the rink be open on Christmas Day and New Year's Eve / New Year's Day?**

The Ice Rink will be open as normal on Christmas Day and New Year's Day. On New Year's Eve, the Ice Rink will be open at the slightly different hours of 12:00 pm – 6.00 pm.

**Will there be food and beverages available?**

Swizzles, our rink-side cabin is returning this year and will be parked next to the Ice Rink serving a selection of sweet treats and beverages to our spectators and skaters. Please note that only card payment will be accepted.

**Is there anything included in my ice-skating ticket?**

Yes, every adult is invited to enjoy a glass of bubbles, and every child is invited to enjoy a sweet treat!

**Will there be seating?**

Yes, there will be tables, chairs and heaters next to the rink-side cabin.

**Will you have any skating aids available for children, & how many if so?**

Yes, we will have a minimum of 10 penguin/bear skating aids and stabilisers available. These will all be on a first-come-first-serve basis.

**Will there be members of staff at the ice rink?**

There will be members of staff present at the Ice Rink at all times. They will assist you with purchasing your tickets, finding ice skates to fit you, taking your shoes and monitoring safe skating.