



## General Event Terms and Conditions

- Tickets cannot be exchanged or refunded;
- All users skate at their own risk;
- Management reserves the right to refuse admission;
- Availability cannot be guaranteed for sessions unless booked in advance and are limited to 80 per session.
- SHBC does not take responsibility for any loss or damage to personal items incurred as a result of this event
- Terms and conditions may be reasonably amended at any time

### What to do on arrival:

For customers with a 'print at home' e-ticket, please go directly to the skate exchange area. Please be aware that during busy periods there may be a short wait to collect your skates.

For customers with queries about their booking or who wish to purchase a ticket on the day, please proceed to our box office where a member of staff will be happy to assist you. At peak times there may be queues so please ensure you arrive in good time to buy your ticket for the required session.

As we do not have locker facilities on site, we strongly recommend that you make alternative arrangements for the safe keeping of personal belongings.

Please ensure you read and abide by the safety rules and regulations of the ice rink. If you are unsure or need advice, please do not hesitate to contact a member of staff who will be happy to assist you.

### Group Bookings and Supervision Ratios

- Group bookings are classed as 10 or more people
- Where exclusive use of the ice is desirable such as for schools, parties (including Christmas parties) or gatherings, please contact the box office or rink management in advance
- Group bookings for children under the age of 9 must be accompanied on the ice by a skating adult. Group bookings for children aged 9 -11 must have an adult accompanying them, either on the ice or rink side, whilst the the children skate.

We advise a ratio of 1 parent/guardian/group leader for every 10 children.

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## **Skaters with Additional Needs**

For health and safety reasons and to ensure maximum enjoyment for skaters with additional needs:

- Wheelchair users must be accompanied by a skating adult
- Only one wheelchair on ice at any one time, unless arranged in advance with rink management
- Wheelchairs must not be left stationary or stop on the barrier line as wheels will burn into ice and become a danger to anyone trying to pass on the barrier
- Those with a disability who do not require the use of a wheelchair must be able to support themselves on the ice and have an accompanying adult with them where deemed necessary
- 1 to 1 supervision is expected for skaters with severe learning difficulties or severe behavioural problems, where deemed necessary
- Tickets for companions of skaters with additional needs are complimentary

We recommend you contact the box office prior to booking so we can advise suitable session times and help ensure you get the most out of your visit.

## **Ice Skating Camberley Safety Rules (Ice Rink provided/staffed by Icescape)**

### **Assumption of Risk**

Skaters and spectators are deemed to have knowledge of and assume the inherent risks which include, but are not limited to, the following:

- Injuries resulting from collision or contact with other skaters
- Injuries resulting from falls
- Injuries that involve objects or artificial structures which are properly within the intended path of travel of the skater
- Injuries resulting from wet flooring

### **High Risk Groups**

Skating is **NOT** suitable for:

- Pregnant women
- Anyone with a heart condition
- Anyone with pre-existing injuries or health conditions that could be aggravated or worsened by a fall
- Anyone wearing a cast

### **Children**

- Please note, a child is defined by age and must be under the age of 16.
  - If a child does not have any proof of age, it is at the discretion of the Ice Rink Management as to whether a child or adult ticket is required.
  - Management holds the right to refuse entry and Ice Rink Management decision is final.
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- No-one under the age of 3 years old will be allowed on the rink.
- 3-8 year olds must be accompanied by an adult on the rink.
- 9-11 year olds can skate on the ice unaccompanied, but an adult needs to stay rink side whilst they skate.
- Management reserves the right to refuse entry/eject patrons from the rink without refund.
- Personal belongings are left at the owner's risk.

### **Penguin Skate Aids**

Penguin skate aids are available at the rink free of charge on a first come first served basis and are not pre bookable, Penguins are hired out at the management's discretion and are for children only under the height 1.2 meters or under the age of 8.

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