



## Frequently asked Questions

### **If I am not skating but want to spectate, do I need to pay an entrance fee?**

There is no separate entrance fee to spectate; all those entering Ice Skate Camberley must have a ticket to skate.

### **How long are the skating sessions?**

Our skating sessions run on the hour and are 45 minutes long (on the ice).

### **Can I wear my own skates?**

Yes you can wear your own hockey or figure skates.

### **What should I wear?**

It is recommended that you wear warm, comfortable, outdoor clothing suitable to the weather conditions on the day. For example; long socks, trousers or tracksuit bottoms, thin layers of clothing under a thick jumper or sweatshirt and waterproof jacket. Gloves, hats and scarves are also recommended but please ensure the scarf is tucked in securely. Please do not wear long scarfs or coats.

### **What size skates are available?**

Our skates go from a child size 4 (double bladed skate) up to an adult size 16.

### **Does the event have good wheelchair access / can wheelchair users go on the ice?**

The Ice Rink is wheelchair accessible, manual wheelchair users are able to go on the ice. They must be accompanied by a responsible person in skates at all times when on the ice. **Access for wheelchair users:** Upon arrival at the rink our staff will assist you and your companion onto the ice via ramped access.

### **Are all sessions available for wheelchair users?**

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

### **What happens in the event of bad weather?**

---

The rink does not have a roof. Therefore the availability of the rink is subject to that of outdoor weather conditions.

The ice rink is fully operable in most types of weather and refunds will only be issued in the unlikely event that management deem it necessary to cancel.

### **What happens if the ice gets wet?**

Climatic conditions can affect the surface of the ice. Calm, cold days mean the ice surface will remain dry. Wind causes friction which warms the surface of the ice resulting in a wet surface to the ice. Climatic conditions are beyond the control of the operator. If the surface of the ice is wet due to either wind or warm weather this does NOT make it unsafe to skate. Although you may get wet if you fall over!

### **Is there first aid on site?**

There will be a first aid point within the skate exchange area. In the unlikely event you or a member of your party should need first aid treatment, please alert a member of staff. A first aider will be available to assist as required. Please advise a member of staff if you have injured yourself. We will need to take some basic details at this time.

### **General Do's and Don'ts**

- Don't sit, climb or put feet on the barrier
- No personal stereos or other headsets permitted.
- Remove objects from pockets whilst skating.
- Do not eat, drink, smoke or use mobile phones on the ice.
- Do not play tag or any other games on the ice.
- Do not skate in chains (three holding hands is allowed).
- No anti-social behaviour. (This includes shouting, swearing, spitting, fighting, vandalism, petting, bullying and boisterousness).
- No entry onto the ice without skates.
- No littering or smoking within the entire site.
- No hockey stick, puck or ball playing on the ice or in the spectator areas.
- No loitering on the ice - keep moving.
- No digging, chipping or throwing ice.
- No phones or cameras on the ice.
- No carrying of others including children and infants.
- No skating at excessive speed
- Don't consume alcohol before skating
- Do not drop litter on the ice
- Do not wear long scarves or long coats on the ice
- Do not cut across the middle of the rink
- Do not wear peaked caps or hoods on the ice
- Do not congregate at the barrier entrance

### **Do...**

- Do make sure skates are correctly tightened
  - Do wear gloves
  - Do skate in an anti-clockwise direction ONLY
-

- Do obey instructions given by the ice rink management
- Do obey the Ice Marshalls

