



Terms and conditions

Rules about coming to the ice Rink

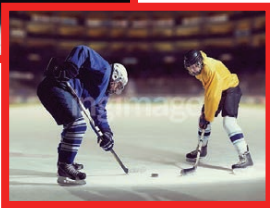
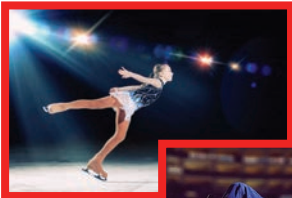


Coming to the ice rink

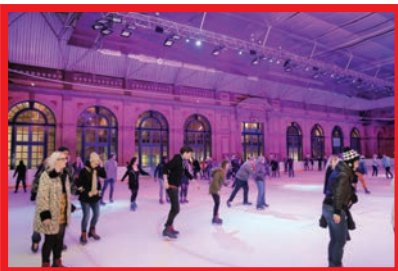
We run lots of different activities at the ice rink. Things like:



- **lessons** to learn how to ice skate



- **events.** This might be to see a show or an ice hockey game



- public ice skating **sessions.** These are times when anyone can come and practice ice skating



In this booklet, we will call these things **activity** for short.



If you buy a ticket for an activity, it means you agree to our **terms and conditions**.



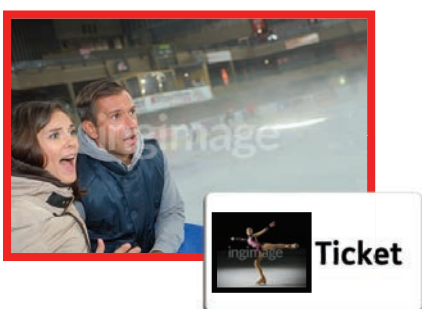
Terms and conditions are rules and things you agree to.



If you do not follow the rules, we might ask you to leave.



Anyone who comes to the ice rink must have a ticket. If you do not have a ticket, we might ask you to leave.



You must still have a ticket for watching a public ice skating session.



We sell a certain amount of tickets for this.

The cost of your ticket includes some extra things. We call these things **fees**.



The fees help us to run the ice rink.

Changing an activity

Sometimes we might have to make changes to an activity. We might:

- change the time or date when the activity is on



- change the place where the activity will be held



- cancel the activity



We might have to mix 2 ice skating classes together to make a big enough class.



Sometimes, we have to make changes just before the activity starts.

You must check the website often for any updates.

Changing the date or time of the activity



If we change the date or time, we will offer you another ticket.

This ticket will be for the same activity on a new date or time.



We will not charge you any extra money.



If you cannot come on the new date or time, you can ask for your money back.



You must ask us more than 48 hours before the new date or time.

If you ask us after this we cannot give you your money back.

If the activity is cancelled



If not enough people buy tickets for an activity, we might have to cancel.

If the activity is cancelled, we will offer you your money back.

Swapping your ticket

If you have booked onto an activity but you cannot come, let us know.

We might be able to swap your ticket for a new date or time.





We will only try to do this if:

- you want to come to the same activity



- the activity runs on lots of different dates and times



- there are spaces on the new date or time



We cannot swap your ticket for a different lesson or event.



We might charge you extra money to swap your ticket.

If we can't swap your ticket we will not give you any money back for it.

Selling your ticket

If you cannot come to an event, we might be able to sell your ticket for you.

We can only do this if all the other tickets for the show have been sold.



If we sell your ticket, we will give you the money back into your bank account.

We will not give you any money back for the fees.



If we can't sell your ticket, you won't get any money back.





You are not allowed to sell your ticket:



- for more money than you paid for it

or



- to a company who will sell your ticket again for more money



If this happens, we might cancel the ticket.

The person who buys your ticket will not be allowed to come to the event.

How you will get your tickets



We will email your tickets to you.



You will get the email within 1 hour of booking your tickets.



If you do not get the email, you can contact us:

By phone:
020 8365 2121

or



Online:
alexandrapalace.com

Printing out your tickets



When you come to the ice rink, show us the tickets on your phone.



If you lose your email or you do not have a phone, let us know.



We will print out the tickets for you.
We might charge you extra for this.



You can only pick up these tickets on the day of the activity.



You can pick up your tickets from the ice rink reception.



When you pick up your tickets, we will need to see:

- the bank card you used to buy the tickets

and

- some proof that you are who you say you are. This might be your passport or your driver's license



We cannot print out tickets if you did not buy them from us.

Information about your booking

Booking your ticket

When you book your tickets, you must read our website very carefully.



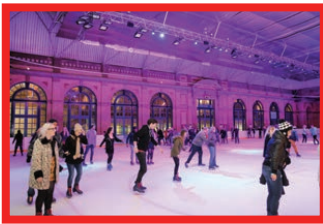
You must make sure you are booking the right:



- activity



- time and date



- number of spaces



If you make a mistake, we might not be able to put it right.



We only sell a certain amount of tickets for each activity.

Once we have sold them all, we cannot offer any more.

More about changes to an activity

We might have to make some changes to an activity. This might be things like:



- changing the people that are in a show or an ice hockey game



- how long an activity will last



We do not need to tell you about these things before the show.



We do not have to give you any money back or swap your tickets.

Ticket offers



Sometimes, we might change the cost of tickets. Or we might have a special offer on.



You can only use 1 special offer when you book tickets.



You cannot use a special offer on tickets you have already booked.

Rules about public ice skating sessions



Bringing children to the ice rink

Children younger than 14, must have an adult with them to come to the ice rink.



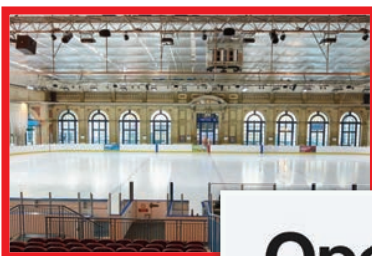
Children aged 12 or younger must have an adult with them on the ice.



We might ask to see some proof of a child's age.

Where you can skate

We might only use part of the ice rink for public skating.



Open

You can only skate in the part that is open.



You can only skate for the time and date on your ticket.



If you leave the ice, you must be able to show your ticket again when you come back.



Keeping safe on the ice

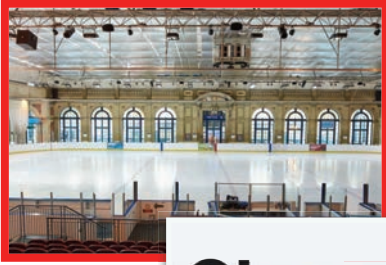
You must follow any safety instructions from our staff.



If you break the rules, we might ask you to leave the ice. We will not give you any money back.



We sometimes need to check that the ice is safe enough to skate on.



Closed

To do the check, we have to close the ice rink for a short time.

When this happens, everyone must leave the ice.



The check takes up to 15 minutes.

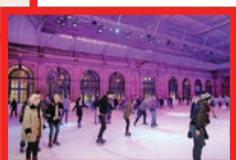
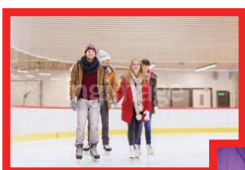
We will try to arrange for you to have an extra 15 minutes at a different time.

Rules about ice skating lessons



You can have ice skating lessons. A lesson lasts 30 minutes.

A **course** is made up of a certain number of lessons.



If you have ice skating lessons, you can stay on afterwards for public skating.



10-15

There are usually 10 to 15 people in an ice skating class.



No one else can have your lesson for you.



We cannot give you your money back if you miss a lesson.



We will only give you your money back if we have to cancel a lesson.



It is really important to be on time for your lesson.



You should plan to arrive 15 minutes before your lesson starts.



You should be ready at the side of the ice rink 5 minutes before your lesson starts.



We might use part of the ice rink for other activities at the same time. This will not affect your lesson.



We might change the rules about when you can go on the ice.



We have seats for parents and carers to watch their child's lesson.



If you have ice skating lessons, you will get a membership card. This card shows you have paid to have lessons.



Membership card

You must bring the card with you to every lesson.

You must not lose it. We cannot get you a new card.



You will also get a book that says how well you can skate.

You must bring this book to the first lesson of each course.



You must put your name on the front of the book.



We will test which level you are at on the last lesson of every course.



You must not take photos or record your lessons.

What you should wear for ice skating

Ice skates should fit properly.



You should tie your laces properly and use all the hooks.

Your ice skates will feel a bit uncomfortable at first. This is ok.



The blades on your ice skates should be sharp.

Our staff can check your blades are sharp enough.



You should wear warm clothes for ice skating.

It is a good idea to wear gloves.



Do not wear a hat or a scarf.

Rules about coming to the ice rink



Proof of how old you are

To come to an activity, our staff might ask for proof of your age.



We might ask to see your:

- birth certificate



- passport



- driving licence



If you are not the right age for an activity, we might not let you skate.

We will not give you your money back.



Some of our events are for children only. Adults can only take part if they are with a child.



Food and drink

You must not bring any food or drink with you to the ice rink.

Bags

We might ask to check your bags and pockets before we let you in.



This is to make sure you are not bringing anything dangerous with you.



We have a list of things you cannot bring with you on page **XXX**

Medicines



Some people who come to the theatre need to bring medicines. You must bring any medicines in the packet or bottle.

We may check it when you arrive.

People who behave in a bad or rude way



Sometimes, we might need to ask people to leave the ice rink. This might be because they:



- are drunk or have taken drugs



- are being rude or behaving in a way that upsets or harms other people. This includes on social media, phone or email



- have not got proof to show how old they are



If we ask you to leave, we will not give you your money back.

COVID-19



If you cannot come to the ice rink because you have COVID-19, let us know.



We might be able to give you your money back.



But we might ask to see proof of your COVID test.

Who is responsible for things



We will do our best to keep you safe when you come to the ice rink.



You must follow any safety instructions from our staff.



You must look after your own things.
We are not responsible if:



- you bring something to the ice rink and you lose it



- something you bring to the ice rink gets damaged or broken

Complaints



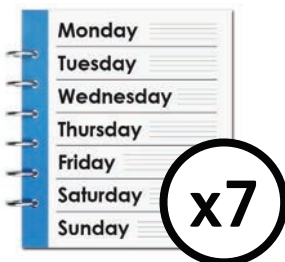
We want you to have a good time at the ice rink.



But we know that sometimes, things can go wrong. You might not be happy with the service you get from us.



You can **complain** if you want to. **Complain** is when you tell us you are not happy.



You must complain within 7 days of the show or event.



Email us at:
visitor.services@alexandrapalace.com

Things you cannot bring to the ice rink:



- alcohol



- drugs



- anything that could be used as a weapon



- fake weapons



- food and drink



- cigarettes that you are planning to sell



- heavy necklaces and bracelets with studs on



- anything that is made of glass



- a laser pen



- a megaphone or an air horn



- spray cans



- fireworks



- animals. Guide dogs are allowed



- hi vis jackets



- a big camera or video camera



- a bicycle



- chairs and stools

Contact us details?
Visitor Services Team