

## ICE RINK FAQs

### When will the ice rink be open?

- Saturday 23<sup>rd</sup> November 2024 – Friday 31<sup>st</sup> January 2025.
- Daily from 11:30 am to 7:30 pm (last skate approx. 6:45 pm).
  - **Exception: Christmas Day 10:00am to 6:00 pm.**

### 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?

Hotel bookings

- All resident guests are welcome to enjoy unlimited ice skating for the duration of their stay, between check-in and check-out time, and enjoy a festive treat per person.

Dining bookings

- All dining guests will need to pay for their Ice Skating Experience. Our *Skate & Dine* package is available for those who know they would like to both Skate & Dine in advance. However, for those who have a dining reservation only and decide to skate on the day, they are able to purchase an Ice Skating Experience on the day of their visit at the Ice Rink.
- Please note that your reservation time refers to the time that your table is booked for dining. For lunch bookings you may skate before or after your meal on a first come first serve basis at the rink. For dinner bookings you may skate before your meal on a first come first serve basis at the rink.

Spa bookings

- All spa guests will need to pay for their Ice Skating Experience on the day of their visit and can do so at the Ice Rink.

Guests are not permitted to only enter The Estate for ice skating.

### What is included in our Ice Skating Experience and how much does it cost?

Our Ice Skating Experience includes a 45-minute ice skating session and a festive treat from our rink-side cabin per person.

Pricing:

- £50 per adult (13 and over)
- £35 per child (12 and under)

### Are there any age restrictions?

- 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, though 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 long is a skating session?

Ice-skating sessions are 45 minutes long.

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

The Ice Rink will operate on a first-come first-serve basis, time slots cannot be booked in advance. Guests should make their way to our Ice Rink and our team will advise you if you are able to skate right away or if you will need to wait until other skaters vacate the Ice Rink.

### 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 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, though they will need to be approved as safe to wear on the ice rink by our team on the day.

**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.

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

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

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

Bags of any description are not permitted on the ice. You may leave your belongings 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.

**Will the rink be open on Christmas Day, New Year's Eve & New Year's Day?**

The Ice Rink will be open every day throughout the festive season.

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

Our rink-side cabins are returning this year and will be found parked next to the Ice Rink serving a selection of sweet treats and beverages to our spectators and skaters.

**What forms of payment will you accept at the Ice Rink?**

We will only accept card payments at the Ice Rink.

**Will there be seating?**

Yes. There will be tables, chairs and heaters next to the rink-side cabins.

**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. These will all be available on a first-come-first-serve basis.

**Will the Ice Rink be made from real ice?**

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

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

Yes, there will be members of staff present at the Ice Rink at all times.

