

Skates

Skate hire is free. If you wish to bring your own skates please ask a member of staff to check their condition and suitability for our rink. All of our skates are new, sharp and ready to go. We can accommodate all sizes up to and including adult size 15. For our youngest skaters we go down to EU size 28.

Minimum Age/Adult Supervision

There is a minimum age for children of 4 years old to go on the ice rink. 4 – 7 year olds must be accompanied onto the ice by an adult (16 years old and above) in skates. Maximum of 5 children per adult. We recommend for our evening sessions that children under age of 14 are accompanied by an adult (the adult need not be skating).

Weather

We open whatever the weather so please dress accordingly. On occasion there may be a layer of water on the ice surface - this will not affect your skating although you may get wet if you fall over!

What to Wear

We recommend you wear long socks (i.e. not trainer socks), trousers or tracksuit bottoms, thin layers of clothing under a thick jumper/sweatshirt with a waterproof outer layer. Gloves, hats and scarves are also recommended although scarves must be tucked in securely. Hoods cannot be worn 'up' on the ice as they can limit all-round vision. On sunny days we recommend the use of sunblock and sunglasses due to the glare and reflective nature of the white ice surface.

Wheelchair Users

If you are a wheelchair user, you are welcome to enjoy the rink in your own wheelchair. We do insist that you are accompanied by a responsible person in skates at all times whilst on the ice. The same applies to motorized wheelchair users. You must make bookings either by phone or in person and please ensure you tell us you will be using a wheelchair. Your session is free but your skating companion will be charged the standard ticket price. In the interest of safety we will only allow up to 8 wheelchair users on the ice per sessions up to 4.15 pm and 4 thereafter. Upon arrival at the rink our staff will assist you and your companion onto the ice via a ramp. Larger groups of wheelchair users should be book in advance as special arrangements can be made.

Personal Belongings

Please keep your personal belongings to a minimum. Any items left behind skate hire are left at the owners' risk. No bags or rucksacks are allowed on the ice. We do not accept responsibility for any items which are left unattended.

Safety warning

Ice-skating can be hazardous. All skaters are reminded that they skate at their own risk. Please read our safety information ([embedded link](#)) before taking to the ice.

Booking and postage fees

Booking fees are charged for bookings made online (75p per ticket) and by phone (£1 per ticket) up to a maximum of £5 per transaction. Tickets can be collected on the day, at least 30 minutes prior to the start of the session start time. However, if you prefer to have tickets posted to you in advance a postage fee (75p per address) will be charged.

Refunds & Exchanges

Tickets are non-transferrable and non-refundable, and exchanges and refunds are only available when a session is cancelled for whatever reason.



WINCHESTER
CATHEDRAL

ICE RINK TERMS & CONDITIONS

Concessions

Reductions are available for children aged 4 – 16, students, senior citizens and benefit claimants.

Produced by: The Christmas Team

Date: March 2011