**Queen’s House Ice Rink**

**Youth and Community Group Bookings**

 **FAQs**

**Do you offer group visits to the Queen’s House Ice Rink?**

* Yes, we offer a special group rate on selected dates and session times during the season. To qualify for our group rate, you must be a non-profit organisation booking for a youth or community club. The group needs to be 15 people or more.
* We ask groups to adhere to our strict guidelines on staff/adult ratios to students. Groups must always be supervised; group leaders are responsible for the conduct of their group at all times.
* We ask all groups to arrive 30 minutes before their skating session to allow ample time to drop off bags and put your skates on.
* Youth and Community discounted tickets must be booked in advance.

**Do our staff need to accompany our pupils on the ice?**

* Yes, please see adult ratios to children/students:
	+ *KS1 – 1 adult per every 5 children (6 adults must accompany children on the ice per group of 32)*
	+ *KS2 – 1 adult to every 8 children (4 adults must accompany children on the ice per group of 32)*
	+ *KS3/KS4 - 1 adult to every 10 students (3 adults must accompany students* *on the ice per group of 32)*
	+ *Post-16 – 1 adult per 16 students/young people(2 adults must accompany students/young people* *on the ice per group of 32)*
* **Adults required to accompany children/students on the ice must be over the age of 18.**
* You are always legally responsible for your group, this includes on the ice, in the skate exchange, and at our sites. You are responsible for your group skating safely and for ensuring your students are always following instructions given by our skate marshals.
* Other groups may be skating in the same session as well as members of the public. Please be always respectful to other skaters.
* Unfortunately, there is no wiggle room on this. If you are unable to bring enough adults to skate with your pupils on the ice, we will not be able to accommodate your booking request.

**Are there any restrictions regarding dates and times?**

* Yes, the discount is available on all off-peak sessions, Monday to Friday, 11am-6pm. Off-peak sessions run from:
	+ 23 November - 21 December
* Excluding Friday 1, 8 and 15 December sessions from 5pm
* Youth & Community Group visits at the rink are subject to availability.
* Unfortunately, we are unable to accommodate Youth & Community Group visits at peak times.

Group prices are as follows:

**Off-peak**

£8.50 adult (16 years +)

£5 child (3-15 years)

* Please note all group visits to the rink are subject to availability.

**My Youth & Community Group wants to visit on a date/time which isn’t available on the calendar, can we still visit the rink?**

Unfortunately, the date/time of session chosen is peak therefore you will not qualify for our group rate. Please email us to discuss your requirements on QHIRR@rmg.co.uk

**Is there a booking fee for** **Youth & Community Group visits?**

* Yes, there is a one-off transaction fee of £3 per order. The booking fee goes towards our transaction and associated booking costs.
* Booking fees are non-refundable at any time. This booking fee is flat rate and applies to the purchase of any number of ticket types.

**How do I book?**

* Firstly, please read our frequently asked questions and booking terms and conditions.
* When you are ready to book, please fill in our Groups’ ice rink enquiry form.
* Once you have submitted your completed form, our bookings team will get in touch.
* If a date you wish to book for is not listed in the drop-down menu on the enquiry form, please get in touch with our Bookings team QHIRR@rmg.co.uk

**How do I pay?**

* All payments will need to be made by BACS. Payment details and instructions will be sent by email once your booking is confirmed.
* Unfortunately, we cannot send invoices or accept cheques in advance.
* We cannot accept payment on the day.

**Can I change my booking?**

* Once your visit is booked, tickets are non-transferable and are unable to be rescheduled, refunded, or cancelled.
* Unfortunately, if any member/s of your group is/are unable to visit, we will not be able to refund or move unused tickets.
* No refund will be issued if your group arrives late or are unable to make the visit due to travel issues on the day.

**How do I get to the Queen’s House?**

* The ice rink is located outside the Queen’s House on [Romney Road, SE10 9NF](https://g.page/queens-house-ice-skating?share) in Greenwich. To plan your journey and find out more about getting to Royal Museums Greenwich, [click here](https://www.rmg.co.uk/plan-your-visit/getting-here).

**What happens if we are running late on the day of our visit?**

* If you are running late, please give us a call on 020 8312 6608. We will try our best to accommodate you when you arrive, but this may mean a shorter skate.

**How long do sessions last?**

* Sessions last up to 45 minutes on the ice.

**When should I arrive?**

* We ask all Youth & Communitygroups to arrive 30 minutes before their skating session to allow ample time to drop off bags and put your skates on.
* No refund will be issued if your Youth & Community group arrives late or is unable to make the visit due to travel issues on the day.

**Do you have a risk assessment?**

* We have useful guidance for a Youth & Community group visit to the outdoor ice rink at The Queen’s House.
* Group leaders will need to complete their own risk assessment. To assist you with this, please refer to Hazards and Risks for Ice Skating which can be used to inform a full assessment. You can find this in Step 4 of How to Make Your booking.

**Do you have first aiders at the rink?**

* Yes, any injury will be dealt with by skate marshals/manager. All skate marshals are first aiders.
* In an event of an accident, please notify a skate marshal/staff immediately. Outdoor rinks will operate in almost all-weather conditions. Please consult the weather forecast prior to your visit and ensure your group dresses appropriately.
* The rink will be wet if it is raining/snowing, so it is recommended to bring a change of clothes, particularly socks. Skaters must wear gloves when skating.
* Skate marshals will brief pupils on how to get up from the ice after a fall.

**Do you have skate marshals?**

* Our ice skate marshals are on the ice rink to monitor safe skating and will assist when possible if you are a novice.
* We ask all skaters to follow any instructions given by the skate marshals regarding direction or separation, as these are to protect you and other skaters. Please ensure you leave the rink promptly when requested.

**Can I watch if I am not skating?**

* Yes, the ice rink area will be open to spectators; non-skaters are welcome to visit and watch. This is not a covered area so please wrap up warm.

**Is there any storage for bags?**

* Yes, at the Queen’s House or National Maritime Museum (if you have booked a lunchroom) please request this on our booking form.
* Please only bring essential items to the rink with you. Storage facilities are limited, and staff will not be able to look after belongings for you.

**What are your skate sizes?**

* Our skate sizes go from size J8 to size 14.
* There are a limited number of skates of the same size at each rink; these are provided on a first come first served basis. **We cannot guarantee that your size will be available.**
* Please ensure younger children know their own shoe size in order to make skate exchange quicker.
* Bob skates are also available on a first come first served basis for younger skaters. These strap on to the skater’s own shoes and are double bladed for stability.
* Ice skates can only be worn when on the ice and in the skate exchange. Under no circumstances will skates be permitted in the buildings of Royal Museums Greenwich.

**Do you offer skate aids at the rink?**

* Yes, there are a limited number of Penguin skate aids. This skate aid will need to be pushed will help younger children with balance and their skating.
* Skate aids are £5.00 each to hire for Youth & Community Groups with children less than 120cm in height. Please request a skate aid at the time of booking.
* We do not have skate aids available for adults. Skate aids must always be supervised by an adult and must not be left unattended on the ice.

**What happens if the weather is bad or the ice is wet?**

* The ice rink will operate in nearly all weather conditions thanks to our advanced cooling equipment.
* In the unlikely event that the ice rink must close, alternative sessions will be offered. We regret that no refunds will be given due to bad weather.
* Outdoor ice rinks are subject to the elements. Due to rain, unseasonably warm weather, high winds or a combination of these weather conditions, the surface of the ice rink can develop a layer of water. It is safe to skate on a wet rink.

**What should I wear?**

* The rink is safe to skate on if it is raining or snowing, but you will be open to the elements. Please check the weather forecast and dress appropriately.
* Skaters must wear gloves when skating.
* We recommend wrapping up in warm waterproof clothing. Long trousers / joggers are recommended. Long, thick socks are best. Scarves must be tucked into coats so they don’t flap around.
* The rink will be wet if it is raining / snowing so it is recommended to bring a change of clothes, particularly socks.

**Can I visit the Museum during my visit?**

* Yes! That's not a problem - just let our bookings team know what you'd like to include in addition to the skating sessions.

**Is there wheelchair access?**

* Yes, the ice rink is accessible for wheelchair users. To book tickets, please contact the Bookings team on 0208 312 6608 or email QHIRR@rmg.co.uk
* Disabled parking bays are available to pre-book at the National Maritime Museum; ask for availability at the time of booking.
* Companion tickets are offered at no extra cost to disabled visitors who would not otherwise be able to attend a skating session without an assistant.

**Are there toilets at the ice rink?**

* There are no toilets at the ice rink itself, however there are toilets less than two minutes away inside the Queen’s House. The toilets are fully accessible.
* You will be unable to go to the toilet in your skates, so please plan ahead!

 **What happens if my booking is affected by COVID-19?**

* Please do not attend your skating session if you, or any of your group, are showing signs of COVID-19 symptoms. Email us at **QHIRR@rmg.co.uk** and we will arrange to reschedule your visit. Re-booking is valid for the 2023-2024 season only.

**Before your visit**

* Please ensure you have carried out your own risk assessment. We recommend pre-visits, if possible.
* Please ensure that you have enough staff with your group throughout the visit.
* We require all groups to arrive at our ice rink 30 minutes in advance of skating sessions. Please ensure you have factored this in your travel plans.
* Have you paid? Please check with your organisation that payment has been made in advance.
* Please ensure all children/young people in the group dress appropriately for the rink and remember their gloves and an extra pair of socks!

**On the day of your visit**

* Remember your booking confirmation!
* Arrive 30 minutes before skating session.
* Drop off any bags/lunch boxes at Queen’s House.
* Exchange your shoes for skates at our skate exchange.
* Listen and follow instructions given to you by the skate marshals.
* Lastly, do not forget to enjoy yourselves. We wish you a safe and enjoyable skating experience. If you have any issues or questions on the day, please speak to the management team at the rink.