

## Royal Museums Greenwich – Ice Rink

17<sup>th</sup> November 2022 – 8<sup>th</sup> January 2023

### **Terms and Conditions**

#### GENERAL

1. The Promoter/Royal Museums Greenwich reserves the right to refuse admission to the ice rink; and any area surrounding the ice rink and/or the venue and shall be entitled to conduct security searches to ensure the safety of all visitors.
2. The Promoter/Royal Museums Greenwich shall be entitled to remove anyone from the venue or any attraction at any time, who is under the influence of drugs or alcohol or who, in the reasonable opinion of The Promoter /Royal Museums Greenwich, is conducting themselves in a manner inappropriate to their continued attendance. The Promoter /Royal Museums Greenwich shall be entitled to request visitors to leave the venue at any time. No refund of any ticket cost or payments made to the Promoter /Royal Museums Greenwich, or any associated attractions, will be given.
3. The Promoter /Royal Museums Greenwich reserves the right to close the rink and /or the area surrounding the rink, or any part of the venue at short notice and without prior warning if necessary and the Promoter's decision is final.
4. Smoking (including use of e-cigarettes), eating, drinking and the use of photographic and recording equipment or mobile phones is prohibited whilst ice skating. This is to maintain a safe environment for users of the rink. Smoking (including use of e-cigarettes) is not permitted anywhere within the venue, on the rink, or in any area surrounding the rink. Only food and drink which has been purchased from the venue can be consumed within the café/bar area.
5. By entering the site visitors consent to being photographed, filmed or recorded as visitors attending ALL the attractions at the Venue and consent to such photographs, films or recordings being used by The Promoter /Royal Museums Greenwich to publicise the event in the future.
6. Wheelchair access/ disabled users – The ice rink does have wheelchair access and caters for disabled users. 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. The Promoter /Royal Museums Greenwich does not provide a companion, nor has the staffing capacity to provide a companion. Companion tickets can be booked online, by phone or at the Queen's House admissions desk.

7. The ticket holder has a right only to an ice skating session of the value corresponding to that stated on the ticket.
8. Tickets cannot, under any circumstances, be cancelled, resold, or refunded. To do so or to alter or deface any ticket will render it void. It is the patron's responsibility to check their tickets, as mistakes cannot always be rectified. The Promoter /Royal Museums Greenwich will not be responsible for any tickets which are lost or stolen.
9. Online and telephone booking are subject to a £2.95 non-refundable booking fee per transaction.
10. All tickets are issued subject to the rules and regulations of the venue, and licensing laws.
11. Admission to the ice rink is by ticket only. All ice skaters must have a ticket. All tickets are issued subject to rules and regulations of the venue.
12. Each ice-skating session is up to 45mins long. To ensure continuing ice quality and safety, it may be necessary to curtail sessions – this will be avoided as much as possible, but the Promoter /Royal Museums Greenwich reserves the right to ask ice skaters to leave the rink. No refund, either in whole or in part, will be given.
13. Ticket holders will not be permitted to continue skating once their allocated session is over. Ticket holders will not be permitted to re-enter the ice rink once exiting.
14. Each visitor is responsible for attending their session 15 -30 minutes before the session time starts. The Promoter /Royal Museums Greenwich is not liable if the visitor turns up late for any reason and misses their session. The Promoter is not obliged to refund the ticket or reallocate a new session time.
15. The minimum age to skate is three years old. Children three to twelve years must be accompanied by an adult (18+) on the ice. Children thirteen to fifteen years must be supervised by an adult (18+) at the rink and accompanied at the skate exchange. A ratio of one adult to five children will be accepted. The Promoter reserves the right to refuse entry to the ice rink for any customer under this age requirement.

#### SKATE AIDS/SKATES

16. Children's skate aids are available for children whose height is a maximum of 110cm and must be booked online subject to availability. They may be available, at the rink, on a first come, first served basis. The type of skate aid available at the rink are Penguin skate aids.
17. Skate aids are available in limited numbers. The Promoter /Royal Museums Greenwich is under no obligation, and is unable, to provide a skate aid for all children. Children under 10 must be supervised by an adult on the ice at all times. Children under 12 must be supervised by an adult at the rink.

18. 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.

#### REFUNDS OR RESCHEDULING

19. In the event any session is cancelled or curtailed by the Promoter /Royal Museums Greenwich, ticket holders will be offered alternative sessions (subject to availability) if less than 30 minutes of ice-skating time has taken place during that session.

20. The ice rink will operate in almost all-weather conditions. This is an outdoor event, and no refunds or exchanges will be given due to inclement weather. If you choose not to attend the rink due to weather conditions or decide to leave early no refund either in part or in whole will be given.

21. If you have been removed from the ice rink or venue for inappropriate behaviour, you will not be offered a refund or an alternative session.

#### RISK

22. All customers that ice skate or enter any part of the venue do so at their own risk.

23. Participating in ice skating carries an inherent risk. Any participation is totally at the user's own risk. Anyone with any medical conditions, serious previous injuries, recently broken bones, knee or joint problems, head injuries, pregnancy, mobility problems, or taking prescribed drugs, should carefully consider whether it is safe for them to participate without endangering themselves or other participants whilst ice skating. The Promoter /Royal Museums Greenwich shall not be liable for any injury, loss or damage however caused, except for personal injury caused by negligence on behalf of the promoter.

24. The Promoter /Royal Museums Greenwich accepts no responsibility for damage, loss or theft of any personal property that occurs whilst ticketholders are enjoying the Event on any part of the site.

25. Lockers and cloakrooms, if available, are used entirely at your own risk. The Promoter /Royal Museums Greenwich does not accept any liability for loss, theft or damage except if caused by intent or gross negligence of the company or its employees.

#### COVID GUIDELINES

26. Your safety is our priority so we will abide by all guidelines in place at the time of your skate. We reserve the right to make any changes to tickets, sessions, or the provision, as required by the guidance in place at the time.

In the event of any conflict between these terms and conditions and the terms and conditions imposed by any ticket agency, these terms and conditions shall prevail.