



# FREQUENTLY ASKED QUESTIONS

## **Where can I purchase tickets for ice skating, igloos and fire pits? Can I buy a ticket on-site?**

Tickets must be purchased online at <https://vistacollina.ticketspice.com/ice-rink-21-22>. Your reservation is only valid for the time(s) and date(s) purchased. Tickets may be purchased on-site with your phone, but quantities are limited. To ensure you are able to get tickets, please purchase your tickets ahead of time.

## **Are skates included in the price?**

Yes

## **How long can I skate?**

Tickets are valid for 90 minutes of ice skating, which begins at the time of check-in. Your reservation is only valid for the time(s) and date(s) purchased.

## **What is the smallest/largest skate size?**

We have skates from Toddler-8 to Adult-15. We do offer double-runners for young children.

## **How old does a child need to be to ice skate?**

There is no age restriction. We do ask that anyone under the age of 12 be accompanied by a skating adult.

PLEASE NOTE: SHOES ARE NOT ALLOWED ON THE ICE. PARENTS ARE NOT ALLOWED TO CARRY CHILDREN WHILE SKATING.

## **Can I use my ticket on a different day?**

Tickets are non-refundable but reservations can be revised up to the day before your skating date/time.

## **What if I buy a ticket and the weather is unfavorable?**

We continue to skate in light rain or drizzle. If heavy rain or severe storm conditions are expected, resulting in a venue closure, relevant tickets will be rescheduled or refunded.

## **How are you keeping everyone safe on the ice rink?**

The health and well-being of our guests and staff remains our top priority and we've implemented changes to keep you skating safely during the current pandemic.

- Tickets must be purchased online in advance, with a reservation time, to reduce person-to-person contact.
- Only skaters and one non-skating parent/guardian are allowed into the ice rink venue.
- Hand sanitizer will be available for guests throughout the venue.
- High-touch points and equipment will be frequently disinfected.

## **Do you need to wear socks?**

Yes.

## **Can I bring my own ice skates?**

Yes; however, those with their own skates pay the same admission price as others.

## **If I bring my own skates, do you offer skate sharpening services?**

No. We do not offer sharpening services.

## **Can I wear my shoes on the ice?**

No. Only ice skates are allowed on the ice surface.

## **Can I have a stroller on the ice?**

No.

## **Can my child wear a helmet?**

Of course, extra protection is always encouraged. We do not rent helmets, but please feel free to bring your own.

## **Do you offer skate aids for toddlers?**

No, double runner skates for shoe sizes Toddler 8 to Youth 2 are available which are more stable for younger children.

## **Are you ADA accessible?**

Absolutely! Our ice rink is ADA compliant.

## **Are wheelchairs allowed on the ice?**

Yes, we allow and encourage wheelchairs on the ice; please ask a Guest Service member for assistance.

## **Do you offer skating lessons?**

No

## **Where is the ice rink located?**

The ice rink is located on the lawn at the Vista Collina Resort.