

**Hampton Court Palace Ice Rink**  
**24<sup>th</sup> November 2017 – 7<sup>th</sup> January 2018**

1. **The Promoter 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. Tickets cannot be cancelled, resold or refunded. To do so or to alter or deface any ticket will render it void. It can however be exchanged to another session. It is the patron's responsibility to check his or her tickets, as mistakes cannot always be rectified.
3. **The Ice Rink will operate in almost all weather conditions.** Occasionally, inclement weather can disrupt an open air event. **In the unlikely event any session is cancelled or curtailed refunds will only be given if such cancellation or curtailment occurs after less than 30 minutes of skating time has taken place in the session in which case ticket holders will be offered alternative sessions (subject to availability).**
4. The Promoter 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 is conducting themselves in a manner inappropriate to their continued attendance.
5. Smoking, eating, drinking and the use of photographic and recording equipment or mobile phones is prohibited whilst ice skating or on any ride/game, for health and safety reasons.
6. All tickets are issued subject to the rules and regulations of the venue, and licensing laws.
7. The Promoter will not be responsible for any tickets which are lost or stolen.
8. Each visitor is responsible for **attending their session, at least 30 mins before the session time starts.** The Promoter 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.
9. The ticket holder has a right only to an Ice Skating session of the value corresponding to that stated on the ticket.
10. **Each skating session is 45mins long.** Ticket holders will not be permitted to continue skating once their allocated session is over.
11. 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 to publicise the event in the future.
12. All customers that ice skate or enter any part of the venue at their own risk and the Promoter shall not be liable for any loss or damage other than death or personal injury arising from the Promoter's negligence.
13. The Promoter accepts no responsibility for damage, loss or theft of any personal property that occurs whilst ticketholders are enjoying the Event, or any part of the site or in any part of the event site or structures.
14. 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.
15. **Ice Rink Minimum Age Policy** – The **minimum age** requirement for any customer to use the ice rink is **3 years and over. Children 12 years and under must be accompanied by an Adult/Guardian.** The promoter reserves the right to refuse entry to the ice rink for any customer under this age requirement.
16. Wheelchair access – The ice rink does cater for wheelchair users, providing they are accompanied by a carer. **The promoter does not provide a carer, nor has the staffing capacity to provide a carer.**
17. Disabled users – The ice rink does cater for disabled users, providing they are accompanied by a carer. **The promoter does not provide a carer, nor has the staffing capacity to provide a carer.**