



Hampton Court Palace Ice Rink

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, 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 his or her tickets, as mistakes cannot always be rectified.
3. **The ice rink will operate in almost all-weather conditions.** 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 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 do so 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 on any part of the site.
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. To skate on our rinks you have to be at least 3 years old.
Skaters aged between 3 and 9 inclusive must be accompanied by an adult (18+) on the ice. Children between 10-12 years of age must be accompanied at the site with adults who are watching at all times.
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.**