



Hampton Court Palace Ice Rink Café & Bar

Terms & Conditions

1. The café / bar is operated by Miss Polly, on behalf of Arena and Hampton Court Palace Ice Rink.
2. All table reservations are for 1 hour. If the table is not reserved for the next session, you may be able to remain, at the discretion of the café / bar staff.
3. Please do not arrive any earlier than 15 minutes before your start time to adhere to best practice Covid-19 measures.
4. All table reservations will be held for 15 minutes after the start time. After this time, if you do not arrive your table may be re-sold and you will not be entitled to a refund, either partial or in full, either for your table reservation fee or for any pre-ordered food. It is your responsibility to arrive on time.
5. All table reservations and food pre-orders are final and non-refundable.
6. The cost of your table reservation fee will be deducted from your food and beverage bill at the café / bar unless it has already been credited to your pre-ordered food ticket.
7. The following pre-ordered food items have already been reduced by the table reservation fee: all pre-ordered platters, Family Dine and Après-Skate and Dine. Your food and drinks bill at the café will not therefore be reduced by your table reservation fee if any of these items have been pre-ordered.
8. The café/ bar takes card payments only – no cash will be accepted.
9. On arrival you will be seated by the café staff. You will not be permitted to move tables, readjust the layout of any tables and/or mix with any tables near to you, as per the Covid-19 safety regulations.



10. You should ensure staff are aware of any allergies / food intolerances or special requirements when you are seated.
11. There will be a takeaway station where you are able to purchase items suitable for takeaway. Once these items have been ordered and collected these must be taken off the premises to be consumed.
12. It is the responsibility of the consumer to ensure all current Covid-19 laws and regulations are upheld and adhered to. Our staff are required, by law, to enforce the rules.
13. If you repeatedly break any of the Covid rules and regulations, in the opinion of the café / bar staff, you may be asked to leave the venue. No refunds, either full or partial, will be given.
14. Any misconduct or abuse towards the café / bar or rink staff will result in removal from the rink. No refunds, either full or partial, will be given in these circumstances.

Please also refer to the Terms and Conditions relating to the rink.

Contact us at hello@arena-ice.com if you have any questions.