

Refund Policy



General

1. Tickets cannot, under any circumstances, be cancelled, resold, or refunded. To alter or deface any ticket, will render it void. Once booked, tickets are non-transferable and are unable to be rescheduled, cancelled, or refunded. It is the patron's responsibility to check his or her tickets, as mistakes cannot always be rectified. Arena will not be responsible for any tickets which are lost or stolen.
2. Arena 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 warning if necessary and this decision is final.

In the event any session is cancelled or curtailed by Arena or any agent acting on their behalf, ticket holders will be offered alternative sessions (subject to availability) if less than 30 minutes of skating time has taken place during that session.

3. Each visitor is responsible for attending their session 15 - 30 minutes before the session time starts. Arena is not liable if the visitor turns up late for any reason and misses their session. Arena is not obliged to refund the ticket or reallocate a new session time.
4. Arena cannot offer any refunds for non-attendance. It is your responsibility to arrive on time for the session you have booked.
5. 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.
6. 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.

COVID-19 Refund Policy Update

1. If you, or any member of your party, are unable to attend your session due to Covid restrictions, symptoms or self-isolation, we will allow you to rebook your tickets either for later in the season or to carry them over to the next season.
2. If we are unable to honour your booking due to Covid restrictions, we will offer you a reschedule or a refund minus the £1.20 per ticket booking fee.