

COVID-19 Secure Information



Our commitment to you

We are committed to the following steps to mitigate the risk of the spread of COVID-19 at our temporary ice rink attractions:

- ✓ To conduct COVID-19 Risk Assessments and share results with rink teams.
- ✓ To implement a robust cleaning and sanitization system across sites, in line with or exceeding, government guidelines.
- ✓ All staff will be temperature checked on arrival.
- ✓ To increase ice rink space per skater by a third – reducing the number of skaters on the rinks.
- ✓ To stagger session times as evenly and safely as possible.
- ✓ To provide contactless interaction where possible (payments, ticket scanning etc.).
- ✓ To take all reasonable steps to maintain social distancing.
- ✓ Where social distancing is not possible, to implement measures to reduce risk of transmission.

How you can help protect yourself and others

Please ensure when booking tickets (particularly for groups) that your booking adheres to all current Government guidelines regarding 'How to meet others safely'.

- Do not attend your skating session if you, or any of your group, are showing signs of any of the known COVID-19 symptoms: A high temperature, a new persistent cough, a loss or change to your sense of smell or taste.
Email us at hello@arena-ice.com and we will arrange to reschedule your ticket.
- Please arrive 15 minutes before your session and move promptly through skate exchange.
- The café / bar (where provided) is open but strict capacity limits will be followed. Please follow all current government guidelines regarding meeting others outside of your household.
- Always wear a face mask / covering (unless exempt from doing so) whilst inside at the ice rink and as much as possible whilst skating.
- Use the hand sanitizer available and avoid touching any surfaces you don't need to.
- Always maintain social distancing – follow the signage at the rink and any instructions from marshalls.
- If queuing at any point, please keep in your group, facing forward, and maintain a safe distance from others outside of your group.

- Use contactless payment methods – cash will not be accepted at the rink or at any of the associated attractions.
- Pre-book tickets online <https://arenagroup.digitickets.co.uk/branches>
- Ensure any children with you are also following the guidelines.
- Follow all instructions from marshalls and listen and follow any tannoy announcements.

Changes at the rink

- We have changed some processes and systems at the rink to protect our customers, visitors and staff. Please bear with us in these extraordinary times. We have made changes that may affect your skating session but are necessary to ensure we are Covid-safe for all.
- To reduce the number of people in the skate exchange and allow for social distancing, we have introduced staggered session start times for some sessions. Staggering sessions gives us less opportunity to maintain the ice as there are skaters on the rink most of the day. If it becomes necessary to clear the ice in order to maintain it, we will ask you to leave the rink or delay your entry on to it. This may be within your 45 minutes skating session.
- To manage the flow of skaters off and on the ice safely and maintain the maximum number of skaters on the ice, it may occasionally be necessary to reduce your skating session. We will aim to keep this to a minimum.