

COVID-19 Information



Our commitment to you

We are committed to helping 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 provide contactless interaction where possible (payments, ticket scanning etc.).
- ✓ To providing hand sanitizer at our venues.
- ✓ To encouraging the wearing of masks whilst indoors.

How you can help protect yourself and others

Please ensure that your booking adheres to all current Government guidelines.

- 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 – 30 minutes before your session and move promptly through skate exchange.
- We encourage you to wear a face mask / covering (unless exempt from doing so) whilst inside at the ice rink.
- Use the hand sanitizer available and avoid touching any surfaces you don't need to.
- 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.

- Please note - contact information may be shared with NHS Test and Trace.

Omicron Variant – new rules

- In line with new Government guidance, all visitors must wear face coverings inside our tents, unless they are exempt.
- To further ensure the safety of our staff and visitors, we request you respect others' space and maintain your distance from other skaters.