

# COVID-19 Information



## Our commitment to you

We continue to be committed to helping mitigate the risk of the spread of COVID-19 by following government guidelines at our temporary ice rink attractions, including the following items:

- To conduct COVID-19 Risk Assessments and share results with rink teams.
- To provide contactless interaction where possible (payments, ticket scanning etc.)
- To implement one-way systems at our venues.
- To provide hand sanitizer at our venues.
- To encouraging the wearing of masks whilst indoors.
- To implement regular cleaning schedules.

## 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](mailto: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 our staff and listen and follow any tannoy announcements.

Please note – this information is subject to change based on updated government guidelines.

We recommend you check the latest information and guidelines available, both at the time of your booking, and before travelling to the ice rink.