

# HEREFORD

## Fun at Christmas

### Rules of the Arena

1. Burgoynes reserves the right to refuse admission to the arena and/or the venue and shall be entitled to conduct security searches to ensure the safety of all visitors.
2. All children under the age of 8 must be accompanied by an adult at all times
3. Burgoynes shall be entitled to request visitors to leave the venue at any time, remove anyone from the venue who is under the influence of drugs or alcohol or who in the reasonable opinion of Burgoynes is conducting themselves in a manner inappropriate to their continued attendance.
4. Smoking, eating and drinking are prohibited in the arena for health and safety reasons.
5. Anyone skating in a manner liable to cause injury to themselves or others will be asked to leave.
6. In the interests of safety the use of photographic and recording equipment or mobile phones by skaters is prohibited.
7. All tickets are issued subject to the rules and regulations as written here.
8. Tickets cannot be resold, exchanged, refunded or transferred. To do so or to alter or deface any ticket will render it void. It is the patron's responsibility to check his or her tickets, as mistakes cannot always be rectified.
9. Burgoynes will not replace any tickets which have been lost or stolen.
10. The ticket holder has a right only to a session of the value corresponding to that stated on the ticket.
11. Each session is to be a maximum of one hour. Ticket holders will not be permitted to continue skating once their allocated session is over. At peak times skaters will need to leave the rink in time for the next session coming onto the ice.
12. In the event any session is cancelled or curtailed refunds will only be given if such cancellation or curtailment occurs less than 30 minutes after the start of the session in which case ticket holders will be offered alternative sessions (subject to availability). In the event of no suitable alternative sessions being available, a full refund will be given.
13. All patrons skate at their own risk and Burgoynes shall not be liable for any loss or damage other than death or personal injury arising from Burgoynes's negligence.
14. Burgoynes accepts no responsibility for any personal property within the rink or any part of the arena.

To ensure the enjoyment of everyone using the arena, please use the facility in a manner that ensures your own and others safety.

#### **Skate Hire**

- Please make sure your boots are a correct fit and fully tightened. Socks must be worn in all boots.
- You must hand your shoes in at the skate counter so they are not left out to be tripped over (and also for security reasons). All skates must be returned to this point.
- Staff cannot accept any coats or bags.
- Any coats or bags left unattended are at the owner's risk, and may not be taken onto the ice.

# Safe Skating Guide

Skating is fun but like all activities you need to be aware of some simple Do's And Don'ts.

## Don't

- Sit on or climb over the safety barriers.
- Skate at excessive speed.
- Smoke, drink or eat on the rink.
- Skate in chains of more than two people.
- Drop litter.
- Carry babies or young children on the rink
- Skate under the influence of alcohol or drugs.

## Do

- Make sure your skates are correctly fastened.
- Ask for assistance at any time.
- Pick up or point out to a member of staff anything lying on the rink.
- Skate in an anti-clockwise direction.
- Listen to the stewards.
- Report any accidents to a member of staff.

