

These T&Cs are incorporated into the Lee Valley Leisure Trust Limited's [Standard Terms and Conditions of Sale](#) which apply to all purchases. Words defined in the Standard Terms and Conditions of Sale have the same meaning in these T&Cs.

If you are unsure as to whether you are able to take part in the Ice Rink Activities, or you have any questions concerning these T&Cs, please contact us before booking.

**For the purpose of these T&Cs:**

**Box Office** means the box office adjacent to the Rink.

**LVWWC** means the Lee Valley White Water Centre, Station Road, Waltham Cross, Hertfordshire, EN9 1AB. Lee Valley Leisure Trust Limited (Trust) trading as Vibrant Partnerships operates and manages the LVWWC.

**Ice Rink Activities** means ice skating and curling and any other activities scheduled or timetabled to take place at the Rink.

**Rink** means the ice rink at the LVWWC.

**You** means the customer, being any person taking part in Ice Rink Activities at the LVWWC.

## 1. Important Information

- 1.1 Ice Rink Activities can be hazardous and carries inherent risks. The use of the Rink is entirely at your own risk. You agree to accept all risks relating to participation in Ice Rink Activities and are responsible for your own actions and involvement.
- 1.2 You agree to abide by and be bound by these T&Cs: i) by partaking in the Ice Rink Activities; and/or upon the acceptance by us of your order to purchase any tickets.
- 1.3 We recommend that you take a copy of these T&Cs for future reference.
- 1.4 If you do not act in accordance with these T&Cs you may be asked to leave the LVWWC without any entitlement to a refund.
- 1.5 Group bookings can be made for a minimum of 8 persons. In making a booking on behalf of a group, you are responsible for ensuring all group members are fully informed and comply with these T&Cs.
- 1.6 We recommend you arrive approximately 30 minutes before your booking time session outlined in your booking confirmation. Late arrivals cannot be catered for and no refunds will be issued in such circumstances. On arrival, please provide your details to the Box Office.
- 1.7 Tickets are non-transferable. Tickets will not be cancelled, refunded or exchanged once you have purchased a ticket other than as set out in clause 2 of these T&Cs.

## 2. Cancelling or re-scheduling a booking

- 2.1 If you would like to cancel a booking, you just need to let us know by contacting us by email at [events@vibrantpartnerships.co.uk](mailto:events@vibrantpartnerships.co.uk) or by completing the cancellation form on our website and you shall be entitled to receive a full refund within 14 days of making your booking.
- 2.2 All ticket holders must assume that the Rink operates in all weather conditions. In the unlikely event that the Rink operator deems it necessary to close the Rink, the Trust reserves the right to offer a refund or alternative sessions for Ice Rink Activities, subject to availability.

## 3. Young people

- 3.1 Children under the age of 14 must be accompanied by a parent or responsible adult at all times.
- 3.2 Children under the age of 6 are only allowed on the Rink if they are fully accompanied by a parent or responsible adult in the Rink.

## 4. Skating safety information and guidance

- 4.1 Ice skates and other hire equipment are included in the ticket price. You are prohibited from bringing or using your own skates or any other equipment on the Rink.
- 4.2 You must follow any instructions given by the Ice Marshalls at the Rink.
- 4.3 Please do not enter the Rink until you are directed to do so.

- 4.4 You must not take any skates hired from us outside of the vicinity of the Rink.
- 4.5 You must only skate in an anti-clockwise direction unless instructed otherwise.
- 4.6 Please ensure that your skates fit properly and are tied up to the top of the boot before entering the Rink. Please also ensure that your socks are pulled up sufficiently before tightening your laces.
- 4.7 For your safety, and the safety of other customers, please do not skate in links of three or more people.
- 4.8 The centre of the Rink must be kept clear at all times.
- 4.9 You must not throw, spray, kick or 'snowball' the ice.
- 4.10 Eating or drinking inside the Rink is prohibited.
- 4.11 Please do not sit on, or climb over, the Rink barrier.

## **5. What to wear**

- 5.1 We recommend you wear comfortable, warm clothing, socks are recommended.
- 5.2 We recommend you do not wear any loose items of clothing.
- 5.3 We recommend you wear gloves, although they are not essential.
- 5.4 Please note that gloves and socks are available to purchase from the Box Office.
- 5.5 Using over the head headphones, in the ear earphones or earpieces is not permitted on the Rink.
- 5.6 For safety reasons, cameras are not allowed whilst on the Rink. Use of mobile phones or any other photo or motion picture recording devices are not permitted on the Rink.

## **6. LVWWC – Ice Skating policies and information**

- 6.1 Smoking (including electronic cigarettes or any other artificial cigarettes or smoking devices) is not permitted anywhere within the Rink or within the vicinity of the Rink or the LVWWC.
- 6.2 No dogs other than guide dogs kept on leads may be brought to the Rink.
- 6.3 The Trust accepts no responsibility for the loss, theft or damage to any personal items brought into the LVWWC or the Rink.
- 6.4 You may be refused admission or ejected from the Rink if, in the opinion of the Ice Marshals or management your presence poses a risk to the safety of the public or to yourself, causes damage to the Rink or venue, and/ or affects the enjoyment of the activity/event participants and/ or disrupts the activity/event (for example you are (or appear) to be drunk, abusive, threatening, behaving anti-socially, carrying a weapon or illegal substance, failing to comply with the instructions and requests of the Ice Marshals).

## **7. Your responsibilities**

- 7.1 Please follow all health and safety, safety and information signs displayed around the Rink.
- 7.2 Any accidents or incidents must be reported to the Ice Marshals before you leave the Rink.
- 7.3 Please treat the facilities with care at all times. Any skates or hire equipment hired from us remain your responsibility until you have returned them.
- 7.4 Please do not leave any items unattended around the Rink or within the vicinity of the Rink.

## **8. Respecting our staff and other customers**

- 8.1 In booking and participating in the activity you agree to follow the instructions given by the Ice Marshals. If you do not act in accordance with these T&Cs you may be asked to leave. No refunds will be issued in such circumstances.
- 8.2 The Trust may operate other activities simultaneously at the LVWWC and therefore the venue may be shared by a range of different customer groups. Please respect other customers and be aware of your surroundings.
- 8.3 Please do not distract others while they are skating.
- 8.4 Dangerous or threatening behaviour will not be tolerated. If you are part of a group which causes a disturbance, the group will be treated as one and the Ice Marshals has the right to remove the whole group from the Rink and the LVWWC and no refunds will be given.

## **9. Skating aids**

- 9.1 There are a limited number of skating aids available on the ice, subject to availability, which cannot be reserved in advance. Please speak to an Ice Marshals upon arrival.

- 9.2 Available to children aged up to 6 years old only.
- 9.3 Skate aid users must be wearing skates.
- 9.4 Skating aids must not be taken off the Rink.

## **10. Limitation of liability**

- 10.1 As stated in the Standard Terms and Conditions of Sale, the Trust shall not be liable for:
  - 10.1.1 any damage or loss of any property or items belonging to you, any member of your group or any third parties; or
  - 10.1.2 personal injury or death of any person but only so far as such injury or death is not caused by the Trust's negligence.
- 10.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors and for fraud or fraudulent misrepresentation.

## **11. General**

- 11.1 In the event of an emergency, you must follow instructions and directions from stewards, staff and/or other officials.
- 11.2 We reserve the right to amend these T&Cs without notice at any time.
- 11.3 These terms shall be governed by English law and the parties agree to submit to the exclusive jurisdiction of the English courts in connection herewith.