

Jubilee Square ICE RINK



Frequently Asked Questions

Most importantly, is it real ice?

Yes! The Jubilee Square Ice Rink is real ice and so wrap up warm.

Are there places near to the ice rink to do my Christmas shopping?

Yes, there are lots of independent shops and popular retailers, go to www.visitleicester.info to find out all there is to see and do in Leicester.

Are there places near to the ice rink to eat and drink?

Again, yes. There's a wide selection of restaurants and bars to enjoy close by to the ice rink.

What dates and times is the ice rink open?

The ice rink is open from Thursday 6 December 2018 to Sunday 6 January 2019, every day except Christmas Day (25 December) and New Year's Day (1 January). There are 10 sessions per day, every hour starting at 11.00am with the last session available to book at 8.00pm; the ice rink closes at 9.00pm. On Christmas Eve (24 December) and New Year's Eve (31 December) there are six sessions starting at 11.00am with the last session available to book at 4.00pm; on these days the ice rink closes at 5.00pm.

Getting to Jubilee Square Ice Rink

How do I get to the ice rink?

The easiest way to plan your journey is to go to www.choosehowyoumove.co.uk. The website is a one-stop shop for travel information in Leicester & Leicestershire, with a journey planner that allows residents and visitors to consider the different travel options available to them.

Is there car parking at the ice rink?

There are two public car parks both located within easy walking distance to the ice rink – NCP St Nicolas Circle with 715 spaces and the John Lewis Multi-Storey car park located off Vaughan Way with 2000 spaces.

Jubilee Square Ice Rink FAQs

Jubilee Square Ice Rink FAQs

How else can I get to Jubilee Square Ice Rink?

There are a number of options:

Walking: Jubilee Square is right in the city centre so look out for our wayfinding maps to find the best route from wherever you are.

Cycling: There are cycle racks located around Jubilee Square.

Park & Ride: For a relaxing and quick ride into city centre, use the Leicester Park & Ride service. Go to www.choosehowyoumove.co.uk/parkandride/ for service information.

Bus: Both St Margaret's Bus Station and Haymarket Bus Station are less than 10 minute walk from Jubilee Square.

Leicester Rail Station: Jubilee Square is only a 10-15 minute walk from the train station depending on your walking pace.

Information on children and age

Can my children skate with me?

Yes, we say that children that walk confidently on their own with good balance are able to skate on the ice. Children 8 years old and under must be accompanied on the ice by a parent or guardian who is 16 years or over. A ratio of 1 adult to 3 children will be accepted.

Are there skate aids for children?

Skate aids are available to hire for £3.00 each, available only to those aged 8 and under. Tickets for skate aids can be purchased in advance online or at the Box Office located at BBC Radio Leicester. On the day, skate aids can only be purchased with cash from inside the rink itself at the skate collection point. Although we have plenty available, bear in mind these are allocated on a first come, first served basis, so advise purchasing in advance.

Are there ice skates to fit children?

Yes, ice skates start from children's size 4 with double bladed skates and go up to an adult size 16. For very little feet we have a number of double bladed 'Bob' skates that fit over your child's own shoes (please be aware that their shoes may get wet).

How old do you have to be to skate on the rink?

Our recommended minimum skating age is 4 years old; however, children that walk confidently on their own with good balance are able to skate on the ice. You can skate on our rink up to any age, although you're responsible for skating safely. Skating isn't recommended for anyone with a serious illness, health concern, heart condition or pregnant women.



Jubilee Square Ice Rink FAQs

Is there a minimum height required to skate?

There is no minimum height required to skate. We suggest a skate aid is hired for little ones to help them find their feet on the ice. Parents and guardians must judge whether their children can skate safely.

General Information

What is the ice rink size and capacity?

The ice rink is 40 metres by 17 metres, which allows a capacity of 200 skaters during a session.

Can I wear my own skates?

Yes, you're welcome to bring your own hockey or figure skates to wear. Please note this will not reduce the price of your ticket.

What time should I arrive?

Please make sure you arrive at the site at least 30 minutes before your skating session is due to start. This allows enough time to get fitted with the correct size skates and to store personal belongings.

How long are the skating sessions?

Sessions start on the hour and last for 45 minutes on the ice. You'll be notified when to come off the ice. This allows a gap between each session to re-surface the ice.

What should I wear?

In order to enjoy your time on the ice we recommend that your clothing is suitable to keep warm. As well as warm clothing, we advise that you wear gloves and long, thick socks.

What happens if it rains?

Don't worry! The ice rink is covered with a clear roof to gaze up at the sky without worry of getting wet. In the unlikely event that we need to cancel a session due to extreme weather conditions or act of God, we will re-book you for another session.

Where can I leave my belongings?

Bags of any description are NOT permitted on the ice, so we advise you to only bring the essentials with you. All bags must either be placed in the lockers provided or with someone in your party who is not skating. Lockers are free and are available on a first come, first served basis. Please do not bring large baggage or valuable items to the ice rink as they will not fit into lockers. We accept no responsibility for personal belongings.

Is the ice rink wheelchair accessible?

The ice rink is wheelchair accessible and manual wheelchair users are able to go on the ice. If you buy your ticket online in advance, let us know you are a wheelchair user in the comments box. Unfortunately, we won't allow electric operated wheelchairs. It's free for carers to accompany wheelchair users on the ice rink. Please call our team on +44 (0)116 299 4444 for more information.



Jubilee Square Ice Rink FAQs

Are there toilets at the ice rink?

Apologies, there are no toilets at the ice rink. The ice rink box office located inside the BBC Radio Leicester building on Jubilee Square can provide a list of locations for public toilets.

What do I do if I have lost something during my visit?

Please ask for the ice rink Duty Manager on-site as soon as you realise you may have lost something or email info@visitleicester.info.

Is there a spectator area?

Yes, there is a free spectator area and viewing platform at our ice rink.

Can I bring food/drinks/alcohol?

No bottles, cans, alcohol or food are allowed into skate hire area or on the ice. Glass is not permitted on the viewing platforms.

Ticket Information

Where can I buy tickets in advance?

You can purchase tickets in advance either online at christmasinleicester.co.uk or in person at the Visit Leicester Information Centre located at 51 Gallowtree Gate, LE1 5AD. During the Jubilee Square Ice Rink opening dates you can purchase tickets from the Box Office located at BBC Radio Leicester in Jubilee Square.

Do I have to buy tickets in advance?

Although you don't have to purchase tickets in advance we do highly recommend doing so to ensure you get your preferred time to skate and to avoid disappoint if we're all booked up. If you haven't purchased tickets in advance then visit the box office at BBC Radio Leicester, adjacent to the ice rink – subject to availability of course.

What are the ticket prices?

Ticket prices vary depending on peak or off-peak times:

TICKET PRICES:		OFF-PEAK	PEAK
INDIVIDUALS	ADULT	£9.00	£10.00
	CHILD / CONCESSION	£7.50	£8.50
GROUP OF 4-10	ADULT	£8.00	£9.00
	CHILD / CONCESSION	£7.00	£8.00
GROUP OF 11-30	ADULT	£7.50	£8.50
	CHILD / CONCESSION	£6.50	£7.50
GROUP OF (31+)	ADULT	£7.00	£8.00
	CHILD / CONCESSION	£6.00	£7.00



Jubilee Square Ice Rink FAQs

What are peak and off-peak times?

Peak:	Monday to Friday, 5pm – 9pm Saturday, Sunday & Bank Holidays, 11am – 9pm
Off-Peak:	Monday to Friday, 11am – 4pm

Are there family or group discounts?

Yes, the more people that skate the more you save! The discount increases depending on the size of your group, from 4-10 people, 11-30 people and 30+ people. So bring all your friends and save money whilst you skate.

Who is eligible for a concession?

Seniors and students are eligible for ticket concession.

Are there any other charges?

We charge for £3.00 for each skate aid booked.

Are tickets available on the day?

Yes of course, our Box Office is located at BBC Radio Leicester adjacent to the ice rink. At peak times there is likely to be a queue. We are likely to be very busy and may even get fully booked so advance purchase is recommended to avoid disappointment.

If I buy in advance, how do I get the tickets?

When you purchase tickets in advance they will be sent by email to you. You'll need to print off the e-ticket and present it to the staff at the ice rink for validation.

Do I need to print my ticket?

No, if you are unable to print your ticket then you can download it and we can scan it from your smartphone.

I've booked my tickets in advance, what do I do when I arrive?

If you have booked your tickets and skate aids in advance you can head straight to the ice rink. If you need a skate aid but didn't pre-book one, head to the Box Office at BBC Radio Leicester to hire your skate aid before you enter the rink. If you're very early you can go on the Big Wheel and see the ice rink from high above.

Can I get a refund or transfer my booked session time?

We do not offer refunds on any purchased tickets or extras unless a session is cancelled for unforeseen circumstances. If your session has been cancelled you'll be able to transfer your ticket to another session subject to availability.

And finally...

Ice skating is great fun and should be an enjoyable experience for all. Here's the serious bit...

- Ice skating is a sport with inherent risks. Patrons skate at their own risk.
- A first aid point is situated on site at the ice rink.
- Ticket holders under the influence of alcohol will not be permitted on the rink.
- All Icescape team members have Disclosure and Barring Service checked.

