



Jubilee Square Ice Rink - Frequently Asked Questions

Is it real ice?

Yes! The Jubilee Square Ice Rink is real ice and so wrap up warm. We'd recommend bringing a hat and warm gloves.

What dates and times is the ice rink open?

The ice rink is open from Thursday 5 December 2019 to Sunday 5 January 2020, every day except Christmas Day (25 December) and New Year's Day (1 January).

How long is the skating session?

Tickets cover a 45-minute skating session.

Where can I buy tickets?

The Jubilee Square Ice Rink box office is located next door inside BBC Radio Leicester. The box office is open from 9.30am each day until 8.30pm, except for Christmas Eve and New Year's Eve when it will close at 4.30pm. The rink and the box office will be closed on Christmas Day and New Year's Day.

Tickets are also available to buy in person at Visit Leicester Information Centre on Gallowtree Gate and online at www.christmasinleicester.co.uk

How much are ice rink tickets?

Tickets are priced:

Off-peak: £7.50 Children & concessions / £9 Adults

Standard: £8.50 Children & concessions / £10 Adults

Are there family, group or school trip discounts?

Yes, the more people that skate the more you save! Discounts are calculated automatically when booking online. For community and corporate group bookings of 10 +, please email Rachel.Fraser-Orton@leicester.gov.uk

Who is eligible for a concession?

Seniors and students are eligible for ticket concession. Please bring your valid student card.

Is there a spectator area?

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

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.

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.

Can my children skate with me?

Yes, children aged 3 and over are able to skate on the ice. Children 12 years old and under must be accompanied on the ice by a parent or guardian who is 16 years or over. The accompanying adult must pay for an adult ticket and go onto the ice in grips or skates. A ratio of 1 adult to 4 children will be accepted.

Are there skate aids for children?

Skate aids are available to hire for £3 each, available only to those of 1.2m high or 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 during the Christmas holidays / weekends.

Are there ice skates to fit children?

Yes, ice skates start from children's size 8 and go up to an adult size 15. 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 minimum skating age is 3 years old. 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.

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.



Travel

Getting to Jubilee Square 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.

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.

Car Parking

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.

Walking

Jubilee Square is right in the heart of the city centre; just 5 minutes' walk from the clock tower, 10 minutes from Haymarket bus station and 15 minutes' walk from Leicester train station.

Cycling

There are cycle racks located around Jubilee Square.

Bus and Coach

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

Leicester Rail Station

Jubilee Square is 15 minutes' walk from the train station depending on your walking pace.



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.

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 cloakroom provided (£1 charge) or with someone in your party who is not skating. Please do not bring large baggage or valuable items to the ice rink. We accept no responsibility for personal belongings.

Is the ice rink wheelchair accessible?

The ice rink is wheelchair accessible and manual and electric 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. Please note – electric wheelchairs will need to be in manual mode. It's free for carers to accompany wheelchair users on the ice rink.

Are there toilets at the ice rink?

There are portable toilets at the ice rink plus plenty of toilets available nearby. Please ask a member of the team for directions.

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

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. Outside of the rink there are festive food stalls selling a selection of sweet and savoury Christmas treats including crepes, waffles, hot chocolate, German sausages and gluwain.

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 11th Hour team members have Disclosure and Barring Service checked.

