



### **Jubilee Square Ice Rink: Ticket Terms & Conditions of Sale**

All tickets are sold subject to availability and subject to these Terms and Conditions. Purchase or possession of any ticket constitutes acceptance of these Terms and Conditions. The Promoter and/or operator reserve the right to change the Terms and Conditions at any time, effective immediately upon posting to this website. Please ensure that you have read and understood the Terms and Conditions before you commit to your purchase.

The Promoter and/or operator will use their reasonable endeavours to be open and operational during published opening hours but reserves the right to close the Ice Rink on any given day, whether for security or owing to unforeseen or unavoidable circumstances, without notice. In the event of such closure, any tickets issued for use only on the day of closure will be exchanged or refunded by the Promoter at the price paid for them but no further compensation will be paid.

The Promoter and/or operator reserve the right to refuse entry and/or delay entry of latecomers until a suitable time slot is available or remove any visitor from the ice rink and/or venue, without refund, on reasonable grounds including, without limitation, where the visitor breaches these Terms and Conditions, for health and safety or licence restrictions, disrupts other visitors' enjoyment or does anything considered to be unacceptable behaviour that may cause damage, nuisance or injury.

The Promoter and/or operator is entitled to conduct security searches of persons and property to ensure the safety of all visitors at the ice rink and confiscate any item which in the opinion of the Promoter and/or operator may cause danger or disruption to other visitors or is an item not permitted in the venue.

The following are not permitted within the venue and ice rink: smoking (including electronic cigarettes); laser pens; animals (except guide dogs); food and drink; bottles, cans or glass containers; any item which may be interpreted as a potential weapon (including sharp or pointed objects such as knives); and illegal substances.

Tickets are non-refundable, non-transferable and void if altered and tickets that the promoter and/or operator reasonably suspects have been transferred or altered will not be honoured. It is the visitor's responsibility to ensure that tickets purchased are for the correct date and time on which you wish to attend. If there is an error or mistake, please contact Visit Leicester Information Centre immediately.

The Promoter and/or operator will not be responsible for any ticket that has been lost, stolen, damaged or destroyed. Duplicates may be issued at the promoter and/or operator's discretion. The Promoter and/or operator may at any time in its reasonable discretion substitute a visitor's allocated time slot with an alternate time slot subject to availability.

The ticket holder has a right only to a session of the value corresponding to that stated on the ticket. Each skating session is typically a 45 minutes period. Ticket holders will not be permitted to continue skating once their allocated session is over.

In the event any session is cancelled or curtailed, refunds will only be given if such cancellation or curtailment occurs after less than 30 minutes of skating time has taken place and there is no availability for any remaining valid alternative sessions.

The use of the ice rink and its facilities have an inherent risk, any participation is totally at the visitors' own risk. Anyone with any medical conditions, serious previous injuries, recently broken bones, knee or joint problems, head injuries, pregnancy, mobility problems, or taking prescription medication should carefully consider whether it is safe for them to participate without endangering themselves or other participants whilst skating. Visitors will not be permitted on the ice if under the influence of alcohol or banned substances. The Promoter and/or operator shall not be liable for any injury, loss or damage however caused.

The Promoter and/or operator shall not be liable for any loss, theft or damage to any personal belongings brought into the venue or ice rink, nor shall they be liable for the death of or personal injury to any person while at the ice rink, save to the extent that such death or personal injury is caused by the Promoter and/or operator's own negligence or breach of statutory duty. Please ensure that no bags or other items of personal property are left unattended anywhere in the venue or ice rink.

Purchase of Tickets provides visitor consent to photography, filming, and sound recording within the venue which may be used for promotional purposes. From time to time the promoter and/or operator or other authorised third parties may carry out photography or other recording at the ice rink and any images or recordings may feature visitors. The promoter owns all rights in such images and footage and shall be entitled to use the same for the purpose of promoting the ice rink and any other activity provided such use does not harm the reputation of the relevant individual whose image is used. Visitors consent to the use of such images by the promoter in connection with advertising, promotions or monitoring and acknowledge that the copyright in such images rests with the promoter and/or any authorised third party.

Please note children who cannot walk by themselves are not permitted on the ice, children 3 years and over but less than 8 years old must be accompanied on the ice by a parent or guardian in the interests of safety. Children 8 years and over but under 12 years old may skate without a parent or guardian on the ice but must be supervised from the public viewing area.

Parents and/or supervisors of group and school bookings are responsible for supervising children in their care at all times.

The Promoter and/or operator will not be liable to you for failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by Force Majeure. For the purposes of these Terms and Conditions, "Force Majeure" means any cause beyond our control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism,

fire, explosion, flood, theft, malicious damage, strike, lock out, weather, third party injunction, national defence requirements, acts or regulations of national or local governments.

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

