RINK AT utc

ICE SKATING FAQ'S

HOW DO I PURCHASE MY ICE SKATING TICKETS?
Tickets are available online, on a first come, first serve basis. Tickets may be purchased on site, but availability may be limited. Those who attempt to purchase in person will be directed to scan a QR code to complete the purchase on their smartphones. If the present time is fully booked, the guest will be shown other available times to skate.
WE HIGHLY RECOMMEND PURCHASING YOUR TICKETS IN ADVANCE.

WHEN CAN I COME TO SKATE?
Check the public operating hours on this website. Tickets must be purchased online in advance or on-site. Your reservation is only valid for the time(s) and date(s) purchased. Tickets are for 75 minutes of skating time, which begins a the time of the reservation.

ARE MY TICKETS REFUNDABLE OR TRANSFERABLE?
No, your ticket is non-refundable and non-transferable to another day/person.

WHAT IF THE WEATHER IS UNFAVORABLE DURING MY RESERVATION?
We continue to skate in rainy or warm weather conditions, as long as the conditions are safe. If severe storm conditions are expected, resulting in a venue closure, all ticket purchasers will be notified by email and have the opportunity to reschedule.

CAN I HOST A GROUP OR PRIVATE EVENT?
If interested in booking a group reservation or a private event, please contact sarasota@icerinkevents.com

HELP! I'M HAVING ISSUES WITH MY TICKETS.
For all issues or questions related to e-ticketing, please visit the "Info and help" tab on your Reservation Management, then click the "Contact Support" page.

CAN I ENTER THE VENUE WITH MY CHILD IF I'M NOT SKATING?
Yes, you may enter the venue if you are a chaperon. However, it would be best to purchase a skating ticket for a parent/adult to accompany children. All other spectators must watch from the spectator areas.

ARE THERE ANY AGE RESTRICTIONS?
There is no age restriction, our motto is "if you can walk, you can skate". We do ask that anyone under the age of 12 be accompanied by an adult.

HOLIDAYS at utc

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WHAT ARE THE RENTAL SKATE SIZES AVAILABLE?
We have skates from Toddler-8 to Adult-14.

CAN I BRING MY OWN SKATES?
Yes. However, those with their own skates pay the same admission price as others.

DO I NEED TO WEAR SOCKS?
Yes, socks are mandatory. We do sell socks on site for $6/pair if you forget yours! We also have gloves for $6 a pair.

CAN I BRING A HOCKEY STICK AND PUCK?
No. For the safety of all skaters, no hockey sticks or pucks are allowed on the ice.

CAN I WEAR MY SHOES ON THE ICE?
No. For the safety of all skaters, all participants must wear ice skates.

WHAT SHOULD I WEAR TO GO ICE SKATING?
Dress appropriately for the weather.

ARE YOU ADA ACCESSIBLE?
Yes.

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