

WINTERLAND MK ICE SKATING FAQS

How long is the Skating session? Sessions last 45 minutes on the ice and 15 minutes for skate exchange.

Should I pre-book a session or can I turn up on the day? We recommend that all sessions are pre-booked online to avoid disappointment and avoid queues on site at busy periods. Tickets can be printed at home from the online system. This will guarantee your selected session time. The box office on site is open daily, although will have varying lengths of queues at peak time. Tickets can be purchased for future sessions at the box office in addition to the website.

When should I arrive? Please arrive at the Skate Exchange 30 minutes before your session time to get ready to take to the ice and store belongings.

Is skate hire included in the ticket price? Yes.

Can I book a skate aid? Yes, they are £5 to hire and can be pre-booked through our website at the point of ticket sale or hired on the day at the ticket office.

Can I bring my own skates? Yes, you are permitted to bring your own skates if preferred. Arena Group is not responsible for your skates, shoes or property when skating at our rinks. There is no reduction in price if you bring your own skates.

What are your skate sizes? Size J8 to 14.

How old do you have to be to skate on the rink? Age 3 and upwards.

Do children need to be accompanied? Skaters aged 3 to 9 years must be accompanied by an adult 18+ on the ice. Children aged between 10 to 12 years of aged must be accompanied at the site with adults, who are watching at all times. A ratio of 1 adult to 5 children will be accepted.

Can older adults skate? You can skate on our rink up to any age, although you are responsible for skating and it is not recommended for anyone with serious illness, heart condition or pregnant mother to be.

What should I wear? We recommend wrapping up in warm outdoor clothing including hats, gloves and scarves. On all outdoor ice rinks there is a risk of getting wet as there is surface water.

What if the ice is wet? On all our outdoor ice rinks there is a risk of getting wet as there is surface water or if you fall over and have any contact with the surface of the ice rink. As the rinks are open air, rain or snow is a possibility.

Can I bring my bag on the ice? Bags of any description are NOT permitted on the ice, so we advise that you only bring essentials with you.

Where can I store my luggage whilst I skate? All bags, (handbags, rucksacks, man-bags, purses etc) must be placed in the cloakroom provided and the cloakroom costs £2 per item (non-refundable). Please do not bring large bags as they will not fit into a locker. We are not responsible for any valuable items which are either lost or deemed stolen.

Do you have Skate Marshalls? Our Skate Marshalls are on the ice to monitor safe skating and will assist when required if you are a novice.

When is the best time for me to skate? Morning sessions tend to be quieter, particularly when schools are open. The early evening sessions (17:00-19:00) are generally busy. The 20:00 session has been quieter in the past too. If you want more space on the ice then a session earlier in the season would be a good idea or in January. The week before Christmas tends to be very busy.

Is there a spectator area? Yes, there is an adjoining spectator decked area and viewing platform. This is not a covered area, so please wrap up warm!

ENJOY YOUR SKATING!