

Frequently Asked Questions

Q: Do I need to prebook? / Why do I need to book in advance?

A: Yes, as we are limited with numbers on the ice.

Q: How will I know if there is a cancellation/ space for a session?

A: The booking system will be updated regularly

Q: Can I turn up without pre-booking?

A: If you turn up and there are spaces available you can join in, but it will be better to pre-book.

Q: Do I need to wear a face mask?

A: Anyone entering the building will need to wear a face mask, under 11 year olds are exempt.

Q: How are you reducing the risk of spreading infection?

A: Hand sanitisers are in reception when entering the building.

Q: How many skaters are allowed per session?

A: There is a maximum of 28 people allowed on the ice at any one time including coaches.

Q: Can I still hire skates?

A: No

Q: Do I need to arrive with skates on, ready to get on the ice?

A: It is preferable to arrive with skates on, but if this is not possible you can put the skates on in the rink with limited benches available to sit on and keeping social distancing.

Q: Why can't we have group lessons?

A: No group lessons are available at present.

Q: What will we be doing instead of a group lesson?

A: Free skating with two coaches on the ice to help give assistance when needed.

Q: Are spectators/parents/ non skaters allowed in the building? What rules do they have to follow?

A: One chaperone per child is allowed. The rink is operating a one-way system, designated area are marked up with social distancing between parents.

(A child is classed as 11 and under.)

Q: Is Papa Johns open for food/ drinks?

A: Papa Johns is currently closed.

Q: Are you a CFSC member?

A: If spaces are available ISS coaches will have 1-1 lessons.