



## Frequently Asked Questions

### **How do I purchase my skating tickets?**

Tickets are available online, on a first-come/first-serve basis. Tickets may be purchased at the ice rink, but quantities may be limited. Those who attempt to purchase tickets in-person will be shown a QR-code to purchase tickets on their smartphones; if the present time is fully booked, the guest will be shown other available times to skate. If you are unable to purchase your tickets on a smart device, you may still purchase your tickets on-site via traditional cash or credit card transaction.

To guarantee admission, we highly recommend purchasing your tickets online ahead of time.

### **When can I come to skate?**

Check the public operating hours on this website. Tickets may 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 at the time of check-in.

### **Can I get a refund on my ticket once I have purchased a ticket?**

No, your ticket is non-refundable.

### **Can I use my ticket on a different day?**

No, your ticket is non-transferrable to another day, or to another person.

### **What if I buy a ticket and the weather is unfavorable?**

We continue to skate in light rain or drizzle. If heavy rain or severe storm conditions are expected, resulting in a venue closure, all ticket purchasers will be notified by email and have the opportunity to reschedule.

### **Help! I'm having issues with my e-tickets.**

For all issues or questions related to e-ticketing, please contact us at [support@icerinkevents.com](mailto:support@icerinkevents.com).

### **Can I enter the venue with my child if I'm not skating?**

Yes, you may enter the venue if you are not skating, however it would be best to purchase a skating ticket for a parent or adult to accompany very young children.

**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. PLEASE NOTE: PARENTS ARE NOT ALLOWED TO CARRY THEIR CHILDREN WHILE SKATING.

**What are the rental skate sizes available?**

We have skates from Toddler-8 to Adult-15. We do offer double-runners for young children.

**Do you need to wear socks?**

Yes.

**Can I bring my own ice skates?**

Yes. However, those with their own skates pay the same admission price as others.

**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.

**If I bring my own skates, do you offer skate sharpening services?**

No. We do not offer sharpening services.

**Can I wear my shoes on the ice?**

No. Only ice skates are allowed on the ice.

**Can you come to skate, leave for lunch, and then come back afterwards?**

No.

**Can I have a stroller on the ice?**

No.

**Can my child wear a helmet?**

Of course, extra protection is always encouraged. We do not rent helmets, but please feel free to bring your own.

**What should I wear to go ice skating?**

Dress appropriately for the weather. Wear layers if in a cold climate. Socks and gloves are available for purchase on site.

**Are you ADA accessible?**

Absolutely! All of our rinks are ADA compliant.

**Are wheelchairs allowed on the ice?**

Yes, we allow and encourage wheelchairs on the ice; please ask a Guest Service member for assistance.

**Do you offer skating lessons?**

No.

**Can I host a group or private event?**

Yes. If interested in booking a group reservation or a private event, please contact [Ridgehill@Icerinkevents.com](mailto:Ridgehill@Icerinkevents.com)

**Where is the ice rink located?**

Town Square located on Market St. next to The Cheesecake Factory.

**Where do we park?**

Parking options are available in our nearby parking garages.

**Will there be any food or drink available?**

Ridge Hill is home to several full service and quick to order restaurants.

**Are there bathroom facilities in the venue?**

Yes, bathrooms are available at 73 Market St. (WestMed Building).

**Do you have a lost and found?**

If you have lost something while ice skating, please contact Ridge Hill Security at **914-207-2911**.

**What is the smoking policy?**

Ridge Hill is a smoke free property. Absolutely no smoking or vaping on the ice rink.

**Is the facility “pet friendly”?**

Yes, most common areas of property are pet friendly. See individual restaurants and retailers for their policies.