

# Frequently Asked Questions

## The "FAQs"

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

Tickets are available online through Southlands website, [www.shopsouthlands.com/ThePond](http://www.shopsouthlands.com/ThePond), on a first-come/first-serve basis. Tickets may be purchased at The Pond, 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 Southlands' website: [www.shopsouthlands.com/ThePond](http://www.shopsouthlands.com/ThePond). 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 and 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?**

Yes, ticket holders have the option to reschedule their reservation via their Reservation Management page.

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

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

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

For all issues or questions related to e-ticketing, please visit the "Info and Help" tab on your Reservation Management page, 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 not skating. We welcome non-skaters and

hope that children are always supervised.

**Are there any age restrictions?**

There is no age restriction. The Pond has skates for young children – see below. We do expect skaters to be responsible for their own actions. Our Responsibility Code notes that carrying things while skating is one example of an irresponsible action. This would apply to carrying children as well. We do ask that anyone under the age of 12 be accompanied by an adult.

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

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

**Do I need to wear socks?**

Yes.

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

Yes, however, depending on location, rental skates are included in the admission pricing, and using personal skates will not be discounted.

**Can I bring a hockey stick and puck?**

No. Hockey sticks or pucks are not 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 in to skate, leave for lunch, and then come back afterwards?**

No "in and outs" are allowed.

**What do people do with their purses, backpacks, or shoes while skating?**

The Pond has no storage or available. Staff may not hold personal belongings behind the counter. You are responsible for your belongings.

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

No.

**Can my child wear a helmet?**

Just as you make the decision to bring a jacket or gloves, the decision on a helmet should be made prior to arriving at the rink venue. We do not rent or make helmets available.

**Do you offer skate aids for toddlers?**

Yes! We have a limited number of skate aids that are available to rent and are available on a first come, first serve basis.

**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! The Pond is 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, we do not offer skating lessons.

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

If interested in booking a group reservation or a private event, please Call (303) 928-7536 or email [southlands@icerinkevents.com](mailto:southlands@icerinkevents.com).

**Where is the ice rink located?**

The Pond is located by AMC Southlands 16 Theatres on Town Square.

**Where do we park?**

There is ample parking surrounding Town Square.

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

There are several food and drink choices around The Pond and at Southlands.

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

Restrooms are located next to Sunglass Hut, just south of The Pond. Skaters must remove their skates to use the restroom facilities.

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

If you have lost something while ice skating, please contact [southlands@icerinkevents.com](mailto:southlands@icerinkevents.com), items are donated every few weeks.

**Do you provide heaters for the outdoor areas?**

No heaters at The Pond.

**What is the smoking policy?**

Smoking of any kind is prohibited.

**Is the facility "pet friendly"?**

Southlands is pet friendly, but pets are not allowed within The Pond area.