



Terms and Conditions

About Us

Ice Skate Guernsey is a temporary ice skating event operating in Guernsey. By purchasing a ticket, you agree to abide by these terms and conditions.

Ticket Booking

When you book and receive a confirmation email, a legally binding contract is established between you and Ice Skate Guernsey. It is your responsibility to ensure that your email address and booking details are accurate. We are not liable for any mistakes made during the booking process.

Ticket Usage

Tickets are issued for personal use only. The resale of tickets for profit or commercial purposes is strictly prohibited. Tickets that are resold or transferred without authorisation may be cancelled without refund. Entry may be refused in such cases.

Event Admission

Admission is subject to compliance with venue and event rules, which may include security searches. Failure to adhere to these rules may result in refusal of entry without a refund. Tickets must be presented either electronically (via QR code on a mobile device) or as a printed copy.

Lost or Stolen Tickets

We cannot replace lost or stolen tickets. Tickets should be treated as cash; you are responsible for their security.

Liability

Participation in ice skating is at your own risk. We are not liable for injuries resulting from falls, collisions, or any inherent risks associated with ice skating. Individuals with health concerns should consult a medical professional before participating. First aiders and first aid kits are on-site to help with an event of an injury.

Event Changes

If there are changes to event dates, you will be notified, and your ticket will either remain valid or be eligible for a refund.

Conduct and Admission Refusal

Ice Skate Guernsey reserves the right to refuse entry or remove individuals from the venue for inappropriate behaviour, including but not limited to being intoxicated, abusive, or failing to comply with security checks. No refunds will be issued for removal under these circumstances.

Skating Rules and Age Restrictions

Children under 3 years of age are not permitted on the ice. Children aged 3 to 9 must be accompanied by an adult while skating. All participants must adhere to the venue's skating rules and any instructions provided by staff.

- Under 8 years old must have an adult on the ice with skates or grips.
- 8-11 must have an adult watching around the rink.
- 12-13 must have an adult on-site.

Data Protection

Your personal data will be processed in accordance with the Data Protection Act 2018. CCTV is in operation throughout the venue for safety and security purposes.

Governing Law

These terms and conditions are governed by the laws of England Wales & Channel Islands. Both parties agree to the exclusive jurisdiction of the courts of England and Wales, with the option for Northern Irish and Scottish residents to bring claims in their respective jurisdictions.

By proceeding with your booking, you acknowledge and accept these terms and conditions.

Non-Refundable Policy

Tickets purchased either online or on-site are strictly non-refundable, Ice Skate Guernsey will reschedule any tickets cancelled due to adverse weather conditions to a convenient and available session of your choice.

Event Cancellation Refunds

In the event Ice Skate Guernsey cancels the event, rescheduling will be processed upon request. To request a rescheduled session, customers must contact us at ISG.admin@bluediamond.gg and provide a screenshot of their booking and reference number.

Purchase Responsibility

Please ensure all details are correct before finalising your purchase, as errors cannot be corrected once payment has been made.

By purchasing tickets, you agree to these terms and conditions.