



Frequently Asked Questions - Ice Rink

Q. How old do I have to be to be allowed to skate?

You must be at least 3 years of age to skate on the ice. Toddlers aged 3-7 years old must be accompanied by an adult. Children 3 & 4 years of age MUST hire a Kanga Skating Aid.

Q. Do I need to wear a helmet to skate on the ice?

Children under 10 years of age MUST wear a helmet - Helmets are recommended for ALL patrons.

Q. How long is one ice skating session?

Each ice-skating session is 40 minutes long.

Q. Can Dine & Discover vouchers be used to purchase tickets?

Dine & Discover Vouchers can be used to pre-purchase ice skating tickets (MUST be purchased before 30 June).

Q. Can I purchase an ice-skating ticket on the day?

Yes, ice skating tickets can be purchased on the day subject to availability.

Q. How long before my session do I need to arrive?

It is recommended you arrive approximately 15 minutes before your session is due to begin. In this time, you will have your tickets checked and be fitted for ice skates.

Q. Do I need to bring my own ice skates?

You do not need to bring your own ice skates. These are provided as part of your ticket. If you do own your own skates, these are also permitted.

Q. Will my session be cancelled if it is raining?

The ice rink can operate in nearly any weather conditions. Ticket Holders are recommended to bring suitable outdoor clothing. No refunds will be given due to inclement weather. In the unlikely event that the Promoter deems it necessary to close the ice rink as a result of bad weather, alternative sessions will be offered to Ticket Holders, subject to availability.

Q. What do I bring to go ice skating?

Please ensure you arrive with your tickets either printed or accessible on a mobile device. Please provide proof of identity in the form of a driver's license, passport or Proof of Age card.

Accessibility on the ice

Q. Are carers allowed on the ice?

Yes. Carers are allowed to accompany anyone with special needs on the ice. A companion card must be shown.

Q. Are wheelchairs allowed on the ice?

Yes. Wheelchairs can be used on the ice at any time.

Q. Are there special sessions for people with special needs on the ice?

Yes. Quiet sessions are held at 10am every Tuesday and Thursday. This session is designed to provide a low sensory ice-skating experience to cater to all abilities. No music is played during this session.

Bathurst Regional Council has also partnered with LiveBetter to provide ice skating sessions for people with special needs. A number of skating sessions will run with reduced capacity and volunteers from LiveBetter on hand to help between 10am – 3pm. The day aims to ensure all abilities can be part of the festival, while ensuring a safe environment.