



THE POND

AT SOUTHLANDS

FREQUENTLY ASKED QUESTIONS

When can I come to skate?

Check the public operating hours on the Southlands website. This year, tickets must be purchased online. 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 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.

Can I buy a ticket on-site?

Tickets are available online on a first-come/first-serve basis. Tickets may be purchased at The Pond, but quantities are limited. To ensure you are able to get tickets, please purchase your tickets ahead of time.

Can I walk up and buy a ticket?

All visits must be reserved in advance by purchasing a timed ticket(s) online. Those who attempt the "walk-up" purchase of 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.

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.

Considering the COVID-19 pandemic, how are you keeping everyone safe on the ice rink?

The health and well-being of our guests and staff remains our top priority and we've implemented policies/protocols to keep you skating safely this season.

Tickets must be purchased online in advance, with a specific reservation time, to promote social distancing and reduce person-to-person contact.

Only skaters and one (1) non-skating parent/guardian are allowed into the ice rink venue.

Ice rink capacity has been reduced significantly to allow for social distancing.

Staff and skaters will be required to wear a mask or face covering at all times.

Hand sanitizer will be available for guests throughout the venue.

High-touch points and equipment will be frequently disinfected.

Ice rink staff procedures have been revised to allow for social distancing and monitoring.

Do I need to wear a mask, given the ongoing pandemic?

Yes. All guests entering the venue, and at all times during their visit, shall be required to wear a face mask or face covering, including while skating.

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

In order to maintain social distancing guidelines required this skating season, skaters under the age of 12 may have one (1) non-skating parent or guardian accompany them into the venue. It would be best to purchase a skating ticket for a parent, adult, or teen to accompany small 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, admission price is fixed for guests with skates or without.

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. sharpening services are not available.

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.

Are lockers available?

No, lockers are not available. Staff may not hold personal belongings behind the counter.

Can my child wear a helmet?

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

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 as the temperatures and weather may change unexpectedly. 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.

Can I host a group or private event?

If interested in booking a group reservation or a private event, please contact us at southlands@icerinkevents.com.

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 bathroom facilities.

Do you have a Lost and Found?

If you have lost something while ice skating, please contact us at southlands@icerinkevents.com.

