

ICE RINK



SESSIONS	MON—THU	FRI	SAT—SUN	PUBLIC HOLIDAYS *
10—11 a.m.	200₺	200₺	200₺	*December 30, 31 January 1–8, February 23, March 8 750₺ no concessions
12—1 p.m.	300₺ concessions 200₺	300₺ no concessions	500₺ no concessions	
2—3 p.m.				
4—5 p.m.	400₺ concessions 200₺			
6—7 p.m.				
8—9 p.m.				
10—11 p.m.	×	×	×	<i>Silent Discos</i>
CHILDREN FROM 3 TO 6 YEARS OLD — 50₺				
skate rental — 450₺		new skates sharpening — 300₺ Used skates sharpening — 400 ₺ for one pair		skate aids free

The cost of a ticket to the ice rink and any additional services is determined by the administration of the ice rink and will be displayed in the area of public access.

*Concessions are offered to: school children, students, pensioners, large families (upon presenting a document confirming the benefit).
Admission is free for people with disabilities and World War II veterans.
*Admission for children from 3 to 6 years is 50 ₺ (provided they are accompanied by an adult with a ticket and skates who can provide a document confirming the age of the child). Children under the age of 3 are not allowed on the ice rink.

Tickets are charged per visitor per session.
Reimbursement cost for skates in case of damage – 5000 ₺
Skate rental – 450 ₺
New skates sharpening — 300 ₺ for one pair
Used skates sharpening — 400 ₺ for one pair
Skating aids are offered free of charge, on a first-come, first-served basis.
The skating aid Navy Seal is for children under 7 years only.

The schedule and opening hours can be changed by the decision of the ice rink administration without notice.

PAYMENT, TICKET PRICES

Tickets to the ice rink can be purchased at the ticket office of the ice rink for any session available on that day.

The ticket to the ice rink is valid for a one-time entry/exit during the session for which it was purchased.

The entrance to the ice rink opens 25 minutes before the start of each session. Visitors must leave the rink no later than 25 minutes after the end of the session.

The ticket office is open at the same time as the ice rink. The box office stops selling tickets for the current session 30 minutes before the end of the session.

The cost of skate rental and additional services is not included in the ticket price.

Visitors can purchase full-price electronic tickets on the newhollandsp.com website. An electronic ticket does not need to be exchanged for a paper ticket. Concession electronic ticket must be activated by confirming the right to the benefit at the ticket office of the rink.

Both paper and electronic tickets must be scanned through the turnstiles.

The sale of electronic tickets for the current session ends one hour prior to its start.

The return of unused tickets is possible until the sale of tickets for the session it was purchased ends. A ticket is considered unused if it has not been scanned through the turnstiles at the entrance to the ice rink. The visitor is refunded the price of the ticket minus the operational and material costs of the administration of the rink, which equals 50% of the ticket price.

Electronic ticket refund is possible no later than 1 hour before the start of the session specified in the ticket. 100% of the ticket price is refunded to the visitor if the ticket is returned no later than 1 hour before the start of the session.

Refund for the ticket returned at the ticket office is made upon the presentation of a written statement by the visitor. A scan or a photo of the statement should be sent to ice@newhollandsp.com or the paper copy should be given to the cashier. Cashless payments are transferred within 30 days of the acceptance of the written statement from the visitor.

According to the contract between ANO NEW HOLLAND (the organizer and administration of the rink) and the acquiring bank, refunds on electronic tickets are made only to the person who paid for the electronic ticket and only to the card from which the payment was made.

In the event of loss of a ticket, the visitor has to provide a ticket receipt to the administration of the ice rink.

The opening times of the ice rink are split into hour-long sessions as per confirmed schedule. After each session, the ice surface is cleaned and treated for one hour. The time of cleaning and treatment of the ice surface can be changed by the ice rink administration depending on its condition, as well as for any other technical reasons. No visitors are allowed onto the ice rink during the cleaning and treatment sessions.

The start and the end of each session as well as the completion of the ice rink treatment are announced over the loudspeaker.

Only visitors who have paid for the entrance are allowed onto the ice rink. After a visitor has paid for the entrance, he/she is given a ticket and a receipt, or an electronic ticket when the purchase is made on the website. At the end of the session, the visitor should scan the ticket at the turnstiles to exit the ice rink.

Visitors are allowed to the ice rink upon presentation of a ticket on a first-come, first-served basis. There are no exceptions to this rule, including children of any age.

Visitors using skates that are not rented from the administration of the ice rink use the ice rink and the related services (skate sharpening/storage lockers) in accordance with the general rules established by the administration.

The cost of skate rental that has been paid but not used by the visitor in time for the beginning of the session, for reasons beyond the control of the administration, will not be refunded.

No more than 280 people are allowed on the territory of the ice rink simultaneously.

The territory of the ice rink refers to the ice field, skate rental area, changing area, recreation area and turnstiles.

Visitors move on the ice rink counterclockwise.

Only visitors in skates are allowed on the ice field, children from 3 to 6 years old must be accompanied by an adult with a ticket and skates. The accompanying adult is responsible for the life and health of children, as well as their adherence to the rules of conduct on the ice rink.

It is the visitor's responsibility to evaluate the safety level of skating, decide whether he/she should skate and bear the possible consequences and health risks related to his/her visit of the ice rink.

SKATING ON THE ICE RINK IS NOT RECOMMENDED TO:

- pregnant women;
- people with cardiovascular diseases;
- people with vestibular disorders;

VISITORS OF THE ICE RINK ARE FORBIDDEN:

- to bring weapons, flammable, explosive, poisonous, odorous and radioactive substances, pyrotechnics, tear-gas cylinders, stabbing, cutting or breakable objects, suitcases, large packages and bags, glassware and any other items that may potentially lead to undesirable consequences for visitors and/or the administration of the ice rink;
- to bring and drink alcoholic beverages at the ice rink;
- to bring narcotic substances to the ice rink;
- to attend the ice rink under the influence of alcohol and/or drugs;
- to go out on the ice field with prams, sleds or any other means of sliding or moving except for skates intended for ice skating;
- to bring and use pyrotechnics and noise-producing items, including musical equipment;
- to bring food and drinks to the ice rink territory and/or ice field;
- to skate while holding children up or on the shoulders;
- to leave small children unsupervised;
- to smoke e-cigarettes, IQOS, Glo, Juul or any other tobacco heating systems;
- to throw any objects or to pour liquid on the ice field;
- to bring animals to the ice field;
- to go out on the ice field without skates;
- to enter the ice field carrying clubs and lengthy objects;
- to go out on the ice field on cross-country skates;
- to skate against the direction;
- to skate at high speed, interfere with the flow of skaters and deliberately cause accidents;
- to play hockey, game of tag and other games related to high speed of skating and sudden change of direction;
- to perform any complex elements of figure skating during general sessions;
- to damage the equipment, skates and rental equipment of the ice rink;
- to damage the ice field, to pound, pick the ice with skates or any other objects;
- to remain on the ice field during a technical break;
- to sit on the sides of the ice rink or/and climb over them;
- to block the movement of skaters and/or the administration of the ice rink, to climb fences, parapets, lighting devices, masts, rooftops, bearing structures, to damage ice rink equipment, installations, decorations and any other equipment;
- to sell goods, provide services, conduct promotions, conduct any commercial activity (income-generating activity) without the written consent of the administration of the ice rink;
- to scream, shout or behave in any other way that demeans or violates human dignity;
- to wear or show badges, signs and any other symbols aimed at inciting racial, social, national and religious hatred;
- to label and distribute ads, posters and other promotional products;
- to be present on the ice field or any other administrative or technical premises outside general sessions without the permission of the administration;
- to hold tours, reports, conferences, meetings, professional photo and video sessions on the territory of the ice rink without a written permission from the administration of the ice rink;

VISITORS OF THE ICE RINK ARE REQUIRED TO:

- to abide by the current rules;
- to immediately inform the administration of the ice rink and law enforcement agencies about all cases of detection of unattended or suspicious items, possible hostage-taking, smoke or fire;
- to keep documents (paper or electronic tickets and receipts) that give the right to enter the ice rink territory for the duration of their stay;
- to present documents entitling them to enter the ice rink (paper or electronic tickets and receipts) upon the request from the ice rink administration or law enforcement officials;
- to observe and maintain public order and generally accepted standards of conduct, to behave respectfully toward other visitors, administration, staff and security of the ice rink, do not initiate actions that may present a danger to others.

In the event of a threat to the safety of the visitors of the ice rink, the ice rink administration or its representatives have the right to demand visitors to leave the ice rink immediately.

The administration of the ice rink reserves the right to demand the termination of the visitor's stay on the ice rink, including the non-compliance with the current rules, without compensating the cost of the ticket.

In order to ensure safety, the administration of the ice rink has the right to conduct a permanent video recording on the entire territory of the ice rink.

The administration of the ice rink is not responsible for any threat caused to life, health, reputation or property of visitors, arising from the actions of visitors and/or third parties.

The administration of the ice rink is not responsible for any loss or damage borne by visitors as a result of the exacerbation of any chronic diseases or injuries they may have;

To prevent any injuries or traumatic situations, the ice rink administration advises to refrain from using mobile phones, as well as photo and video equipment while on the ice field.

The administration is not responsible for items left in the lockers and on the territory of the ice rink.

The founder and administration of the ice rink is ANO NEW HOLLAND.
The founder's address: 190121, St. Petersburg, Admiralteysky Canal Embankment, 2, New Holland Island, Tel: +7 (812) 985–33–66