

Frequently Asked Questions

The “FAQs”

How do I purchase my skating tickets?

Tickets are available online, on a first-come/first-serve basis. Tickets may be purchased at the ice rink, 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 this website. 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, which 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 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.

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 supervised at all times.

Are there any age restrictions?

There is no age restriction. Many locations have skates for young children. Please check our rink's website for skate details. 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 from Toddler-8 to Adult-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, skate passes are for a specific amount of time with no reentry

What do people do with their purses, backpacks, or shoes while skating? Individuals are responsible for all personal 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! All of our rinks are 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?

Not at this time

Can I host a group or private event?

Yes, please email us at Summerlin@icerinkevents.com

Where is the ice rink located?

1875 Festival Plaza Dr,
Las Vegas NV 89135

Where do we park?

Ample parking is available

Will there be any food or drink available?

At Downtown Summerlin there are a variety of restaurants and small shops for tasty bites and drinks.

Are there bathroom facilities in the venue?

Yes

Do you have a lost and found?

If you have lost something while ice skating, please contact Downtown Security at 702-832-1070 Generally, items are cleared out and donated every few weeks.

Do you provide heaters for the outdoor areas?

No

What is the smoking policy?

As a public facility, smoking or vaping is not allowed. Guests will need to use the designated smoking areas.

Is the facility "pet friendly"?

Yes as long as they are friendly and on leash