

ROCK RINK FAQ'S

When can I come to skate?

Check the public operating hours on this website. 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.

What are the ticket prices?

From November 7 through December 19, tickets are \$18 Monday–Thursday and \$22 Friday–Sunday.

From December 20 through January 4, tickets are \$22 daily.

From January 5 through January 19, tickets return to \$18 Monday–Thursday and \$22 Friday–Sunday.

Can I buy a ticket on-site?

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

Can I use my ticket on a different day?

No, your ticket is non-transferable 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 walk up and buy a ticket?

All visits must be reserved in advance by purchasing a timed ticket(s) online. Those who attempt to purchase tickets in-person will be shown a QR code to buy tickets on their smartphones. If the current time is fully booked, guests 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.

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

To maintain social distancing guidelines, skaters under the age of 12 may have one non-skating parent or guardian accompany them into the venue. It is recommended that a parent, adult, or teen purchase a skating ticket to accompany small children.

Are there any age restrictions?

There are no age restrictions—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. Double-runners are also available for young children.

Do I need to wear socks?

Yes.

Can I bring my own ice skates?

Yes; however, those with their own skates pay the same admission price as others.

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, we do not offer sharpening services.

Can I wear my shoes on the ice?

No. Only ice skates are allowed on the ice.

Can I skate, leave for lunch, and come back afterward?

No “in and outs” are allowed.

Can my child wear a helmet?

Of course! Extra protection is always encouraged. We do not rent helmets, but please feel free to bring your own.

What should I wear to go ice skating?

Dress appropriately for the weather. Wear layers if it’s cold. 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.

Can I host a group or private event?

If you’re interested in booking a group reservation or private event, please email rockrink@icerinkevents.com.

Where is the ice rink located?

Rock Rink is located near The Pavilion at The Lawn.

Are there bathroom facilities in the venue?

No. Skaters must remove their skates to use the nearby bathroom facilities.

Do you have a lost and found?

If you have lost something while ice skating, please contact rockrink@icerinkevents.com.