



# Ice Rodeo F.A.Q.'s

## **Is the rink synthetic or real ice?**

The rink surface is made of real ice.

## **How do I purchase ice skating tickets?**

Ice skating tickets are available for secure online purchase at [Ticketspice](#). While tickets may be purchased on-site with a mobile phone, we strongly recommend purchasing tickets online and in advance as quantities are limited.

## **Do I have to come on the date and time I reserved?**

Yes, your reservation is only valid for the date and time you purchased.

## **What is included in the admission price?**

Tickets include up to 60 minutes of ice skating, skate rental and entry to the Ice Rodeo event space.

## **I don't plan to skate but am accompanying someone who does, do I still have to pay?**

Anyone entering the Ice Rodeo event venue must pay the admission fee, regardless of whether they skate or not.

## **How long is my skating reservation?**

Tickets are valid for 60 minutes of ice skating, which begins at the time of your scheduled reservation. We recommend arriving promptly as late check-in will reduce the duration of your skate session and compensation will not be provided. If you arrive early or would like to stay after your reservation, we encourage you to enjoy our holiday decor and dining options.

## **Where is the ice rink located? How do I get to the ice rink?**

The ice rink is located at Four Seasons Hotel Austin in downtown Austin. Access is via the pedestrian walkway on the west side of the property, simply follow the signs for Ice Rodeo.

## **Where do I park?**

The most convenient parking option is valet parking at the Hotel at a cost of \$24 per car (\$59 for overnight parking). Nearby, there are also several public parking garages and metered parking spots managed by the city.

## **What sizes of skates do you offer?**

We have skates ranging from 8-Toddler to Adult-15 available for rent. Skate rentals are included in the ticket price.

## **Is seating available around the rink?**

Limited seating is available around the ice rink, on a first-come first-served basis. For guaranteed seating, we recommend guests reserve a private cabin.

## **What if the weather is unfavorable during my ice skating reservation?**

Skating will remain available during light rain and drizzle. In the event of inclement weather that results in an ice rink closure, affected tickets will be refunded.

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**Are there any age restrictions?**

There are no age restrictions, however minors must be accompanied by an adult.

**Can I transfer my ticket to someone else?**

Tickets are non-transferable.

**Can I cancel my ticket(s)?**

Once purchased, tickets are non-refundable.

**Can I reschedule my ice skating reservation for another day or time?**

Yes, you may edit your reservation by clicking the link on your confirmation email. Reservations must be rescheduled at least 24 hours before your originally reserved skating session.

**Can I bring my own food and drink to Ice Rodeo?**

Outside food and drink is prohibited, however we will have several food and drink items available for purchase.

**Is there food available onsite?**

Yes, an Ice Rodeo menu will be available for purchase, including a variety of alcoholic and non-alcoholic beverages.

**Are there restrooms available at Ice Rodeo?**

Yes, restrooms are located adjacent to the ice rink, with additional restrooms available in the Hotel.

**Do I need to wear socks while wearing rental skates?**

Yes, socks are required. Please note, we will not have socks on hand so all guests must bring their own.

**What should I wear to ice skate?**

We recommend comfortable clothing, appropriate for the weather forecast on the day of your skating session.

**Can I bring my own ice skates?**

Yes; however, the cost of admission remains the same for those who bring their own skates.

**Can I wear my own shoes on the ice?**

No, only ice skates are allowed on the ice surface. All participants must wear skates.

**Can I have a stroller on the ice or carry my small child?**

No. For everyone's safety, strollers are not allowed and parents may not carry their child(ren) on the ice.

**Is the event ADA accessible?**

Yes, the ice rink and Ice Rodeo event spaces are ADA compliant. Skaters with special needs or wheelchairs may purchase a ticket and notify the Guest Services manager for assistance upon arrival.

**Do you have safety helmets available?**

Helmets are not available at the rink, although guests of all ages may bring and wear their own.

**Is smoking allowed at the event?**

Ice Rodeo is a non-smoking event. Smokers should smoke before arriving for their scheduled skating session.

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**Are lockers available for storage?**

Cubbies are available for shoe storage, however we recommend not leaving any items of value unattended as cubbies are not monitored.

**Do you offer skate sharpening services if I bring my own skates?**

We do not offer skate sharpening services.

**Do you offer skating lessons?**

No, we do not offer skating lessons.

**Is wi-fi available at the event?**

Guests can enjoy complimentary internet through the Hotel's wi-fi service.

**Are masks required?**

Masks are not required, but guests are welcome to wear them if desired.

**What sort of COVID precautions will you have in place?**

The health and well-being of our guests and staff is always our top priority. To ensure the safety of all participants, the following will be adhered to: 1) Tickets must be purchased online in advance, with a specific reservation time, to reduce person-to-person contact; 2) hand sanitizer will be available for guests throughout the venue; and 3) high-touch points and equipment will be frequently disinfected.

**What forms of payment do you accept?**

For online ice skating ticket purchases and cabin rentals, we accept all major credit and debit cards. For food and beverage purchases at the event, guests may pay with cash, debit card, credit card or charge items to their guest room.

**Do you offer group buy-outs?**

Yes, buy-outs are available for select dates. Please reach out to our Catering team at (512) 685-8040 for availability and pricing.

**Do I need to complete any paperwork prior to skating?**

Yes, each guest must fill out an ice skating waiver online prior to arriving at the rink. Failure to fill out the form in advance may result in a delayed check-in, which could reduce a guest's skating time. Once signed, the waiver is stored in the system electronically, so guests do not need to bring a copy of the waiver to the event.

**Do you have skate aids available for children?**

Yes, we have a limited number of skate aids available.

**Is there a Lost and Found?**

The Hotel's existing Lost and Found procedures will be followed for Ice Rodeo. If an item is found and deemed to be lost, please contact Security for proper handling.

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### **What other “rules” do I need to be aware of?**

In addition to the waiver, guests must acknowledge and adhere to the following Code of Conduct:

1. Use caution while entering and exiting the ice
2. Parents or guardians, please assist small children
3. Secure your personal belongings, we are not responsible for lost or stolen articles
4. Inform ice rink staff if you require any assistance
5. Maintain proper control of your speed and direction at all times, avoiding other skaters
6. Abusive behavior or disorderly conduct of any kind will not be tolerated
7. Read and follow all posted signs and warnings
8. Cooperate with rink staff at all times
9. Leave the ice when instructed and during resurfacing
10. Refrain from taking food or drink onto the ice
11. Refrain from kicking holes in the ice or sitting on the side boards
12. Carrying children while on the ice is not permitted
13. All participants must wear skates while on the ice. Shoes are not permitted on the ice

*Have a question not answered above? Please feel free to call the Hotel at (512) 478-4500.*



**FOUR SEASONS**  
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