

Caernarfon Ice Rink is operated by Hwb Caernarfon
with Galeri Caernarfon Cyf operating as a ticketing agent.

Tickets for the Ice Rink issued by Galeri Cyf are subject to the following terms and conditions of sale:

Your Tickets

When booking online, please ensure that you book your tickets using your own account. Hwb Caernarfon will not be held responsible for tickets purchased using another customer's account.

Hwb Caernarfon reserves the right to refuse the ticket holder admission to the Ice Rink and does not take responsibility for duplicated orders. Please do not make or distribute multiple copies as only the first person to redeem your order at our Ice Rink ticketing desk will be given access to our facilities.

Tickets are non-transferable and may not be sold at inflated prices.

Hwb Caernarfon reserves the right to limit the number of tickets on sale to individuals.

Once purchased, tickets may not be exchanged or refunded.

Please ensure correct tickets are purchased for the right age, incorrect age selection will render the ticket invalid. We reserve the right to check ages upon entry and refuse any invalid tickets.

Hwb Caernarfon takes no responsibility for tickets purchased via a third party, including individuals purchasing on behalf of a group.

Only tickets purchased from Hwb Caernarfon via Galeri are valid for admission to a session.

Tickets are required for each child attending a session. Some sessions may have age restrictions, please check for any restrictions prior to purchasing your tickets.

Hwb Caernarfon reserves the right to promote special ticket offers in addition to those published in our printed marketing materials or on our website. These cannot be applied retrospectively, may be subject to limited availability and can be withdrawn at any time.

If customers are late, they can join a session at any point during their booked slot, however the ticket price will not be reduced to reflect a shorter skate time, nor shall they get additional time thereafter.

Your Visit

Hwb Caernarfon reserves the right to refuse the ticket holder admission to the premises and change timetable details without notice.

The use of cameras is allowed in the Rink, however Hwb Caernarfon reserve the right to view the photos and delete photos at their discretion. Cameras and mobile phones my NOT be used when skating on the ice.

Children under 8 years old must be accompanied by a responsible (over 16 years old) adult. The required ratio of adults to children is 1 adult: 3 children.

Any form of illegal, violent or threatening behaviour will not be tolerated.

No alcohol is to be consumed on or around the Rink, and those under the influence of alcohol will not be permitted to participate in any session.

Rink Safety applies at all times.

Hwb Caernarfon does not accept responsibility for personal property brought on to the premises.

Hwb Caernarfon strives to deliver excellent customer service. However, as with all services, unforeseen problems can occur and it may be necessary to cancel your session. Should this be the case Hwb Caernarfon will contact you to inform you of any changes that affect your booking as soon as we are aware of any problems occurring. In this case you will be offered an alternative session, day, where possible, or a full refund will be given.

By entering the venue you give your consent to being photographed or filmed as a visitor to our Rink. This may be used for future promotional activity.

CCTV is in operation throughout The location for the purpose of crime prevention and detection.

**We want you to have a great experience and we are committed to making it happen!
To help us improve our service, please direct any comments, suggestions or complaints to
touristinformation@hwbcarnarfon.cymru**

If you have any specific questions or concerns regarding our terms and conditions, please contact HWB Caernarfon on 01286 875632 one of our staff will be happy to help!

Data Protection

Personal data supplied by the cardholder will be held and processed by computer or otherwise by Galeri on behalf of Hwb Caernarfon to operate the cardholder's account; to confirm, update and enhance Hwb Caernarfon customer records; for statistical analysis; and to establish any Cardholder's identity.

Hwb Caernarfon may use information about the cardholder to send the applicant or cardholder information about other goods, services and/or promotions offered by Hwb Caernarfon which may be of interest to the cardholder.

Hwb Caernarfon may contact cardholders using any of the contact details provided.

The Card holder has the right to opt out or unsubscribe from receiving promotional information at any point by following the unsubscribe link found at the base of any email.

General

The organisers of this event is Hwb Caernarfon Limited, registered in England and Wales with Company Number 99599600. Address at C/O Caernarfon Tourist Information Centre, Castle Street, Caernarfon. LL55 2AY.