

## **Frequently Asked Questions**

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

Tickets may be purchased online at the Downtown Summerlin website or by scanning the QR-code sign at the venue.

To guarantee admission, we highly recommend purchasing your tickets online ahead of time.

### **When can I come to skate?**

The Roller Rink at Downtown Summerlin will be open from February 14 through May 4, 2025.

### **Hours**

Monday - Friday: 4pm-9pm

Saturday & Sunday: 11am-9pm

Holidays & No School Days: 11am-9pm

Tickets must be purchased online in advance. 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, you can reschedule your skating time up to 72 hours in advance.

### **Where is the Roller Rink at Downtown Summerlin located?**

The Roller Rink is located on the event lawn space in the same location as the ice skating rink near the Pavilion.

### **What if I buy a ticket and the weather is unfavorable?**

We do not skate during or immediately following precipitation. If the venue is closed, all ticket purchases will be notified by email and automatically refunded.

### **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 request that children are supervised at all times.

### **Are there any age restrictions?**

There is no age restriction. 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 quad roller skates available in sizes Toddler-8 to Adult-15.

**Do I need to wear socks?**

Yes.

**Can I bring my own skates?**

Yes; however, tickets include skate rental and admission cost is not discounted if using personal skates. Quad or inline skates are welcome.

**Can I wear my shoes on the rink?**

No. Only skaters are allowed on the rink.

**Are there lockers available at the venue?**

No.

**Can I have a stroller on the rink?**

No.

**Can my child bring a helmet?**

Yes, but we do not rent or make helmets available.

**Are you ADA accessible?**

Absolutely!

**Are wheelchairs allowed on the rink?**

Yes, we allow and encourage wheelchairs on the rink; please ask a Guest Service member for assistance.

**Can I host a private event?**

Yes. Please contact the Roller Rink manager at [summerlin@icerinkevents.com](mailto:summerlin@icerinkevents.com).

**Will there be any food or drink available?**

Absolutely! Drinks and light snacks are available for purchase.

**Do you have a lost and found?**

If you have lost something while skating, please contact us at [summerlin@icerinkevents.com](mailto:summerlin@icerinkevents.com).

**Is the facility “pet friendly”?**

Yes. Well-behaved pets are welcome at the venue, though they must remain off the roller rink surface. Pets are to be leashed or in a carrier at all times.