

What is the smallest and biggest size of skates that you have?

- The smallest skates we have is Youth 8 (Toddler 8) and the biggest is 15 Mens.

Do you have men and woman size?

- Yes we do have Men and Woman size.

Do you have half sizes?

- No, we do not have half sizes, but our skates run big. Meaning example, if your size is 7 and a half, we are going to give you a 7.

Can I exchange size if it doesn't fit?

- Yes, just take off the skates, bring it back and we will give you another pair of skates.

How long is a session?

- You can skate as much as you want, as long as you stay inside the rink area. Whenever you leave the session ends. If you want to come back later, you will need to pay again.

I need to use the restroom, what do I do?

- Please take off the skates, put them under the bench, go to the restroom and you can come back put them back on and go back ice skating. We do appreciate if you let us know, just so we do not pick up your skates.

Can I buy a snack/drink from the Bistro?

- Yes, just please let us know you will be leaving the ice rink area, so we do not pick your skates up. If we see skates laying on the floor, we do pick them up after 15 minutes or if the blades are dry. Go get a snack/drink and you can come back and skates.

Can I go eat lunch/dinner and come back and skate?

- Unfortunately if you go eat lunch or dinner the session will end, you can leave for 10-15 minutes, but if it is more the session ends. You can not go out and eat lunch/dinner and come back and skate after 15 min or more.

How you clean the ice?

- We have a small Zamboni, a little John Deer tractor and the Zamboni is attached to it.

How often you surface the ice?

- Whenever we see the ice is getting rough we will ask everyone to leave the ice rink and we will clean it. This means a 5 minutes break we will ask you to have a seat and you can watch us cleaning the ice.

Why is the ice melting? Why is the ice wet?

- If it is a humid day, the ice will be melting. Also if a lot of people used the rink, because of the body temperature the ice can start melt. The Zamboni will not help it, unfortunately there is not much we can do, just to squeegee the water off and wait to refreeze it. We have maintenance on site all the time that monitor our chillers, to make sure the ice stays at the right temperature.

Do I need to wear a mask?

- Yes, you will need to wear a mask while skating, or if sitting in the waiting area. Children under 4 do not need to wear a mask.

Do you disinfect the skates?

- Yes we do spray every skate after use.

Do you disinfect the walkers?

- We have wipes next to the walkers and you can clean your own walker.

What kind of walkers you have? Are they FREE?

- We have kids and adult walkers, and they are FREE. We just ask you, please do not sit on it, do not leave it on the ice, do not push it around.

Do I need to pay if I have my own skates?

- Yes, even if you have your own skates you need to pay admission fee, which is \$4 for in-house guest and \$6 for outside guest.

How much are the skate rentals?

- In-house guest is \$2 and Outside guest is \$4.

How do I prove I stay at the Carousel?

- We will be asking to show us your room key, so please have it on you.

Can kids skate without adult supervision?

- Yes they can, we do not have an age limit. **SKATE AT YOUR OWN RISK!** Of course it is better if you stay with your kid, just in case of an emergency.

What happens in case if someone get hurt?

- Our staff will try to help, we are not medical trained, we are not doctors, but we will try to do our best to help you. We have band-aids, we can give you some ice. If it is a serious injury we will recommend to call EMT and let them help you!

Can I get a refund?

-Unfortunately we do NOT give refunds!! If you have a medical condition, please let us know before you would get on the ice and rent skates. We will let you try it, if you can do it you will pay if not you don't need to. But you can't go out and skate and ask for money back.

Can I walk on the ice?

- No, there is no walking on the ice. You must have ice skates to go out.