

## Fountain Square Ice Rink Frequently Asked Questions

You can call the rink hotline during rink hours at 513-297-6069.

### RESERVATION SYSTEM QUESTIONS

#### Where do I go to make a reservation?

- [Visit our ice rink page and scroll down to the “Book Now” Button.](#) Please review the information on the page before making your reservation.
- You will need an email account and a credit card.

#### All rink sessions are 90 minutes on split ice:

- **Split ice sessions (rink + bumper cars)** will cost \$15 per person and include admission, ice skates, and unlimited bumper car rides during your 90-minute session.
- **Full ice sessions (ice skating only sessions)** will cost \$10 per person for admission and include skate rental.
- Children ages 4 and under are FREE and do not need to be included on your reservation upon checkout. Children under the age of 4 may skate but cannot use the bumper cars and must be accompanied by a paid adult on the ice.
- If you are spending \$60 or more, use code FSQFAM at checkout to save 20% off your purchase

#### How do I know which session I have signed up for? I want to double check my reservation.

- After booking your reservation, you will receive a confirmation email from Peek with listing all your reservation details.

#### Can I reschedule a session that I have signed up for?

- Yes! Your booking confirmation email includes a link to reschedule your session.

#### Will you allow walk-up sales?

- Yes, we are allowing a limited number of walk-up sales per session. However, if you are able, we strongly recommend reserving your session in advance to guarantee your desired session time.

#### How far in advance can you make a reservation?

- You can reserve a session 2 weeks in advance, this may change as the season goes on.

#### Refund Policy:

- In case of inclement or unseasonable weather, rain checks will be offered to patrons. You will be contacted via the Peek System if you have a reservation.
- Please review the rink rules and requirements. If patron is denied rink entry or asked to leave due to violation of Rules, no refunds will be issued.
- If you have questions about the weather or if the rink will be open, please call 513-297-6069 during rink hours.

**Is there a waitlist option?**

- No, however the reservation system does update in real-time when patrons reschedule their reservation. If you desired timeslot appears full, try checking back later to see if any reservation spots have opened.

**If someone in my party is not going to skate, do they still need a reservation?**

- Yes. Due to limited capacity, everyone over the age of four who enters the ice rink platform will pay the standard entrance fee. The rink is viewable from Fountain Square's plaza, and guests may watch from outside the rink platform at no charge.

**If someone in my party is not going to skate, is there somewhere for them to wait?**

- Yes. The WGU OHIO Warming Tent is a great place to watch your group skate or use Bumper Cars. Capacity of the Warming Tent is limited.

**Can I book back to back sessions?**

- Yes. However, due to COVID-19 we have a 30-minute window in between sessions to allow for sanitizing high touch areas. You will have to exit the rink, return your skates, and re-enter for your next session.

**Can I gift an Ice Rink session to someone else?**

- Yes! You have the option to purchase a gift card through the Peek system.
- Once purchased, the recipient will receive an email from Peek with a code to book their gifted session and the gift message from you.

**COVID-19****What steps are you taking to make the rink safe?**

- We have reduced ice rink capacity.
- We are utilizing a timed reservation system to manage crowds.
- In following with CDC and Ohio Department of Health recommendations, we encourage anyone who is not fully vaccinated to wear a mask that covers the nose, mouth, and chin while you are in any indoor location that is not a residence, including The WGU Warming tent.

**BUMPER CARS****How do reservations work for bumper cars?**

- This year, patrons will once again be able to enjoy the unique bumper car experience made possible thanks to DBL Law, Decal Impressions, HGC Construction, and the Rotary Club of Cincinnati!
- When you enter the ice rink, a line will form for bumper car rides. Patrons may get in line to ride the bumper cars as many times as they would like in their 90-minute session. When skating is available, patrons may go between the two activities, but ice skates may not be worn in bumper cars.

**What are the requirements to enjoy bumper cars?**

- Be 5+ years old, at least 42 inches tall, and under 300 lbs.
- Wear flat, closed-toe shoes
- Remain seated while inside the bumper car

- Secure any personal belongings inside the bumper car
- Read and abide by all rules, and listen to verbal instructions

## AMENITIES AND GENERAL QUESTIONS

### When should I arrive on-site and how to I check in?

- Please arrive 30 minutes prior to your reserved session time.
- When you arrive, make your way to Fountain Square’s Container Bar (pictured right) to check in.
- At the container bar, an Ice Rink Assistant will check in you and your party and give you session wristbands. Please have your reservation number or QR Code ready.
- Once you’ve checked in, you are welcome to enjoy beverages at the bar and make yourself comfortable in the surrounding seating area until we announce that it is time for you to enter the rink area to pick up skates and enjoy your session!



### Do you provide ice skates?

- Yes. We have a variety of children – adult sizes.

### Do I need to have socks?

- Yes. Socks are required to wear when skating.

### Can I bring a stroller?

- Yes. Strollers can be brought into the rink area. Please keep in mind space is limited. If you leave your stroller unattended Fountain Square is not responsible for lost or stolen items.

### Do you accept cash or credit cards on-site?

- We will only take credit cards for purchases on-site.

### WGU OHIO Warming Tent Information:

- The WGU OHIO Warming Tent is a great place to relax for a few minutes during your ice rink session. We ask that you do not place your personal items on the tables and leave them unattended.
- Since capacity of the Warming Tent is limited, please be respectful of other patrons who may want to sit down, eat, drink, etc.

### Lockers:

- Like other entertainment venues we will have a limited number of shelves/containers to place personal items while you enjoy the rink. However, Fountain Square is not responsible for items lost or stolen. We highly recommend not bringing large purses or backpacks to the rink.

### How many people are allowed in each session?

- 100 for split ice (bumper cars + skate) and 200 for full ice (skate only).

**Can I host a private event at the Ice Rink?**

- Yes! We have multiple rental packages available including Warming Tent or Full Rink buyouts. Click [here](#) to submit an inquiry.

**EVENTS AND HOLIDAYS****What events are happening this winter?**

- We have a variety of exciting and festive programming this winter! You can find winter event information [here](#).

Additional events and information about the holidays Downtown will be added, please check back.