



SCHOOLS PREPARATION GUIDE

The Queen's House Ice Rink, Greenwich

Practical advice for teachers preparing a school visit, before, during and after your session

Set within the grounds of Queen's House, a UNESCO World Heritage Site

Before You Arrive

- Arrive at least 30 minutes before your session for check-in and skate fitting, and to allow time to drop off bags.
- Your e-ticket is in your booking confirmation, no need to print it.
- Spectators are welcome, free of charge, please wrap up warm if watching rather than skating.
- Double-check you have the correct number of supervising adults for your group (see the ratio table below). We cannot accommodate bookings without enough adults on the ice, with no exceptions.
- Make sure parental agreement has been obtained for every pupil skating, and that your own risk assessment has been completed. Pre-visits are always welcome if you would like to see the site beforehand.
- If you anticipate running late, email schools@thequeenshouseicerink.com as soon as possible, we'll do our best to accommodate you, though this may mean a shorter skate.

What to Wear

It can get chilly on the ice, so please encourage pupils to dress warmly:

- Layers, gloves, and thick socks, gloves are required for everyone who skates.
- Bring a second pair of socks, as skates can get damp, and the rink surface may be wet if it's raining or snowing.
- Waterproof outerwear is ideal, especially for younger skaters.
- Long trousers or joggers are recommended over skirts or shorts.
- Scarves should be tucked into coats so they don't flap around while skating.

Staff & Adult Ratios

Supervising adults must be aged 18 or over and are legally responsible for their group at all times: on the ice, in the skate exchange, and around the site. This includes making sure pupils follow the skate marshals' instructions and are respectful of other skaters and school groups sharing the same session. There is no flexibility on these ratios, if a group can't bring enough adults, we won't be able to accommodate the booking:

Key Stage	Ratio	Adults needed per class of 32
KS1	1 adult per 5 children	6 adults on the ice
KS2	1 adult per 8 children	4 adults on the ice
KS3 / KS4	1 adult per 10 students	3 adults on the ice
Post-16	1 adult per 16 students	2 adults on the ice

- Lead teachers are responsible for the conduct of their group at all times, and groups must always be supervised.
- If a school group can no longer meet the minimum adult ratio for the number of pupils attending, we may need to cancel the booking.

Skate Sizes & Skate Aids

Skate Sizes

- Our skate sizes range from J8 to size 14.
- Sizes are limited and allocated first come, first served, we can't guarantee your size will be available.
- It helps if younger pupils know their own shoe size in advance, to make the skate exchange quicker.
- Bob skates are also available first come, first served for younger skaters, these strap onto the skater's own shoes and are double-bladed for stability.
- Ice skates may only be worn on the ice and in the skate exchange, never outside the rink, under any circumstances.

Skate Aids & Helmets

- Free skate aids are available to help children with balance and confidence on the ice, these need to be pushed, and will need to be shared amongst the group.
- Helmets are also available for younger or less confident skaters on request.
- Skate aids and helmets are first come, first served and are free of charge, please request them at the venue on arrival.
- We don't have skate aids for adults, and aids must always be supervised by an adult and never left unattended on the ice.

Weather & Rink Status

We skate in almost all weather conditions thanks to our advanced cooling equipment.

- Rain, unseasonably warm weather, high winds, or a combination of these can leave a layer of water on the ice, it's still safe to skate on a wet rink.
- If extreme weather affects operations, please check the Rink Status banner at the top of our website **thequeenshouseicerink.com** before you travel.
- In the unlikely event the rink must close, we'll aim to reschedule your booking to the next available date; if that's not possible, we'll offer to move your booking to next season. We'll always contact you by email, so please check your inbox before setting off.
- No refunds are given due to weather, so please plan for a wet rink and bring spare socks and a change of clothes.

Accessibility & On-Site Support

- **Wheelchair access:** the ice rink is wheelchair accessible. Queen's House is a Grade I listed historic building, so access around parts of the site differs from a purpose-built venue.
- **Companion tickets:** offered at no extra cost to disabled visitors who wouldn't otherwise be able to attend a session without an assistant.
- **Toilets:** available on site.
- **Skate marshals:** on the ice to monitor safe skating and assist novice skaters where possible. Please ensure pupils follow any instructions given regarding direction or separation and leave the rink promptly when requested.
- **First aiders:** any injury is dealt with by our skate marshals or manager, all skate marshals are trained first aiders. Please notify a skate marshal or staff member immediately if there's an accident.

Good to Know

- Storage is limited, please bring only essentials, as bags and personal items cannot go on the ice.
- Pupils can eat lunch or snacks at the benches in the skate-off area, just not while wearing skates or out on the ice.
- Our team is on hand throughout your visit if you need any help, just speak to a skate marshal or the management team.
- Sessions last up to 45 minutes on the ice.
- Skating is open to all ages, but it's not recommended for anyone with a serious illness, heart condition, or who is pregnant. All skaters skate at their own risk.

On the Day — Quick Checklist

- Remember your booking confirmation (no need to print, the e-ticket is fine).
- Arrive at least 30 minutes before your session.
- Exchange shoes for skates at the skate exchange.
- Listen to and follow the skate marshals' instructions throughout.
- Enjoy the ice! If any issues come up on the day, speak to the management team at the rink.

Hazards & Risks on the Ice

- **Handling and putting on skates:** staff will brief pupils on handling skates safely by the boots, not the blades, which are sharp and carry a risk of injury. Teachers should supervise this closely.
- **Fitting of skates:** overseen by skate staff; incorrect fitting carries a risk of ankle injury, teachers should supervise and ask staff for assistance if unsure.
- **Skating on the rink:** all pupils receive a briefing and have the rules of the rink explained; teachers should ensure these are understood and followed.
- **Inexperienced skaters:** skate aids, where available, are shared amongst the group. Skate marshals will help novices use aids and hold the barrier walls; experienced teachers, with marshals' support, should advise if a struggling child needs to come off the ice.
- **Trips and falls:** there's a risk of injury to ankles, arms, wrists and hands from trips or falls, especially as the surface may be wet. Staff will brief pupils on how to get up safely after a fall, and we advise all children wear gloves. Any injury is dealt with by our first-aid-trained skate marshals or manager.
- **Removal of skates:** as with putting them on, handle by the boot, not the blade, staff will supervise and assist if needed.
- **Access, exit and skate exchange areas:** watch for trip hazards on ramps, steps and matting in these general areas, staff and teachers should highlight these to pupils and supervise closely.

Skating is open to all ages, but it's not recommended for anyone with a serious illness, heart condition, or who is pregnant. All skaters skate at their own risk.

Generic Public Skate Risks

- **Lost children:** Tamarisk Events and The Queen's House Ice Rink have procedures in place with security and management on site, teachers should agree a meeting point in the skate area before the session begins.
- **Adult/teacher supervision:** schools need to bring the statutory number of adults required for school trips and for the size of the party, see the ratio table in Part 1.
- **Parental agreement:** schools are responsible for obtaining this before pupils are allowed on the rink.
- **Risky behaviour:** teachers remain responsible for pupils at all times; children will be briefed by skate marshals on rules and expected behaviour.

Making Your Booking

- The Queen's House Ice Rink offers a special school group rate on selected dates and session times.
- At just £5 per student, school trips are an affordable way to create lasting memories for your class, and teachers skate free.
- The discount applies to off-peak sessions, Monday to Friday, 10am–2pm, running from 23 November to 18 December, exceptions can be made on request.
- To book your slot please email schools@thequeenshouseicerink.com with your desired date and time and the number of students you wish to bring. You'll be asked to confirm you've completed the risk assessment and have the correct number of adults, both on the ice and supervising at the rink.
- Once you've booked, you'll receive a confirmation email with everything you need for the visit, along with details of our cancellation policy, this comes into effect as soon as you receive your confirmation.
- Please check with your school office or finance team before confirming your booking and note that school discounted tickets must be booked and paid for in advance.
- School visits are subject to availability. If a date or time you want isn't listed on the calendar, email schools@thequeenshouseicerink.com to discuss group booking options.

Receipt of your confirmation email means you've understood and accepted the services, timescale, and terms and conditions we've outlined, including our cancellation policy below.

Payment & Booking Fees

- All payments are processed online via card. Invoice payments are available on request, we don't accept cheques or payment on the day.
- Invoices must be settled in full no later than seven days before your booked time slot.
- A booking fee of £0.50 per ticket applies to both card and invoice payments and is non-refundable at any time.

Cancellation Policy

Once booked, school group tickets are non-transferable and cannot be refunded or cancelled unless the event itself is cancelled, postponed or rescheduled. If any member of your group is unable to visit, we're unable to refund or move unused tickets. No refunds will be issued if:

- Your group arrives late or is unable to visit due to travel issues on the day.
- The behaviour of the group is deemed unacceptable or inappropriate by our skate marshals or management.
- The school group can no longer meet the minimum adult-to-pupil ratio for the number of children attending (see the ratio table in Part 1).

If you're unable to attend your scheduled booking, please contact us no later than seven days before your time slot, we'll do our best to arrange an alternative, subject to availability.

If we ever need to close the rink, we'll aim to reschedule your booking to the next available date or offer to move your booking to the following season if that's not possible. Any contact from us will be by email, so please check your inbox before travelling.

Privacy Notice

The contact data your school provides is processed by Tamarisk Events in accordance with the Data Protection Act 2018, on the legal basis of performance of a contract. It won't be shared with anyone outside Tamarisk Events, will be stored securely, and will be deleted in line with their two-year disposal policy. Any questions about how personal information is handled should be directed to Tamarisk Events at hello@thequeenshouseicerink.com

Frequently Asked Questions

Do you offer school visits to The Queen's House Ice Rink?

Yes, we offer a special group rate at £5 per student on selected dates and session times during the season, and teachers skate free. Our standard staff/adult ratios apply (see Part 1).

Are there restrictions on dates and times for the school rate?

The discount applies to off-peak sessions, Monday to Friday, from 23 November to 18 December. Exceptions can be made on request, and all visits are subject to availability.

Is there a booking fee?

Yes, £0.50 per ticket, on both card and invoice payments. This is non-refundable at any time.

How do I book?

Read our FAQs and terms and conditions, then email us at schools@thequeenshouseicerink.com with the desired date and time of your visit and the number of students you wish to bring. You'll receive a confirmation email once your booking is complete.

How do I pay?

All payments are processed online via card. Invoice payments are available on request; we don't accept cheques or payment on the day.

Do teachers need to pay?

No, teachers and chaperones do not need to pay to assist and supervise the students at the rink.

Can I change my booking?

School group tickets are non-transferable and non-refundable once booked. If you're unable to attend, contact us at least seven days before your slot at schools@thequeenshouseicerink.com and we'll do our best to arrange an alternative, subject to availability.

How do I get to The Queen's House Ice Rink?

The rink is set within the grounds of Queen's House, Romney Road, Greenwich, London SE10 9NF, easily reached by DLR, riverboat, or rail via Greenwich or Maze Hill stations. Visit our website thequeenshouseicerink.com or email schools@thequeenshouseicerink.com to help plan your journey.

What happens if we're running late?

Email schools@thequeenshouseicerink.com as soon as you can, we'll do our best to accommodate you, though this may mean a shorter skate. No refunds are given for late arrival.

How long do sessions last?

Sessions last up to 45 minutes on the ice.

When should I arrive?

At least 30 minutes before your session, to allow time for check-in and skate fitting.

Do you have a risk assessment?

We provide hazard and risk guidance to help inform yours, see Part 2. Lead teachers still need to complete their own risk assessment for the visit.

Do you have first aiders at the rink?

Yes, all skate marshals are trained first aiders and will deal with any injury. Please notify a marshal immediately if there's an accident.

Do you have skate marshals?

Yes, they're on the ice to monitor safe skating and assist novice skaters. Please follow their instructions on direction and separation, and leave the rink promptly when asked.

Can I watch if I'm not skating?

Yes, spectators are welcome, free of charge. The viewing area isn't fully covered, so please wrap up warm.

What are your skate sizes?

J8 to size 14, allocated first come, first served. Bob skates are also available for younger skaters, see Part 1 for details.

Do you offer skate aids?

Yes, free skate aids and helmets are available for younger or less confident skaters, allocated first come, first served. We don't have aids for adults.

What happens if the weather is bad or the ice is wet?

Our covered rink operates in nearly all weather and it's safe to skate on a wet rink. If we must close, we'll email you to reschedule, no refunds are given for weather closures.

What should I wear?

Warm, waterproof clothing, gloves, and thick socks, see Part 1 for full guidance.

Is there wheelchair access?

Yes, the ice rink is wheelchair accessible. Queen's House is a Grade I listed historic building, so access around parts of the site differs from a purpose-built venue, please contact us ahead of your visit so we can talk through access for any pupils with mobility needs. Companion tickets are available at no extra cost.

Are there toilets at the ice rink?

Yes, toilets are available at The Queen's House. Pupils will need to remove their skates first.

Contact & Further Information

For anything not covered here, including dates not listed on the calendar, changes to your booking, or general questions, please get in touch:

- **Email:** schools@thequeenshouseicerink.com
- **Location:** Queen's House, Romney Road, Greenwich, London SE10 9NF

More detail is available on our website: thequeenshouseicerink.com

We can't wait to welcome your class onto the ice, see you soon!