

## **Foxwoods Rink and Winter Patio FAQs**

**Do you need to stay/eat at the Casino in order to use the rink?**

No, you do not need to be a guest to use the rink.

**Are tickets refundable?**

No. All ticket purchases are final sale and cannot be refunded or rescheduled.

**When does Foxwoods Rink and Winter Patio open and close for the season?**

The Rink will open November 26, 2021 for the season and will remain open through March 2022. For any updates on early closing and blackout dates, and for information about events at Foxwoods Rink and Winter Patio throughout the season please continue to check [Foxwoods.com](http://Foxwoods.com)

**How do I gain admission to Foxwoods Rink and Winter Patio?**

Purchase a ticket online or on-site for access to the venue and the ice. Children under the age of 12 must be accompanied on the ice by a paying adult.

**What is your children's skating policy?**

Children under the age of 12 must be accompanied on the ice by an adult. Children under the age of 14 must be supervised by an adult.

**Can I bring a stroller?**

Strollers are not permitted; due to the small size of the venue, there are no exceptions.

**What is your bag and luggage policy?**

Foxwoods Resort Casino strongly discourages guests from bringing unnecessary bags and backpacks into the venue. No bags will be permitted on the ice. Oversize bags and luggage will not be permitted at any time. Foxwoods Resort Casino assumes no

responsibility for unattended bags, which may be removed from the premises and destroyed. Lockers are NOT available.

## Can I bring in food or drink?

Food and beverages are not permitted on the ice.

## Do you have a policy on smoking, alcohol, or drugs?

Foxwoods Rink and Winter Patio is committed to a safe and enjoyable experience for all guests. No drugs, alcohol or smoking, including electronic cigarettes, are permitted. Guests who appear intoxicated or under the influence will not be permitted to skate. Our staff reserves the right to eject or deny entry to any guest who appears to be impaired or is causing a disturbance to other guests.

## What items are prohibited at The Rink?

For safety reasons, guests will be refused entry if they are in possession of any prohibited items. If found inside the venue with a prohibited item, the item will be confiscated, and the guest may be ejected. The following items are not permitted:

- Alcohol, bottles, cans, coolers, Thermoses, etc.
- Animals
- Balls of any kind.
- Illegal substances.
- Laser pens.
- Oversize bags or luggage.
- Projectiles.
- Signs and banners.
- Balloons or Decorations of any kind.
- Weapons of any kind, including pocket and pen knives.
- Any other item deemed inappropriate or unsafe by management.
- Drones

## Can I leave The Rink and then re-enter?

yes

## How long is a skating session?

From open to close unless other wise noted. Rink will be shutdown periodically to clean the ice.

## Are there restrooms at Foxwoods Rink and Winter Patio?

Restrooms are located inside the Premier Ballroom Pre-Function area, but are not accessible to guests with skates on.

## Do you have a policy about cameras/photography?

Small pocket sized cameras are permitted at Foxwoods Rink and Winter Patio, however, bulky items cannot be carried on the ice. If it cannot fit in a pocket, it cannot be carried on the ice. Upon entry, guests agree to be photographed and have their likeness used. Drones of any kind are not permitted.

## Is first aid available?

The safety of our guests is of the utmost importance. If you need medical assistance, our EMT & Security staff members are onsite and available to assist you.

## Are there lockers at The Rink?

Lockers are NOT available. Bags are not permitted on the ice, and we are not responsible for lost or stolen items.

## How do I inquire about a lost item?

If you find or lose an item, we do have a Lost and Found department. You can reach them at **1-860-312-4501, 9am - 4pm.**

Please note: It is the guest's responsibility to contact Lost and Found if items are left or lost.

## **Skate Rentals**

### Can I rent ice skates?

Skates are available for rent with any ticket sold online or on-site. Skates are required for entry to the ice. Guests are welcome to bring their own skates.

## What sizes of skates are available to rent?

A wide range of sizes are available.

### Igloo Rules:

- No smoking / no vaping in the igloos or on the ice rink.
- FRC cannot guarantee theme of your igloo; this is based on a first come, first serve basis.
- All F&B items must be ordered in advance, there are no day-of sales.
- You are responsible for any damage to igloo/furniture/décor and FRC will charge the credit card on file.
- Igloos have a maximum occupancy of 8 people.
- Skates cannot be worn inside of igloo.
- Igloos are sold in 2-hour intervals only. Additional time will require additional reservation and cost, if available. If your party shows up late, we cannot extend the time of your rental. Partial refunds will not be given for late arriving parties.
- No pets inside of igloo.
- Reservations must be cancelled 48 hours in advance with no penalty.
- The igloos are disinfected between reservations using Goodway Technologies BioSpray.
- In the event of extreme cold, wind or any inclement weather, FRC reserves the right to close the rink/igloos and cancel reservations. We will notify purchasers via email and you will be given the option to reschedule (based on availability) or be refunded to your original form of payment.
- No personal decorations inside of the igloos.