

Bradford Ice Arena

19 Little Horton Lane, BRADFORD, BD5 0AD Tel: (01274) 733535 Fax (01274) 778818 www.nicetime.org

Dear Skater,

We would like to take this opportunity to welcome you to Bradford Ice Arena, and to thank you for choosing us as your training rink.

You have now made the choice to begin private tuition with one of our dedicated and highly skilled coaches, who will begin passing on their skills to take you to where you want to be in the world of figure skating, whether its Ice Dance, Free Skating or just a bit of fun, we can do our very best to help you to reach your goal.

The following information is a guide to our how our patches work and the different ways in which you can pay for your patches, if there is any part of the information that is unclear or you have any questions, please do not hesitate to contact Anna or Matt who will be more than happy to help you.

Due to the fact that we have a very strict payment policy on patch ice, we have compiled some information on the different payment types and how to avoid any misunderstandings. Also included is a registration form which you must complete and return to the box office, this will enable us to keep you updated with all the rink news and information.

Once you have completed the registration form and handed it back to the Box Office, you can begin to skate on patch.

For any current skaters, this information pack has been put together to reiterate our payment procedures and ensure all skaters fully understand our systems, but once again if you have any further queries, please do not hesitate to contact us.

Thank you for your time,

Best regards

Anna Kitson and Matt Gatenby
Box Office Management Team

Ice Time Limited

Bradford Ice Arena

19 Little Horton Lane, BRADFORD, BD5 0AD Tel: (01274) 733535 Fax (01274) 778818 www.nicetime.org

How to pay for patch ice

There are 3 different ways to pay for your patch ice, dependent on what patch you are skating on. If you are unsure of how anything works, please ask Anna or Matt who will be pleased to assist you.

Book of 4 pre-paid patch tickets – £18.00

This is the easiest and recommended way for you to purchase your tickets, you can buy the books in as many quantities as you require so you will always have payment with you. Skaters who skate before 11am in the morning and on a Wednesday evening, you must have previously paid for the ice so this method will ensure you have already paid for the patch. You must clearly write your name and the date on the patch ticket, write your name and ticket number in the patch book, and put it through the slot which is situated under the Box Office window.

Single patch ticket - £5.00

This method can only be used if you skate on a patch during which the Box Office is open and staffed, opening times for the Box Office can be found within this pack.

You simply pay for the patch as you come in at the Box Office. Please write your name and ticket number in the patch book.

Figure Season Ticket - £52.00

If you skate several times a week, then you may find a saving in the Monthly season ticket, you purchase this before the start of the month, it then enables you to skate on all your patches without worrying about paying every time you skate.

You can also pay for your season ticket by standing order at a price of £45.00 per month. Standing order forms can be found in the patch book

Whichever method you choose to pay with you must always write your name in the patch book, which is situated at the Box Office, as you will have already paid for your patch, you will have a patch number which will be either:

Pre-paid tickets – Hand written 6 digit number written on the reverse of the ticket

Single patch tickets – Printed 4 digit number on the bottom left of the ticket

Figure Season Ticket – you simply write ST next to your name

A polite reminder for all skaters, if your name is in the patch book without a valid number, or you have not signed in, further action will be taken. This could include restrictions into the building.

Please note, our CCTV is checked on a daily basis

Bradford Ice Arena

19 Little Horton Lane, BRADFORD, BD5 0AD Tel: (01274) 733535 Fax (01274) 778818 www.nicetime.org

Box Office Opening Hours

The Box Office and phone lines have certain opening hours, out of these hours you will be unable to pay for any patches, the Office itself will not be staffed.

You can purchase books of patch tickets, season tickets and most other services over the telephone, if you have a credit or debit card.

THE TELEPHONE OPENING TIMES ARE AS FOLLOWS:

Monday, Tuesday, Thursday and Friday - 11am – 8pm

Wednesday – 11am – 3pm

Saturday and Sunday – 9am – 8pm

THE TELEPHONE WILL NOT BE ANSWERED OUT OF THESE HOURS!

THE BOX OFFICE OPENING TIMES ARE AS FOLLOWS:

Monday, Tuesday, Thursday and Friday – 11am – 8.30pm

Wednesday – 11am – 3pm

Saturday and Sunday – 9am – 8.30pm

THE ABOVE TIMES ARE THE ONLY TIMES YOU WILL BE ABLE TO PAY IN PERSON AT THE BOX OFFICE, THIS INCLUDES MORNING PATCHES.

If there is any of the above that you are unsure of, please speak to Anna or Matt who will be happy to go into more detail and explain the procedure to you.

Bradford Ice Arena

19 Little Horton Lane, BRADFORD, BD5 0AD Tel: (01274) 733535 Fax (01274) 778818 www.nicetime.org

PATCH REGISTRATION FORM

NAME.....

DATE OF BIRTH.....

TELEPHONE NUMBER.....

ADDRESS.....

.....

CURRENT SKATING LEVEL.....

CURRENT COACH/ES.....

MEDICAL CONDITIONS.....

.....

NEXT OF KIN.....

EMERGENCY CONTACT NAME.....

EMERGENCY CONTACT NUMBER.....

SIGNATURE OF SKATER OR
PARENT/GUARDIAN(IF UNDER 18).....

DATE.....

PLEASE FILL IN AND RETURN TO THE BOX OFFICE

The information we collect will be used to enable us to inform you of any updates regarding the ice arena we need to pass on and also to send requests for payments if overdue and advise of sanctions if payment requests are ignored. Information is collected, stored and discarded in compliance with the data protection act 1998 .

Ice Time Limited