



The Carolina Ice Palace Reopening Plan

Policies and Procedures –

Freestyle Figure Skating / Youth Stick Time Hockey / Adult Hockey Skills

General Information:

- If you are displaying any symptoms of respiratory illness, sore throat, cough or flu, please stay at home.
- All CIP staff will wear face masks to ensure customer safety and it is recommended for our guests.
- Please follow all signage posted in the facility.
- CIP will provide hand sanitizer stations in key areas of the facility for our customers.
- All scheduled sessions will be 1-hour on the ice and must be pre-paid online. Scheduling is on first come, first serve basis (limited to 20 participants). Walk-ups will **NOT** be permitted at this time.
- Due to special sessions and restrictions, prepaid coupons (Freestyle, Stick time) will not be accepted at this time. Coupons will be allowed once we resume a normal facility schedule and do not expire.
- Please Note: **All sales are final. No refunds or rescheduling allowed. CIP reserves the right to cancel or change any scheduled ice session.**
- To create an account and sign up for your ice event, please visit <https://cip.maxgalaxy.net/Home.aspx>

Arrival & Departure:

- Enter one-way and exit one-way from front of facility. Follow traffic pattern marked on the floor.
- Only 1 parent /guardian permitted to accompany a skater. No spectators allowed at this time.
- Any guests that enter the facility will be required to sign a waiver at Guest Services. Signed waivers will be kept on file at the rink. If under 18, a Parent/Guardian must complete waiver for their dependent.
- Temperatures will be checked and logged upon arrival by a CIP staff member. Anyone with a 100.4°F temperature or above will not be permitted in the facility.
- Arrive no more than 15 minutes before scheduled ice session. Depart no more than 15 minutes after scheduled ice time.
- Participants must be checked in to verify registration for each session. This will be done at the guest services desk.

Inside the Facility:

- Skaters need to arrive dressed to skate for freestyles and stick time sessions. Chairs and benches will be available in lobby to put on skates, gloves and helmets.
- The lobby will have benches and tables spread out to abide by the social distancing guidelines.
- Locker rooms and the back of the rink are **OFF** limits.
- Adult Hockey Skills participants can get dressed in the designated party room and enter and exit Royal rink from the party room directly. Chairs will be provided and spaced according to guidelines.
- Social Distancing of 6 feet will always be enforced for skaters and coaches.

On Ice:

- All on-ice coaches must wear face coverings, per SC State guidelines.
- Players benches will be marked to assist with proper distancing.
- Hockey pucks will not be provided. Please bring your own puck(s).
- No handshakes, high fives or fist bumps before, during or after your event. Players should refrain from any unnecessary physical contact with teammates, opposing players, coaches, referees and fans.
- Customers are responsible for keeping their equipment and personal items safely separated from equipment and items belonging to others.
- Absolutely no spitting on the ice or in the facility.

Consumables:

- **Bring your own filled water bottles and please do not share.** Water fountains will not be available.
- Vending machines will be available.
- No outside food will be permitted in the facility.

Private Ice Rental:

- To rent ice, please contact mrowell@carolinaicepalace.com and mmons@carolinaicepalace.com for availability.
- There will be 3 one-hour ice sessions available for private ice rental in the evening, to be filled in sequential order.
- The above guidelines still apply.
- One person is required to reserve ice and complete full-payment transaction online.
- A maximum of 20 skaters will be allowed per session.
- Organizer who rents the ice must send attendance roster and all signed waivers to mrowell@carolinaicepalace.com and mmons@carolinaicepalace.com prior to using the ice.
- Each participant will be checked in upon arrival to verify waiver and attendance.

- If skaters need to get dressed, participants will use the party room adjacent to the Royal rink. The room will be set up with chairs to accommodate the group and to maintain appropriate social distancing guidelines.

Facility Cleanliness:

CIP Staff will vigorously clean restrooms, tables, chairs, benches, glass, door handles and railings on schedule throughout the day. CIP will surpass the CDC's recommended cleaning guidelines, to ensure our customers' safety.

The Carolina Ice Palace reserves the right to change the policies and procedures as the situation and recommendations change.