



# PUBLIC SKATE PROTOCOL

**(Updated of November 18th, 2020)**

**The following procedures have been implemented for the purpose of contactless transactions and in order to cap sessions to meet capacity and distancing protocols.**

## REGISTERING FOR PUBLIC SKATE

Public Skate session attendance is capped at 75 skaters, with 1 spectator per skater.

Public Skate admission is \$15 per skater and includes skate rental.

Public Skate session time must be reserved and paid for in advance through the Greensboro Ice Hub. **IN-PERSON REGISTRATION WILL NOT BE PERMITTED AT THIS TIME.**

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Skaters are required to pre-register for Public Skate sessions through **the Greensboro Ice Hub**, our online registration system.

Skaters will go to our website @ [greensboroice.com](http://greensboroice.com), select “Ice Hub” on the main menu, and create/log into their customer account to register for their sessions. Select “Public Skate” on the menu. Sessions for each day will be listed on the calendar.

For admission, select the session time you wish to skate.

For more detailed instructions on how to utilize our Online Skater Portal, please review our [Ice Hub User Guide](#).

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Public Skate session time will be available to skaters on a first-come, first-serve basis, based on the time of their online registration. If a session reaches capacity, the session will no longer be available for registration.

Skaters successfully registering for Public Skate session time will receive an email confirmation, and may be asked to show it to the check-in attendant upon arrival.

Public Skate admission will require the completion of an on-line waiver for all participants. An adult parent or guardian will complete the waiver on behalf of minor participants.

**The Greensboro Ice House will not issue any refunds.** Please plan ahead of time and be confident in your schedule selection. In the event of illness, please contact our Admin Team @ [GSOIcehouse@gmail.com](mailto:GSOIcehouse@gmail.com).

## Coupons/Passes:

At this time The Greensboro Ice House will NOT be accepting any coupons, passes, or frequent skater cards. Please check back for more information.

All Learn to Skate students are required to register and pay for sessions.

## CHECK-IN PROCESS AND RINK PROTOCOL

The check-in attendant, located outside the lobby, will confirm pre-registered skaters.

Public Skate skaters should arrive at the rink, in advance of their sessions, to allow time to check-in and all participants will be processed through a temperature check and health screening questions.

***Please allow plenty of time for screening, etc. to ensure skaters are on-time for sessions. Skaters may choose to check-in up to one hour prior to the start of their session, but will be asked to return to their cars/parking lot until the doors open 25 minutes to the start of the session. Further instructions will be given at check-in.***

**Anyone approaching the check-in table must adhere to the social distancing floor markers placed 6ft apart and wearing a face covering over the nose and mouth.**

In the event you forget your face covering, the Greensboro Ice House will have a limited supply of face masks that will be available for purchase.

**Reminder: no walk-on's permitted.** Individuals that did not pre-register will be asked to step outside and register online using their personal device.

The check-in attendant will give 1 wristband to paid skaters, and 1 wrist band to their respective spectator.

***1 Spectator per Skater, NO Exceptions!***

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## LOCKER ROOM INFO

**Locker rooms are closed for all Public Sessions.** Skaters who wish to dress out, should plan on arriving dressed out, and will not be allowed to enter before the regular session admittance time.

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## IN-RINK POLICIES

**Check-in:** Public Skate skaters should arrive at the rink as fully dressed as possible. Upon arrival, these skaters should check-in (wearing their face covering over mouth and nose) for the temperature check and health screen. Once checked-in, these skaters can enter the facility **25 minutes prior to the start of the session** or return to their vehicle to finish dressing and to put on skates, further instructions will be given at check-in.

Skaters putting skates on outside of the building must remember skate guards, and may wish to bring a folding chair to use when putting on skates.

Skaters who wish to put their skates on inside within the 25 minutes prior to the session should utilize the party area benches, snack bar area, or benches located around the rink, while abiding to social distancing recommendations.

**The Eatery will be open and available with limited seating to put on skates. No concessions will be available for purchase.**

**Skate Rental:** Skate rental is included in the price of admission.

The skate rental counter *PICKUP* line will have a **one way direction of flow** following arrow markers on the floor, from the lobby end of the ice towards the eatery/restrooms. If a skater is needing another size or to switch out skates they will need to rejoin the line and follow the correct direction of flow. Skaters will adhere to the 6ft social distancing markers on the floor.

The skate rental *RETURN* counter will be located by the emergency exit doors to be dropped off when leaving the facility/at the completion of skate. Skaters will adhere to the 6ft social distancing markers on the floor.

Skaters will enter the rink through the front door entrance and will enter the ice surface from the door in the middle rink door closest to the bathrooms/eatery, or from player benches at the start of the Public Skate ice time. Skaters wishing to leave the ice surface will be asked to use either door on the lobby end of the ice.

**Skaters will be required to EXIT the facility within 15 minutes at the conclusion of the session, using the emergency exit door located near the Pro-Shop.**

**ALL SKATERS AND SPECTATORS ARE REQUIRED TO WEAR A FACE MASK (COVERING NOSE AND MOUTH)  
IN THE FACILITY, NO EXCEPTIONS!**

Skaters and spectators not wearing face masks correctly will be asked to leave the facility with no refund.

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### **GENERAL RULES**

**Skaters should bring pre-filled water bottles.** All water fountains are temporarily disabled except the touchless fountain nearest the referee room and just outside of party room #1. The touchless water fountain is suitable to refill water bottles / it is not a drinking fountain. **NO outside food or drinks will be permitted.**

**No spitting on the ice or in hockey benches.** Skaters must dispose of their own tissue, immediately following use, into trash receptacles.

**Skaters must make sure to collect all of their belongings** as lost and found items will not be held at this time.

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### **SPECTATORS**

Each skater is allowed to bring in one (1) spectator with them, no further spectators will be permitted. Only pre-registered, screened skaters and their one accompanying spectator will be able to enter the building.

Non-Spectator guests of the Public Skate skaters may subscribe to LiveBarn to watch sessions from outside the building. Visit [livebarn.com](http://livebarn.com), and save 10% with promo code: 4da5-ed17

If a guest needs to use the restroom, they may do so wearing a face covering and following the health screening and temperature check, and will need to immediately exit the facility using the emergency exit door by the proshop.

Spectators will be given a different color wristband at the start of each session, and may be required to show staff/management at any time. **If any individual is found without a wristband, they will be asked to leave the facility immediately.**

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## **SUMMARY:**

1. Register for Public Skate session time before arrival using the **Greensboro Ice Hub**.
2. **Arrive early** to allow plenty of time (up to 1 hour prior to the start of the session) for health screen and temperature check prior to Public Skate sessions.
3. **Remember face masks** and pre-filled water bottles! Skaters putting skates on outside of the building must remember skate guards, and may wish to bring a folding chair to use when putting on skates.
4. Skaters who wish to wear hockey gear for the session will be required to enter fully dressed, locker rooms will not be open.
5. Skaters and spectators may ENTER the building through the front door entrance **25 minutes prior to the start of sessions**, wearing their face covering.
  - They must EXIT through the emergency exit door nearest the pro-shop **within 15 minutes of the end of sessions**, wearing their face covering.
6. Skater and spectators must wear session wristbands for the entirety of the session, if found without a wristband, they will be asked to leave.