

ALEXANDRA  
PALACE

- Ice Rink -

# Visual Journey

What to expect when you visit Ally Pally Ice Rink

# Welcome to Alexandra Palace

Alexandra Palace Ice Rink provides a stunning location for family ice skating, professional ice skating lessons or for those simply looking to ice skate for fun!

**This is what the Palace looks like from the outside. The Ice Rink is located on the South Terrace.**



**The Ice Rink has its own designated step free entrance on the south side of the building.**



**The Ice Rink has a help point at the entrance that you can call if you require assistance as the door currently is not automatic.**



# Entering the Ice Rink

Enjoy ice skating all year round at London's most iconic Ice Rink.

**You will now be in the entrance lobby. Follow this round until you see the Ice Rink reception desk.**



**At the Ice Rink reception you can show and purchase your tickets and enquire about any further information with the Ice Rink team.**



**At the end of the lobby you will see a large door, this is the entrance to the Ice Rink itself. The Ice Rink has completely step free access.**



# The Ice Rink

The Ice Rink is consistently at a cold temperature, please remember to wear suitable clothing on the ice.

**You are now inside the Ice Rink, feel free to take in the atmosphere.**



**Follow the Ice Rink round and you will find the entrance to the skate hire.**



**Down the Skate Hire hallway on the left you will find the skate hire reception**



# Getting onto the ice

Take care when walking with skates on, please do not run.  
Speak to staff members if you would like any assistance.

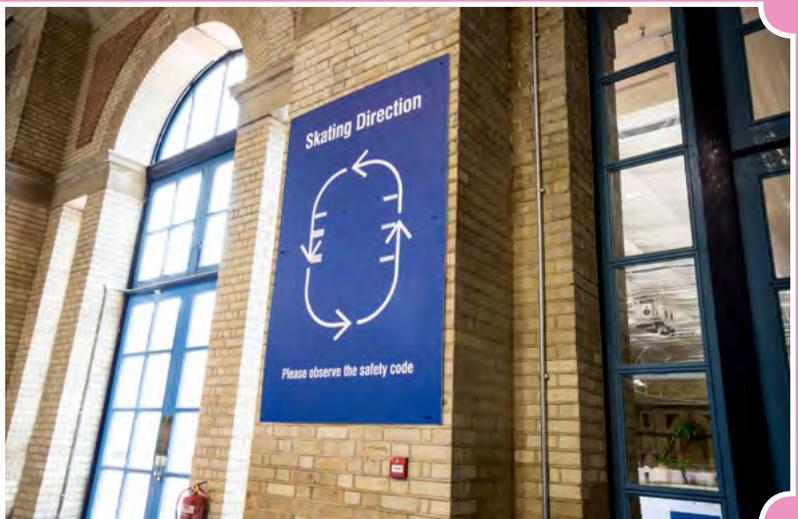
**It is almost time to skate. Before you do, make sure you lock your valuables in one of our lockers**



**Follow the path to the entrance of the Ice Rink. Please take care as the floor may be wet.**



**Once on the ice you will be able to move around the outside of the rink freely, for the safety of yourself and others please follow the allocated direction.**



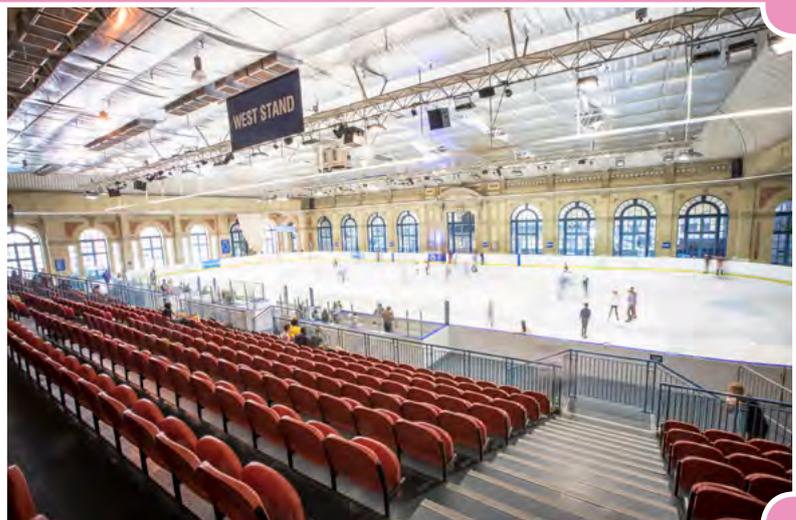
# Whilst out on the ice

At peak times the Ice Rink can get very busy with many people and children on the Ice. You can exit the ice whenever you would like.

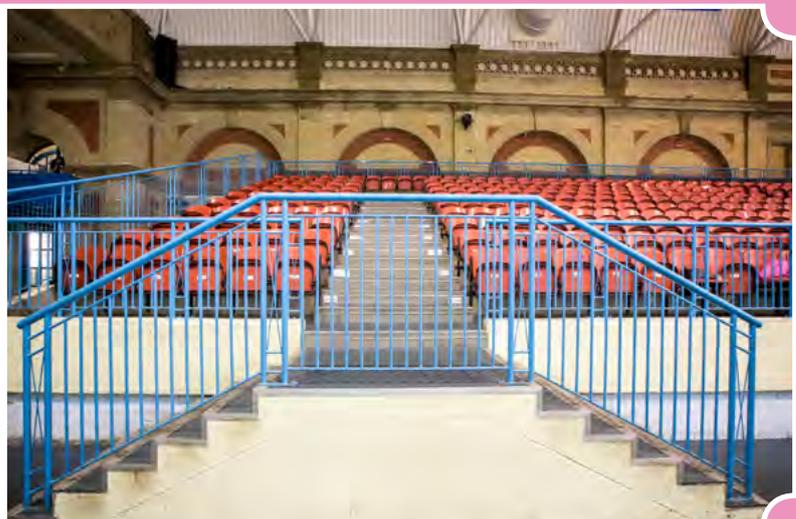
**There will always be staff on the ice to ensure your safety and enjoyment during your skate session. Some areas may be sectioned off at any given time.**



**There is a raked (raised) seating area so you can enjoy the view whilst taking a break or spectating.**



**There are stairs to access the gallery seats, please speak with a member of staff if you need assistance.**



# Accessibility at the Ice Rink

Ally Pally Ice Rink is access friendly with multiple accessible toilets and features including step free wheelchair access to the rink.

**If you require ramp access to the ice please speak to a member of the team who will be happy to assist.**



**The Ice Rink has accessible toilets on both sides of the rink.**



**Our reception has an access friendly drop down counter.**



# The Ice Café

We have our own Ice Rink Café on-site. As a friendly reminder, food and drink cannot be brought into the Ice Rink without prior arrangement.

**Welcome to the Ice Café, a variety of hot and cold food and beverages are available here.**



**The Ice Café has its own designated accessible toilet on the ground floor. On the ground floor. To the left of the Ice Café.**



**The ladies and gents toilets and additional seating are available on the upper level, however this does not have step free access. This area is also used for event hire and birthday parties.**



**We hope you enjoy your skate.**

**Please enjoy your time on the ice, stay safe and say hi to the team.**

**For our young skaters we have a range of skating aids available to purchase. Please see the Ice Rink Team for further information.**



**Team Ally Pally are here to ensure you have the best experience during your visit, please come and say hi and let us know if we can be of any assistance.**



**Have a great time at Ally Pally.**





**For further information please visit our website  
[alexandrapalace.com](http://alexandrapalace.com) or call our  
Visitor Services Team on 020 8365 2121  
or email [access@alexandrapalace.com](mailto:access@alexandrapalace.com)**