

SKATE - VISUAL STORY

This visual story contains pictures and information about what to expect when you visit *Skate*, the winter ice rink at Somerset House.



Skate takes place outside in the Courtyard of Somerset House



You will enter via the main entrance on the Stand to Somerset House. The area outside is pedestrianised.



You will walk through one of the three archways and arrive on the Upper Terrace to the Courtyard. You will see the Courtyard with the ice rink and other smaller structures and the large *Skate* sign in front of you.



If you have bought a ticket in advance it will look like this.



TITLE:
Skate

DATE:
25 November 2023

TIME:
14:00

LOCATION:
Edmond J. Safra Fountain Court

FIRST NAME:

LAST NAME:

TICKET TYPE:

PRICE:

ORDER NUMBER:
1186312

TICKET NUMBER:
1666243

This is your e-ticket which you need to present at the event entrance.

You can either print it out or present it on your smart phone.

This ticket is issued by Somerset House Trust and subject to the following terms and conditions:

1. This ticket is valid for the date and time specified. It is your responsibility to check your tickets as mistakes cannot always be rectified.
2. Tickets cannot be exchanged or refunded. There is no re-admission to an exhibition or an event.
3. Tickets must not be resold for profit or commercial gain. Failure to comply will make this ticket void.
4. Somerset House reserves the right to refuse admission or attendance to any visitor.
5. Admission for latecomers cannot be guaranteed, although offered wherever possible.
6. Somerset House reserves the right to make any alterations to an advertised event. Where an event is cancelled ticket holders will be offered either tickets for a rescheduled date (subject to availability) up to the face value of the original tickets, or if the ticket holder is unable to attend the rescheduled event, a refund of the ticket face value.
7. By attending this event or exhibition, ticket holders consent to being photographed or filmed by Somerset House. This may then be used for the purposes of marketing and publicity.
8. All visitors must abide by our Safe Space policy and respect other visitors.
9. Visit [somersethouse.org.uk](https://www.somersethouse.org.uk) for a complete list of terms and conditions.

If you need to buy a ticket, you will go to buy one from our Box Office which is on the left as you enter the Upper Terrace from the arches.



Payment will be taken via the card machine.



Once you have your ticket you will need to go to the cloakroom, on the opposite side to the box office and into the main courtyard, to drop off any bags or long scarfs.



The entrance to the cloakroom looks like this. You will enter via the bag deposit entrance.



Once you have dropped your bag the staff member will give you a tag that you must keep and use to collect your bag at the end of you skate. Once you have collected your tag you will move over the Skate entrance.



You will be greeted by our friendly Visitor Experience Assistants and Security team. They work on the ice rink and are here to help you. They will be wearing brightly coloured jackets, so they are easy to spot.



Firstly, they will scan your tickets. We can scan your tickets on your phone or a paper version. Whatever is easier for you.



You will then walk up the ramp to the Skate entrance. Inside is where you will exchange your shoes for Skates and access the ice rink. You will see lots of benches for people to sit down. If it is too busy for you, you can wait till some people have gone on the ice and then exchange your shoes when its quieter.



Inside our staff members are on hand to exchange your shoes for your ice skate. You will need to know your shoe size.



From the Skate Exchange you will enter directly on to the ice rink.



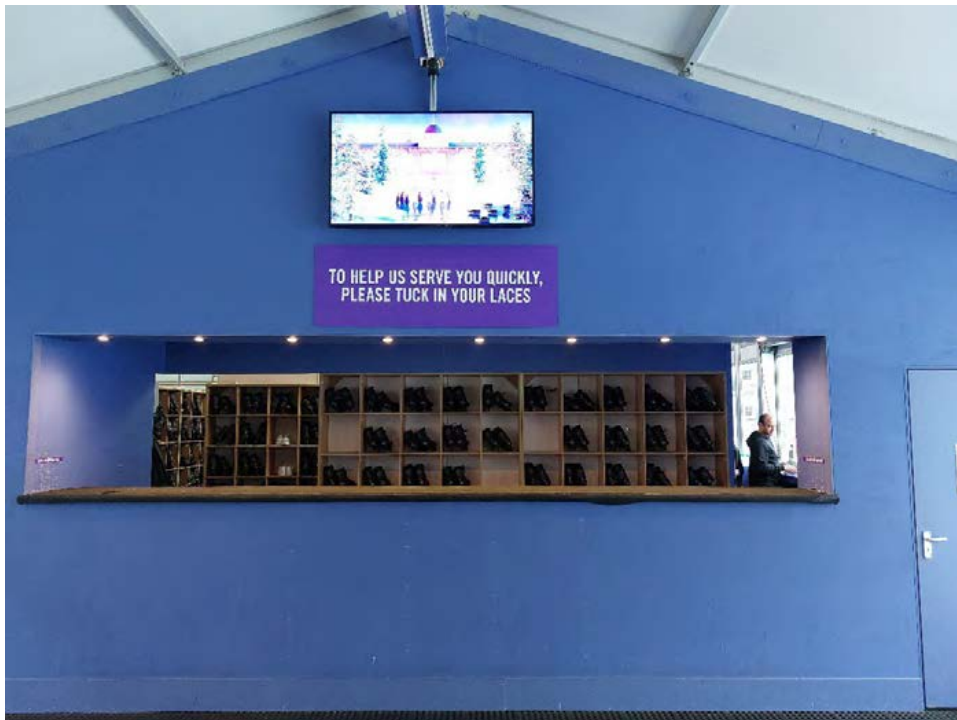
Our team of friendly Ice Marshals are on hand to help you. They can give you some skating tips if you need them.



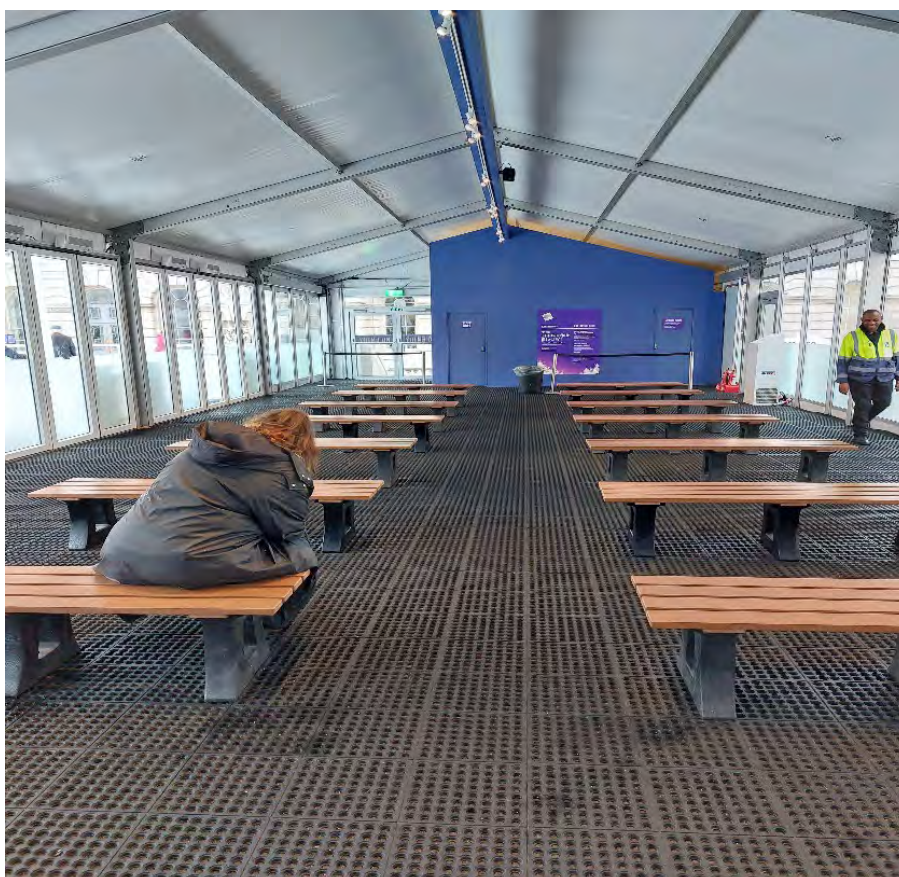
We have skate aids available if you need one. Skate aids are for 8 years old and under. Each skate session lasts 45 minutes and our team are on the ice to assist you throughout.



After your skating session you will be asked to go back into the other end of the Skate Exchange to collect your shoes and return your ice skates. There are lots of rows of benches for you to sit on to change out of your skates.



After your skating session has ended you will be asked to go back into the other end of the Skate Exchange to collect your shoes and return your ice skates. There are lots of rows of benches for you to sit on to change out of your skates.



Once you have your shoes back on you will exit via this ramp. Don't forget to go and collect your stuff from the cloakroom when you leave.



If you need to visit the toilet you have two options. We have an accessible toilet as well as toilets that are under the courtyard, down a number of stairs. The entrance to the Courtyard toilets is in front of the South Wing – the far side of the entrance to the rink.



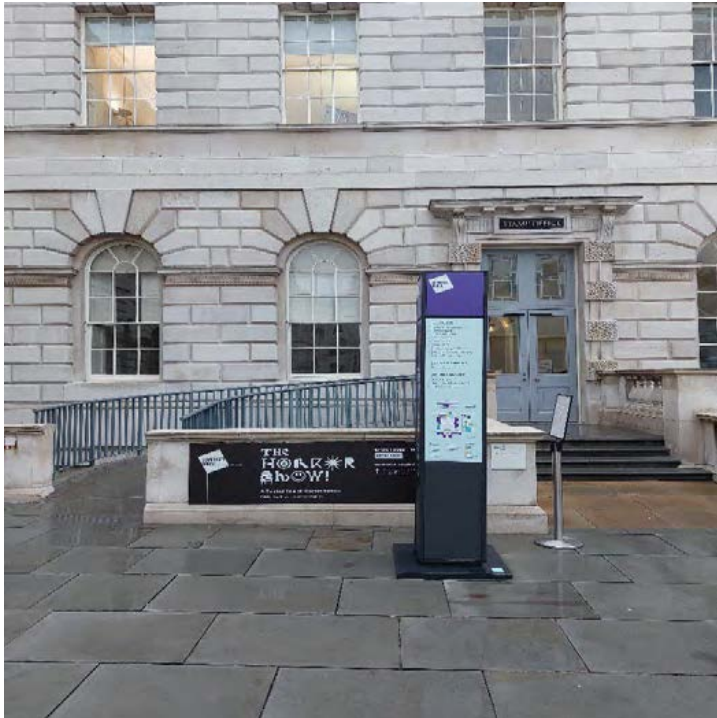
When you get to the bottom of the stairs you will see the entrance



Inside the toilets there are lots and lots of cubicles.



If you need to use the accessible toilet you go inside the South Wing of the building. There is a ramp if you need step free access.



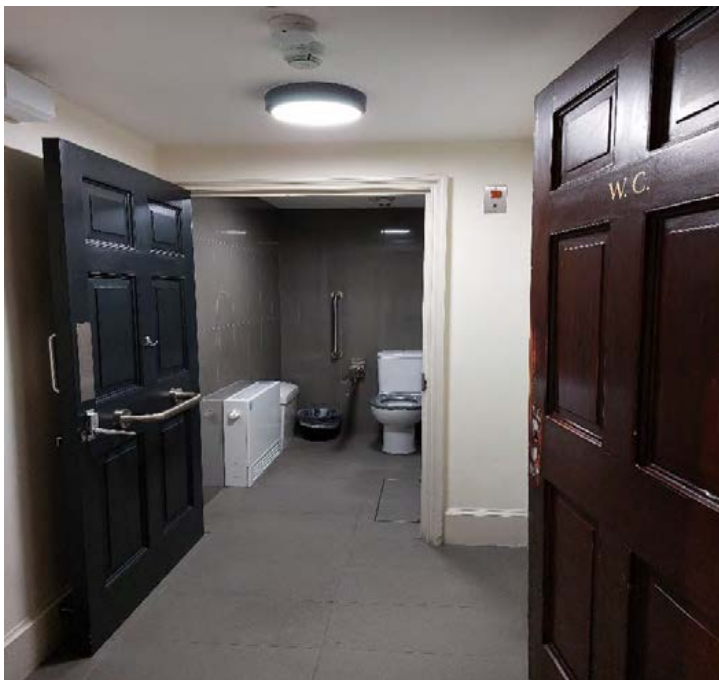
Inside the building you will see the arch ahead and you will need to turn to the left.



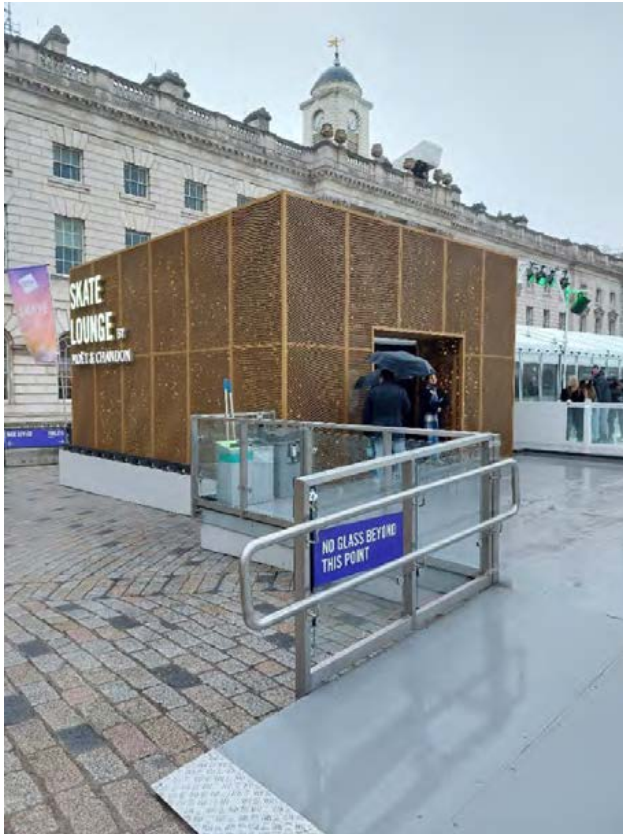
Once you have turned left you will see this corridor with the painted ceiling.



At the end of the corridor on the left there is an accessible toilet.



If you would like to go for a drink back at the top of the Courtyard there is the Skate Lounge.



Inside there is a large bar and lots of tables where you can sit and watch the ice rink and the skaters whizzing by.



Once you have enjoyed your Skate and maybe a hot drink it will be time to leave. We hope you really enjoyed your time at Somerset House.