



Terms and Conditions of Entry

- Planet Ice sells tickets on behalf of event promoters. Customers are advised to check direct with promoters for any alterations or additional conditions of entry.
- No external food or drink is to be brought into the Venue.
- Planet Ice reserve the right to refuse entry/remove customers at their discretion.
- For security purposes bag searches will be carried out on all admissions to the Venue. Random body searches may take place and entry will be refused if this request is denied.
- Stairways may become slippery due to weather/spillage and customers are advised to take care at all times on the stairs. • Customers **MUST** check their ticket details are correct at time of purchase as tickets cannot be exchanged or refunded at a later date.
- We reserve the right to alter or vary the event due to circumstances beyond our control without obligation to refund or exchange.
- Tickets are sold for personal use and may not be sold or re-sold without express permission of the promoter.
- Tickets may not be exchanged or refunded after purchase unless cancellation of the event has occurred. Administrative fees are non-refundable.
- No animals are permitted on the premises with the exception of Guide Dogs
- The management of the venue nor the event organiser accepts any liability for personal belongings brought onto the premises.
- Customers are notified that CCTV is in operation at all times.
- Events are often recorded and live streamed – by entering the Venue, customers consent to their image being transmitted within this footage.
- Customers exhibiting intimidating, aggressive, unpleasant or illegal behaviours will be removed from the premises. We reserve the right to prevent future entry.
- Spectators must sit in the allocated seating detailed on the ticket. Spectators standing at the plexi glass do so at their own risk and must maintain a distance of at least 6 inches from the glass at all times. They **MUST NOT** press their face against the glass at any point. Spectators must not stand in areas where standing is identified as not permitted.
- Spectators must watch the puck at all times during their visit. The puck may leave the ice and evasive action may be necessary. Planet Ice or Coventry Blaze Ice Hockey Club cannot accept any liabilities for injuries caused by stray pucks.

- The decision of the Venue Management is final on all issues relating to the above.
- Complaints may be directed to the Venue Duty Manager on the night. No refunds will be issued relating to incidents that were not brought immediately to the attention of Venue Management at the time.