



## Frequently Asked Questions

**December 15 2018 2:00-6:00pm**

**What Is SNOWFEST?** SNOWFEST is a one day event to kick off the winter season at RDV Sportsplex Ice Den! During SNOWFEST, attendees can ice skate, play in REAL snow, learn to Curl, enjoy a snow slide for kids, bounce houses, live DJs, and get their faces painted.

**How Much Is SNOWFEST?** Admission is \$20.00 for ages 3 & up. This price includes admission to all indoor and outdoor activities, skate rental, and sales tax. Children two and under and seniors 65+ are free. We offer a discounted rate for groups of 10 or more. Group reservations must be made ahead of time with our Group Sales Coordinator, and cannot be purchased after 3:00pm on December 14. Contact **407-916-2666** to make your reservation and purchase your group tickets.

**Where Can I Purchase Tickets?** Tickets are available for purchase online at [RDVSnowfest.com](http://RDVSnowfest.com). You may also purchase tickets in person at the service desk beginning at 1:00pm on the day of SNOWFEST. Group rate tickets must be purchased in advance with the Group Sales Coordinator by 3:00pm on December 14 and cannot be purchased online.

**Can I Use Coupons or Passes for SNOWFEST?** No public skating passes, coupons, or discounts will be accepted for SNOWFEST.

**If I Do Not Plan On Ice Skating Or Playing Outside Do I Still Have To Pay?** Yes, everyone who is admitted to SNOWFEST must pay admission. This is because all activities are accessible once you have entered the building and/or the snow gates.

**If My Child Is Having A Birthday Party, Do The Adults Have To Pay Admission?** Yes, everyone who enters the building on SNOWFEST must pay admission because all activities are accessible once you have entered the building.

**How Old Must You Be To Ice Skate?** We recommend ages 3 & up!

**What Size Skates Do You Carry?** We carry youth size 8 through Adult (M) size 15.

**Is There Food At SNOWFEST?** Yes, our concessions will be open and serving coffee, hot dogs, chicken fingers, pretzels, popcorn, chips, candy, soda and more. Food is an extra cost and is not included in the admission fee. You may also purchase snow cones from the Kona Ice truck outside.

**What Should I Wear?** No matter how warm it is outside, it will be cold on the ice rink! Please wear long socks, long pants, a jacket or sweatshirt, gloves, and bicycle helmets are recommended for beginners. We also recommend that for those playing in the snow wear covered shoes (water resistant if possible) and gloves/mittens. Don't forget socks to wear with your skates!

**What Kind Of Music Will Be Played?** Top 40, family friendly and holiday music will be played on the rink and outdoors.

**Do Groups Have To Stand In Line If They Have Already Bought Tickets?** No, they can go directly to the groups table set up outside the building with their SNOWFEST ticket and redeem it for their wristband. However, if they have not paid for their tickets or did not receive one from their group's leader, they must pay at the service desk.

**Where can I put my belongings while I'm skating?**

We have lockers available in our lobby that may be used for 50 cents per use.