

PRIVATE SKATING PASS

Terms & Conditions

Effective Date: The date the Passholder's payment is processed.

These Terms & Conditions ("Terms") govern participation in the Ice Cave Private Skating Pass ("Pass") offered by Ice Cave Entertainment LLC ("Ice Cave"). By purchasing a Pass, the Passholder acknowledges that they have read, understood, and agreed to these Terms.

1. Pass Eligibility and Benefits

The Ice Cave Private Skating Pass provides eligible Passholders with access to designated private skating sessions and/or other benefits specifically identified in the Pass plan purchased.

Pass benefits are limited to the specific plan purchased and are subject to rink schedules, availability, operating conditions, holidays, maintenance, special events, and other Ice Cave programming.

2. Pass Tiers and Session Allowance

The Pass tier purchased determines the number of private skating sessions included for the one-month Pass term:

- Bronze: Four (4) private skating sessions
- Silver: Eight (8) private skating sessions
- Gold: Twelve (12) private skating sessions
- Platinum: Sixteen (16) private skating sessions

Each Pass is valid for one (1) month from the purchase date, as defined by the applicable plan. Unused sessions expire at the end of that one-month term and do not roll over, accumulate, transfer, or carry forward. Pass sessions have no cash value and may not be redeemed for cash, refunds, or credits.

3. Pass Fees and One-Month Term

Each Pass purchase covers one (1) month only. A new purchase is required for any subsequent month.

Passes do not renew automatically. Ice Cave will not charge the Passholder for another month unless the Passholder affirmatively makes a new purchase.

Pass fees are due at the time of purchase. Fees apply to the one-month Pass term regardless of the Passholder's actual attendance or use of available sessions. Failed or declined payments may prevent completion of a purchase or result in suspension of Pass benefits where applicable.

4. No-Refund Policy

All Pass payments are non-refundable except where a refund is required by applicable law.

Once a Pass payment has been processed, Ice Cave will not provide refunds, credits, or prorated refunds for unused Pass time or sessions, missed sessions, illness, injury, scheduling conflicts, vacations, personal circumstances, or failure to use Pass benefits.

Pass benefits are provided based on the Passholder's purchase and the availability of the applicable program, not on actual attendance.

5. Cancellation of Pass

A Passholder may cancel any future purchase or discontinue purchasing Passes at any time. Because each Pass is a one-month purchase and does not renew automatically, no recurring charge needs to be canceled.

Cancellation or discontinuing future purchases does not entitle the Passholder to a refund for a Pass already purchased. Access to the purchased Pass benefits remains subject to these Terms and program availability through the end of the applicable one-month term.

Canceling a Pass does not automatically cancel individual sessions or reservations already booked. Passholders are responsible for canceling or rescheduling reservations in accordance with the session cancellation policy.

6. No Proration

Pass fees are not prorated based on the date of purchase, attendance, or usage.

Unused sessions do not create a refund, credit, or partial Pass payment.

7. Session Reservations

Passholders may reserve available private skating sessions through Ice Cave's designated booking system.

Passholders may book multiple sessions at the same time, subject to availability and any applicable booking restrictions.

A session is considered used when the Passholder attends the scheduled session or when the session is otherwise forfeited under the cancellation or no-show policies below.

8. Session Cancellations and Rescheduling

Passholders must cancel or reschedule a reserved private skating session at least twenty-four (24) hours before the scheduled session start time in order to preserve the Pass session for future use.

Cancellations or rescheduling requests made less than twenty-four (24) hours before the scheduled session may result in the session being counted as used.

Ice Cave may, at its discretion, make exceptions in unusual circumstances, but no exception is guaranteed.

9. No-Shows

If a Passholder does not attend a reserved session and has not canceled or rescheduled it within the required time, the session may be counted as used and deducted from the Passholder's available session allowance.

10. Schedule and Availability

Private skating access is subject to Ice Cave's operating schedule and designated session availability.

Ice Cave reserves the right to modify schedules, session times, ice availability, programming, or Pass benefits when reasonably necessary due to maintenance, construction, special events, tournaments, competitions, rink operations, weather, emergencies, staffing, or other circumstances affecting facility operations.

Ice Cave will make reasonable efforts to provide advance notice of significant schedule changes when practical.

11. Rink Rules and Conduct

All Passholders and guests must comply with Ice Cave's facility rules, skating rules, safety requirements, staff instructions, and applicable policies.

Ice Cave reserves the right to suspend or terminate Pass privileges for unsafe conduct, rule violations, disruptive behavior, property damage, harassment, or other conduct that negatively affects the safety or enjoyment of the facility. Such suspension or termination does not automatically entitle the Passholder to a refund.

12. Safety and Assumption of Risk

Skating involves inherent risks, including falls, collisions, injuries, and other hazards. Passholders are responsible for skating within their ability level and following posted safety requirements and instructions from Ice Cave personnel.

A Pass does not eliminate the inherent risks associated with skating or guarantee a particular level of safety, ice availability, or skating experience.

13. Facility Closure or Operational Changes

Ice Cave may temporarily close or restrict access to portions of the facility when necessary for maintenance, repairs, emergencies, inspections, weather conditions, rink operations, or other circumstances beyond its reasonable control.

Temporary interruptions do not automatically entitle Passholders to refunds or credits. If Ice Cave permanently discontinues the Pass program, Ice Cave may provide notice and, where appropriate, alternative arrangements or other remedies determined by Ice Cave.

14. Changes to Terms

Ice Cave reserves the right to modify Pass pricing, benefits, schedules, policies, and these Terms from time to time.

Material changes will be communicated through reasonable means when applicable. Continued use of a Pass after revised Terms take effect constitutes acceptance of the revised Terms.

15. Acknowledgment and Acceptance

By purchasing a Private Skating Pass, the Passholder acknowledges that they have read and understand these Terms; understand that each Pass purchase is for one month only and does not automatically renew; agree to the no-refund and no-proration policies; understand the session reservation, cancellation, and no-show rules; agree to comply with Ice Cave facility rules and safety requirements; and accept the inherent risks associated with skating.

BY COMPLETING THE PASS PURCHASE, THE PASSHOLDER ACKNOWLEDGES AND AGREES TO THESE TERMS & CONDITIONS.

Ice Cave Entertainment LLC
Lake Elsinore, California
The Ice Cave
www.theice-cave.com