



**KRAKEN
COMMUNITY
ICEPLEX**

Private Ice Rental FAQs | Thank you for booking an ice rental at Kraken Community Iceplex!

ARRIVAL

Please come to the front desk 20 minutes before your scheduled rental. A Guest Services Event Host will greet you and help ensure all elements of your rental are set up (rental skates, tables, nets, etc.)

- Skate aids are available to rent onsite, but to be sure of availability, best to pre-order any skate aids when booking your rental.
- Ask your guests arrive at least 15 minutes before your ice time begins to allow time to pick up rental skates and make the most of your ice time.
- If your event happens at the same time as public skate, the lobby may be busy. Let your guests know they do not need to stand in the public skate line to register (as when you sign the ice booking agreement, you are signing the KCI waiver of liability on behalf of your guests).
 - Your guests should look for your registration table and/or go directly to the skate rental area of the desk to pick up their skates as part of your group rental.

Depending on the size of your group, we can provide you a registration table and wristbands if you would like a dedicated check-in place for your guests.

- KCI staff are **not** available to run your check-in table. Please plan for your own check-in host.

DURATION

Your rental is limited to the duration of your ice rental. We often have the next group arrive to start using the rink 15-mins after your rental time ends (a Zamboni ice cut takes 15 mins).

- If you would like extra time for your group to socialize after skating, please build that into your rental time, inquire about extending your rink rental time or encourage your group to meet in the lobby or up in the restaurant afterwards.

FOOD & DECORATIONS

- You are welcome to bring some small decorations, but **balloons are not permitted in the facility**.
- The only outside food we allow is cake or cupcakes. Other outside food & beverage is not permitted at KCI
 - [Rinkside catering](#) is available to pre-order at time of booking and must be confirmed 7 days prior to your event.
 - If you have not pre-ordered rink-side catering, you can order to-go food from the [restaurant day of](#).
 - The restaurant opens daily at 11AM. Plan to place your order at least 30-mins prior to the time you would like to have your food ready. Or earlier if you have a large order.
 - KCI staff can set up a table for your food rink-side, but you are responsible for bringing the to-go food down from the restaurant yourself.
- Other than in the restaurant, **alcohol** is not permitted in the facility, unless served by our catering staff rink-side for private events. Any alcohol at these events, must remain in the rink area and cannot be taken through the building hallways.
- Please do not plan to attach anything to the walls (signs, posters). It causes the paint to peel off.

ATTIRE

Recommended open skate clothing:

- Bring gloves and warm clothes: Layers are best. Thin socks are better in skates than thick socks.
- Helmets ARE required for anyone playing hockey or broomball.
- We have loaner broomball helmets, but do not have loaner hockey helmets.
- Helmets are not required for open skate but are recommended for new skaters. Many people bring bike helmets from home.