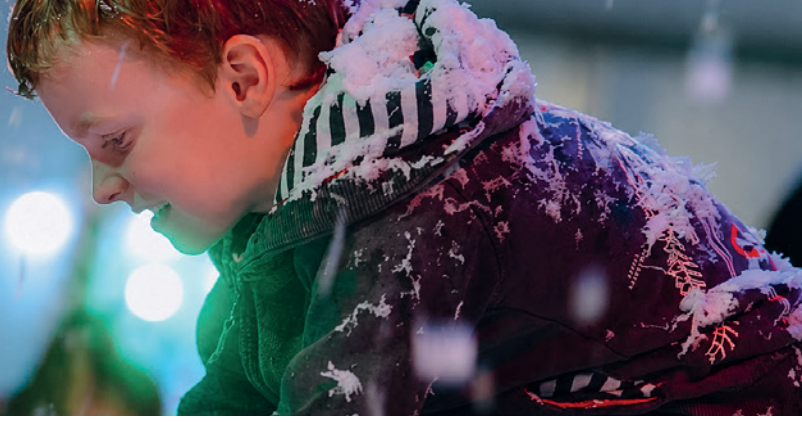


REAL SNOW. IN AUGUST!

Experience the UK's first SnowPark trial!



What is SnowPark at The Lexicon?

SnowPark at The Lexicon is a limited-time experience showcasing the UK's first indoor real snowfall attraction in a shopping centre. It is operated by ICE PARK LIMITED in conjunction with The Lexicon on a trial basis.

Where is SnowPark located at The Lexicon?

SnowPark will take place within an empty unit in Princess Square at The Lexicon (opposite Dunelm).

Is there parking available?

The closest car park to SnowPark at The Lexicon is Princess Square Car Park (pools.acid.thank).

Is the snow real?

Yes. We use real, fresh snow that is soft, white and clean. The snow is made from fresh water without the use of chemicals. Our team continually monitors and maintains the snow throughout the day to provide a natural and safe snow experience.

How long does each session last?

Each session is approximately 25 minutes long.

Booking and tickets

Do I need to book?

Due to the limited capacity of each session, we strongly recommend pre-booking.

Do you accept walk-ins?

Yes, we accept walk-ins. These are allocated on a first-come, first-served basis. To guarantee a slot, we recommend pre-booking.

How much are tickets?

Off-peak tickets (Monday to Thursday) are £5.50 per person or £20 for a group of four.

Peak-time tickets (Friday to Sunday) are £8.00 per person or £24 for a group of four.

Prices include VAT and booking fees.

Do I need a ticket to enter?

Yes. A valid e-ticket must be shown on a mobile or tablet device, or as a printed ticket with a QR code, to gain entry.

Do children need tickets?

A valid ticket is required for each member of your party, except children aged 1 year and under, who do not require a ticket. Children under 1 are admitted free of charge, provided there is at least one paying person in the party.

Do spectators need a ticket?

Spectators can watch free of charge from designated viewing areas. However, if you enter the activity area, you will be required to purchase a ticket.

How will I receive my tickets?

Unless stated otherwise, e-tickets will be issued by email to the address provided at the time of purchase. No paper tickets will be issued by the Event Organiser.

Children, accessibility and SEND

Do children need to be accompanied by an adult?

All children under 16 years of age must be supervised by an adult while at the SnowPark. Children under 3 years of age must be accompanied into the play area by an adult 16 years of age or older. Both people will require a ticket, unless the child is aged 1 or under.

Are carer tickets available?

Yes. One free carer ticket is available per ticket holder with Special Educational Needs and/or Disabilities for SEND sessions only. We reserve the right to request proof of eligibility.

When are SEND sessions available?

SEND sessions are scheduled on Thursdays between 10:00am and 11:00am and Saturdays between 10:00am and 11:00am. These sessions are designed to provide a calm environment for customers to enjoy the experience.

How do I tell you about access or support needs?

Please contact info@icepark.co.uk to let the organiser know about any support you may need to attend the event.

Preparing for your visit

What should I wear?

Clean, warm, waterproof footwear is required for entry to the SnowPark. Wellington boots (wellies) are ideal.

Children's wellies (up to UK size 5) can be hired at the venue for £3.00 per pair if booked in advance or £4.00 per pair on the day. If hiring wellies, children should wear long socks for comfort. A £10 refundable deposit per pair of wellies will be required on arrival.

Any comfortable clothing suitable for outdoor activity is fine. As water is used during the session, you may get a little damp. We recommend wearing a lightweight long-sleeved top and loose-fitting trousers. Tracksuit bottoms are ideal, but please avoid jeans, as they absorb a lot of water.

Although the SnowPark contains real snow, the air temperature is kept at a cool level, typically between 15°C and 18°C, so we recommend bringing a couple of layers.

Will I get wet?

Yes. The snow is real, so clothing and footwear may become damp during your session. We recommend waterproof footwear and comfortable clothing suitable for outdoor play.

What happens if I arrive late?

Late admission cannot be guaranteed. If you are more than 5 minutes late for the start of your session, your place may be passed on to other customers and you will not be entitled to a refund.

Rebooking may be possible in exceptional circumstances, subject to availability and the Event Organiser's discretion.

Will there be somewhere to leave my buggy?

Yes. There is a designated area for buggies just outside the unit. However, space is limited and all items are left at the owner's risk.

Photography and venue rules

Can I take photos or videos?

Mobile phone photography and short videos of less than 30 seconds are permitted for families wishing to preserve and share memories. Other recording or transmission of audio, visual or audiovisual material inside the venue is not permitted without authorisation.

Will filming or photography take place at the event?

By attending the event, ticket holders consent to filming and sound recording as members of the audience, although permission will be sought wherever possible before filming.

Can I smoke or vape at the event?

No. Smoking and vaping are not permitted within the event space.

Can I be refused entry or asked to leave?

Yes. The Venue may refuse entry or ask ticket holders to leave in reasonable circumstances, including for health and safety reasons, licensing requirements, invalid tickets, disruptive behaviour, threatening or abusive conduct, or where someone is believed to be under the influence of alcohol or drugs.

Ticket changes and refunds

Can I get a refund if I can no longer attend?

Tickets cannot be refunded after purchase, except in certain circumstances such as cancellation or rescheduling by the Event Organiser or Venue.

Can I exchange my ticket for another date?

Tickets may be exchanged for another date with at least 72 hours' notice, subject to availability and the Event Organiser's terms and conditions.

What happens if the event is cancelled or rescheduled?

If the event is cancelled or rescheduled by the Venue or Event Organiser, you may be entitled to a refund. Refunds will normally be for at least the face value paid, excluding any booking or administration fees.

Can I replace a lost, stolen or damaged ticket?

Replacement of lost, stolen or damaged tickets is at the Event Organiser's discretion, and an administration charge may apply.

Can I sell or transfer my ticket?

Tickets are for personal use only. You must not auction, sell, advertise, donate or use tickets for promotions, competitions, hospitality packages or similar purposes without prior written consent.

Contact**Who should I contact with ticket enquiries?**

For ticket enquiries, please contact info@icepark.co.uk. Please allow up to 48 hours for a response.