

VINTNER WONDERLAND

Inclement Weather Policy: If we have to cancel a session that you bought tickets for, your tickets will automatically be available for any future session during the 2021/22 season. There's no need to select a new date, simply bring your ticket to the box office and we'll get you and your family on the next session.

What size skates are available to rent?

Sizes range from youth 9 to men's 13.

Does the skating rink have real or synthetic ice?

Our rinks is a true ice-skating rink with professional quality real ice powered by commercial chillers

Do you rent or can we bring any ice walkers or cones?

We provide skate aids upon request.

What are your hours of operation?

We are open Monday to Thursday 3-8:30 pm, Friday 3-10:30 pm, Saturday 11-10:30 pm and Sunday 11-8:30 pm. Days and hours are subject to change. Please visit the ticketing website for the most up-to-date availability.

What is your is your refund policy?

There are no refunds available, but all booked tickets can be moved to alternate dates up to 24 hours before. If there is a weather cancellation your tickets will automatically be transferred to any future date. You do not need to select a date, simply show up at the box office with your tickets and we'll get you on the next session.

Do you sanitize your skates?

Yes, we sanitize all skates before and after use for your safety.

If our kids are skating, is there an area for us to sit and watch?

Yes, you can sit in our Louie's Lace Up & Lounge, at our fire pits, or you're welcome to hang around the rink.

How much are tickets to skate?

Tickets range from \$12-15 for a 90 minute skating session and \$10 for skate rentals. We will also have discounts and extended skating sessions throughout the season. For best pricing we recommend you buy online in advance.

Can we buy tickets and skate rentals at the door, or do we have to purchase in advance?

For the most part, tickets and skate rentals will be available at the door but there may be a wait to get on the ice. We recommend purchasing tickets and rentals at least 48 hours in advance to secure your guaranteed ice time especially on weekends and during the busy holiday season after school lets out.

Why do we have to book our sessions in advance, can't we just show up anytime and buy at the door?

Although we take walk ups every day, we must monitor the amount of people allowed on the ice at any one time for your safety. To ensure your skating session, it's best to book online in advance.

What fees and taxes will I be charged?

A small service fee and state sales tax.

Do you have any special events or promotions other than skating?

Yes, we'll have theme nights, discount promotions and live music events throughout the season. Please keep an eye on our website for details.

What types of payments do you accept at the door?

We accept all major credit cards and cash. We urge guests to buy ahead online though as skating sessions on peak days can sell out.

Do I need to print off physical tickets to bring to the door?

No, you can show your tickets on your phone, or we can access your name on a list in case you can't find it.

Are dogs allowed on property?

Yes, but must be kept on a leash at all times. They also need to be well behaved.

Do we have to pay to park?

No, parking is free.

Do we have to pay to enter?

No, there is no fee to enter. You do need to pay for skating and skate rentals.

I own my own skates, can I use them or do I still have to pay for a skate rental?

Absolutely, bring your own skates and there is no rental fee.