

Booking Terms and Conditions

Booking confirmation – to confirm your booking, an online form must be submitted.

Booking notice – booking forms must be submitted at least 48 hours before your intended booking time unless otherwise agreed.

Cancellation Policy – at least 24 hours notice is required for cancellation of your booking. If your booking is cancelled within 24 hours, full payment for the number of participants booked is required.

Final Numbers - upon arrival at Medibank Icehouse you must inform front desk of your exact final numbers. There is a minimum of 10 participants for school groups visiting the venue. If there happens to be less than 10 participants you will be required to pay the standard per person admission rates for 10 persons.

Payment – full payment is required within 30 days of receiving the final invoice.

Participant Guidelines

Before you arrive, we would like you to understand that although ice sports are enjoyable, as in any activity, they can be dangerous when strict guidelines are not followed. The guidelines below are designed to ensure that your experience with us is safe, fun, and memorable for all the right reasons!

All participants

- must conduct themselves in an orderly fashion
- must always wear footwear (shoes or skates) while walking through the venue
- must adhere to instructions given by Medibank Icehouse staff
- may never run while inside the venue
- must respect Medibank Icehouse property and staff

All supervisors

- are responsible for disciplinary actions for all participants in their group
- must monitor safety and inform staff of any potential safety hazards

Medibank Icehouse reserves the right to

- tend to injuries using venue policies and procedures.
- refuse entry to the ice surface to anyone demonstrating anti-social behaviour or reckless behaviour.