



# SKATE

## AT ICC WALES

## INFORMATION 2024

### Where is ICC Wales?

Part of the Celtic Collection, the impressive International Convention Centre Wales is a major new venue for UK and international events located within the grounds of the Celtic Manor Resort, adjacent to Junction 24

### How do I get there?

Located on the outskirts of Newport, South Wales, just off the M4 (J24) and only five minutes from the Prince of Wales Bridge (Second Severn Crossing), International Convention Centre Wales at Celtic Manor is easily accessible by road and rail links.

We are located close to intercity rail services at Newport, with direct trains to Cardiff, London Paddington, Bristol and Birmingham. By car, we are only 30 minutes from both Cardiff and Bristol, 90 minutes from London Heathrow and less than two hours from Birmingham and numerous other UK towns and cities.

Our Sat Nav postcode is NP18 1DE.

### Getting to ICC Wales by car

Exit the M4 at Junction 24. Take the B4237 towards Newport and follow the brown signs to Celtic Manor Resort / International Conference Centre Wales. Turn right at the first set of traffic lights, you will pass a large Celtic Manor sign on your left. Keep left and head over the bridge crossing the M4, then take the 3rd exit towards ICC Wales. Take the first right to car park levels -1 & -2 or head straight to drop of at the main ICC Wales Atrium entrance.

Please note there is no transport available between Celtic Manor reception and ICC Wales, this is a short 5 minute walk which can be made on foot.

### Where can I park?

Underground parking is available at International Convention Centre Wales, with additional parking available at sites throughout the resort. Charges apply for parking in all areas. Book your parking in advance for a fixed rate of £6 per visit <https://iccwales.celtic-collection-events.com/parking/order> Or alternatively you can pay at any of our bars or cafes on the day of your visit.

### When will I receive my tickets?

All bookings are e-tickets which will be sent to the email address provided as soon as your order is completed.

### Do I need to bring my ticket with me?

Yes, you will need to show your e-ticket on arrival at the SKATE host desk.

### Where is the skating taking place?

From the car parks please follow signs for SKATE which is located in the Main Hall at ICC Wales (indoors).

### How long is the SKATE session?

Each session will last for 40 minutes.

### What time should I arrive?

You are welcome to arrive early or stay after your session to enjoy our Christmas food, drink and stalls but please report to the host desk 15 minutes before your session is due to start.

ICC Wales is open 9:30 - 22:00 daily from 14<sup>th</sup> December - 4<sup>th</sup> January, excluding 25<sup>th</sup> December where the venue is closed.

### What if I can't make it?

Should you be unable to attend the performance you have booked no refund will be given and tickets cannot be transferred to an alternative date. Please be aware that this policy applies in all circumstances, including inclement weather which may prevent you from traveling to the venue.

### Is it a real ice rink?

Our rink is artificial and therefore kinder to skaters, avoiding wet clothes caused by trips and falls, and uses a lot less energy to maintain making it kinder to the environment.

### What age is SKATE suitable for?

For young children the smallest skate is a EUR 25, which is UK child 7.5. Our largest skate size is EUR 47 which is UK 12.

### Will skate aids be available?

Yes, we have a number of skate aids which can be booked and paid for in advance through your account or on the day subject to availability. Will it be cold? The ice rink is indoors in our Main Hall so outer clothing, hats and scarves are not required.



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### Can I watch the skating?

Yes, there is a viewing area around the rink.

### Where can I buy food and drinks?

Our food stands and bars are open 10:00 - 22:00 daily.

### Is there somewhere to store my bags?

Yes, we have space to store a small bag along with your shoes.

### How do I report lost property?

Please email [businesscentre@iccwales.com](mailto:businesscentre@iccwales.com) telling us what you've lost and where. We will get back to you with any information we have.

### Can I visit the Celtic Manor Resort before or after the performance?

Yes, you're very welcome to enjoy all we have to offer. From afternoon tea to Sunday lunch, delicious dining to coffee and cake, you'll be spoilt for choice with seven sensational restaurants to enjoy at Celtic Manor. Whether it's a quick bite before the performance, or dinner afterwards, pre-book online at [celtic-manor.com](http://celtic-manor.com)\*

\*Pre-booking is essential. Bar is closed to non residents.

### +Medical Assistance

We have first-aid trained members of staff so if you require assistance at any time please ask a member of our team.