



## **EVENT FAQ**

### **Q: Is there an age limit for attending Ice Magic?**

A: Ice Magic is designed to be enjoyable for all ages. However, visitors are advised not to participate if they are experiencing medical issues related to the heart, back, neck, or any other conditions that might be aggravated by the cold temperatures. Expectant mothers are also advised not to participate in this event due to the nature of the snow and ice.

Infants in arms and those below 2 years old can enter for free, but identification is required as proof of age at the point of entry. Failure to provide identification may result in ticketed entry. Winter jackets and boots will not be provided for infants and those below 2 years old. Parents are responsible for ensuring their child is appropriately bundled up for the cold temperatures, as we cannot be held responsible for any injuries.

### **Q: What time do I need to arrive for my session?**

A: Registration opens 30 mins before the start of your session. Session will start on time, and the last entry is allowed 1 hour before your session concludes. To expedite the process, ensure your QR code ticket is ready on your mobile device for a quick scan upon arrival.

During peak periods (weekends and public holidays), waiting time and queues are expected. We would recommend coming on a weekday if your schedule allows it.

**Q: Recommended Play Duration?**

A: 60 minutes. Please note that our snow and ice experience operates at subzero temperature (as low as -15 degree Celsius!). It is recommended that visitors do not stay beyond the recommended timing to prevent any possible injury caused by low temperature (i.e hypothermia, frostnip etc). After the sub-zero experience, we would suggest visitors explore the ICE MAGIC Café and Winter Food Village to stay warm.

**Q: How should I gear up for Ice Magic?**

A: We strongly recommend that visitors come prepared by bringing their own winter gear, including jackets, gloves, beanies, etc., and snow boots for added comfort.

- **Complimentary Jacket and/or Boots Rental:** Limited quantities and sizes of winter jackets and snow boots are available on-site on a first-come, first-served basis.
- **Bring-your-own Full Attire:** Those who bring their own (1) winter-grade jackets and (2) boots will have access to a separate queue during the registration process. This allows them to bypass queues for waiting, changing, and returning complimentary winter jackets and boots at our counter.

All visitors must wear socks for hygiene purposes when using the complimentary boots, and socks are available for purchase. It is highly recommended to wear long pants for both temperature comfort and added protection while enjoying the ice slides. Gloves are also available for purchase onsite.

**Q: Will you have a locker available in case I need to deposit some of my belongings?**

A: Yes, a limited number of lockers will be available on a first-come, first-served basis at a token fee. We advise visitors to bring minimal belongings.

**Q: Can I bring my own food and drinks?**

A: No outside food and drinks are allowed. Food and drinks are available at ICE MAGIC Café and Winter Food Village.

**Q: Will I be able to use the restroom during the event?**

A: Yes, there will be dedicated restrooms for our visitors at the ICE MAGIC premises.

**Q: Are strollers allowed in the ICE MAGIC premises?**

A: Strollers are not permitted due to space constraints. A designated stroller parking area will be made available in a public area.

**Q: What is the policy for refunds or exchanges on purchased tickets?**

A: Unfortunately, we do not offer refunds or exchanges on purchased tickets. Please review your order carefully before completing the transaction.