



## PRIVATE ICE & EVENTS FREQUENTLY ASKED QUESTIONS

**Q: Can I expect my event to be the exact day and time that I want?**

A: Due to ice sports demands compared to available ice in the Valley, private ice rental options when available will be EXTREMELY LIMITED. It is unlikely, your exact preferred date and time likely will be available, however, this is not always the case. In the case that your preferred day and time are not available, but comparable options exist, you will be provided with available ice times. IN order to increase the odds of securing an ice rental, we recommend you fill out the form providing multiple dates and times, indicating the desired order of preference.

**Q: What events do the Ice Den offer for private ice?**

A: Private event options at the Ice Dens include private skating, private hockey and broomball.

**Q: Does the Ice Den host birthday parties?**

A: The Ice Dens no longer offer birthday party packages in conjunction with public skate sessions. For birthdays and other celebrations, party hosts can pre-register guests for a select public skate session 2-days prior to the date or book a sheet of exclusive ice.

The Ice Den does not offer birthday packages or a designated room to host a party. Party hosts can coordinate private space and catering with our onsite restaurants: 18° Bar & Grill (Scottsdale) or 18 ° (Chandler) for pre or post skate festivities. Interested parties must reach out to the respective General Manager to arrange and reserve party space. Birthday party groups are not permitted to bring in outside F&B or cake to host a party in the lobby.

**Q: Can we bring our own food and beverages for our event?**

A: Building policy prohibits outside food and beverages. Catering options are situationally available at both Scottsdale and Chandler locations through our onsite restaurants and cafes.

**Q: What catering options are available?**

A: Our onsite restaurants 18° Bar & Grill (Scottsdale), 18° Express (Chandler) and the Chilly Bean Café will facilitate catering requests. Please note, due to ongoing labor and supply chain issues we cannot guarantee all catering requests can be accommodated. Per Arizona State Law, alcohol is strictly prohibited outside of the restaurant.

**Q: How many hours of ice can I book for my private event?**

A: Due to the lack of available ice in the Valley, time slots longer than one (1) hour in length will unlikely be available. We advise you to submit your request under the assumption of a one-hour ice event.

**Q: How far out should I book a slot of private ice?**

A: Based on Ice Den programming and ice sports partnerships, private ice is generally identified four to six weeks in advance. Any requests submitted earlier than two months in advance will be held until ice availability is confirmed.

**Q: What is the maximum amount of people I can book a slot of private ice for?**

A: Current capacity for private ice events is 150 on-ice participants. Capacity ensures a safe and enjoyable experience with adequate resources including staff, skates and skate trainers.

**Q: Can I book a Skating Coach for my private ice rental?**

A: With advance notice, based on availability and for an additional fee, coaches may be booked to teach basic skating tips to a private group. Please notify the scheduling department if you would like to inquire about rates and availability.

For Private Skating events, Ice Den Guest Service Representatives (GSRs) are scheduled to assist with skate rental and to ensure participants follow facility rules to ensure a safe and enjoyable experience. GSRs are not trained to provide lessons.

**Q: What is a Skate Trainer?**

A: To assist inexperienced/beginner skaters, the Ice Den has a limited quantity of aids/walkers which can be rented for an additional fee and distributed on a first-come, first-served basis. Failure to adhere to skater trainer proper use will result in loss of privileges.

**Q: What are your rates for ice?**

**A: RATES & FEES: (AS OF 1/1/25)**

ICE & EQUIPMENT	NOTES	FEE
Ice Prime	Evenings (M-Th 4 pm+), Weekends & Holidays	\$440 + tax per hour
Ice Non-Prime	Weekdays (M-Th open to 4 pm)	\$375 + tax per hour
Skate Rental	1-24 skaters	\$25
Skate Rental	25-50 skaters	\$50
Skate Rental	51-74 skaters	\$75
Skate Rental	75-99 skaters	\$100
Skate Rental	100-124 skaters	\$125
Skate Rental	125-150 skaters	\$150
Skate Trainers/Walkers	1-24 skaters	\$25
Skater Trainers/Walkers	25-50 skaters	\$50
Skate Trainers/Walkers	51-74 skaters	\$75
Skate Trainers/Walkers	75-99 skaters	\$100
Skate Trainers/Walkers	100-150 skaters	\$125
Broomball Set-up		\$75

*Total Cost = Ice Rate X Length of Ice Slot (HH:MM) + Additional Equipment Fees*

**Q: What is the payment process?**

A: All Private Ice Rentals must provide a payment via a Credit Card Authorization Form prior to the event. The form is included in the ice rental agreement contract and must be completed to confirm the private ice rental. Payment will be processed the week of the event and no later than the day of the event.

**Q: What if I have to cancel my event? How does your cancellation policy work?**

A: Any cancellation must be made a minimum of 30 days in advance of event date to avoid full payment. Should you need to cancel your event or make any adjustments to your time slot, please email our Scheduling Team. Please note that making adjustments to assigned ice time after agreement is executed is not permitted.

**Q: Do you allow splitting private skating and private hockey on the same sheet of ice?**

A: A private sheet of ice must be committed to either skating or hockey. Due to the inherent safety risks that occur by splitting the ice between these two events, along with available staff resources, private ice may only be dedicated to one activity.

**Q: What are the Ice Den’s private hockey rules?**

A: All Private Hockey events require FULL hockey gear including helmets for ALL participants (youth/adult). The Ice Den does not provide or rent any personal equipment, Pond/shinny hockey is not permitted. Per Ice Den policy, half skating/half hockey or broomball events are not permitted. Ice Rental includes up to two (2) nets and two (2) locker rooms. Pucks, scorekeepers and officials are at the expense and to be coordinated by the ice renter.

**Q: I have received confirmation for my ice time. What are my next steps?**

A: Once a designated ice slot is confirmed for your event, you must sign an electronic ice rental agreement sent by our Scheduling Team. The contract will include the payment authorization form along with insurance and waiver requirements. Private Ice Rentals must provide a certificate of insurance naming the associated Ice Den as additionally insured and/or a completed waiver of liability signed by all participants (parent/guardian if under 18). Waivers are included with the ice rental agreement and can be distributed in advance or signed day of the event PRIOR to taking the ice.