



ICE! FREQUENTLY ASKED QUESTIONS

I understand ICE! is 9 degrees... What should I wear?

All guests are provided calf-length, hooded winter coats to keep them warm. Coats are available in all sizes, including children and infants, and up to an adult 4XL. Long pants and closed-toe shoes are required. Hats and gloves are recommended--and are available for purchase. Think Christmas morning in Alaska... and dress accordingly!

Do I need boots?

All pathways through the ICE! exhibit are carpeted, and boots are not required. We do recommend wearing comfortable, walking shoes. Shoes with a closed toe are required.

Is ICE! wheelchair and stroller accessible?

The ICE! attraction is accessible by both wheelchairs and strollers. Stroller parking is not available.

May I take photos?

Guests are welcome to bring cameras and take photos inside the ICE! attraction. You can expect to experience a "fogging" of the lens when exiting from ICE! into warmer temperatures. This, however, usually goes away once the camera warms up. Please check the manufacturer information regarding the cold tolerance of your camera equipment. Gaylord Palms Resort is not responsible for damage to any camera equipment caused by the extreme cold temperature.

Can I purchase ICE! tickets at the door?

Yes, tickets are available for purchase at the door based on availability. To guarantee admission to a select time slot, please purchase tickets online in advance.

Is there a processing fee for tickets?

Yes, there is a \$3 fee per ticket purchased. This fee is applied to tickets purchased online, via phone and at the box office.

Can I purchase the ICE! Chill Pass in advance?

No, the Chill Pass can only be purchased at the *ICE!* Box Office or online through a Play & Save Bundle Pass. Each pass is an additional \$12.99 and includes front of the line access to *ICE!* and a voucher for complimentary hot chocolate.

Are tickets refundable?

Tickets are non-refundable. However, you may exchange your tickets for a different day or time based on price and inventory availability.

Can I change my time slot?

Yes, you may change your time slot for *ICE!* based on availability. Please call the *ICE!* hotline at 407-586-4423 or visit the *ICE!* Box Office upon arrival.

Can I combine ticket discounts?

No, only one discount can be applied per ticket.

Does *ICE!* admission include complimentary hot chocolate?

No, *ICE!* admission does not include complimentary hot chocolate. Hot chocolate is available for purchase in Snowy's Snack Shack located in Alpine Village.

Where do I park when coming to see *ICE!*?

Once you arrive to Gaylord Palms Resort, please follow signage for *ICE!* parking.

Is there a parking fee?

Yes, self-parking is \$24.00 plus tax. Valet parking is \$35.00 plus tax. In/out privileges for overnight guests only; Day guests per entry.

How long does it take to walk through the attraction?

You can spend as much time as you would like inside the attraction. Keep in mind, it's 9 degrees inside the exhibit, so you'll want to bundle up. Most guests stay in the exhibit 30 – 60 minutes.

Are the *ICE!* slides for adults too?

Big kids are kids too! The slides are made for guests of all ages. Children must be able to walk up the stairs on their own in order to ride the slides.

Can I watch the Cirque Dreams Unwrapped stage show if I'm not an overnight hotel guest?

Yes, the Cirque Dreams Unwrapped live stage show is open for day guests to enjoy, free of charge. Please check our weekly Entertainment Calendar for show times. Please note that complimentary seats are limited and on a first come, first served basis. It is recommended that your entire party arrives early – your entire party must be present to be sat. As a courtesy to all guests, reserving or holding of complimentary seats is not permitted.

Can I re-enter the *ICE!* attraction?

ICE! is a one-time entry attraction. However, you may step outside of the attraction to warm up and then re-enter. You may not leave the attraction, get something to eat and then go back in.

ICE! SLIDE SAFETY

This ride, by its very nature creates forces and speeds that may not be acceptable to some persons, and may cause injury to some riders with pre-existing conditions. Guests with any type of prosthesis should ensure that it is properly secured and it will remain in place during the entire ride. Riders must be in good health. Those who have had recent surgery, expectant mothers, those with high blood pressure, heart conditions, neck or back problems, and those with any impairment or condition that would prevent normal seating should not slide.

- You will slide directly on the ice
- You will experience extreme cold
- Ice is extremely slippery and you can fall
- You will experience a bumpy uneven ride down the slide
- You will experience an abrupt stop
- This is a physically active ride experience

SLIDE AT YOUR OWN RISK!

RIDE RESTRICTIONS

- Infants, children, or guests unable to walk up the steps may not ride
- Children under 4 years or under 40" will be allowed on the children's slide only
- You must slide one at a time
- Slides are not wheelchair or stroller accessible
- Loose articles may not be taken on the slide. Leave loose articles with a non-rider
- Footwear suitable for walking on wet, slippery ice surfaces is recommended (bare feet, stocking feet, sandals, slick soled shoes, high heeled shoes, and all other footwear that is inappropriate for cold slippery surfaces should not be worn on the slide.)
- No standing, laying down, or sliding on your stomach
- No sliding head first
- Do not walk or climb on the slide or ice at any time

SLIDE INSTRUCTIONS

- Do not sit down on the ice or slide until told to do so
- Use handrails to assist you sitting down on the ice slide
- Slide sitting on parka with your hands folded across your chest
- Make sure the bottom of the slide area is clear before sliding
- Do not stand up at bottom of slide until you come to a complete stop
- Use handrails at bottom of slide when standing up as you will be standing on extremely slippery ice surface
- Follow the instructions of the slide attendant at all times
- Please see a Gaylord host or hostess if you have any questions

This slide is not recommended if:

- Service animals are required
- You have heart or breathing difficulties
- You had recent surgery or illness
- You have muscle or bone problems
- You have a fear of heights
- You are pregnant
- You are an older adult