

Frequently Asked Questions

The “FAQs”

How do I purchase my skating tickets?

Tickets are available online, on a first-come/first-serve basis. Tickets may be purchased at the ice rink, but quantities may be limited. Those who attempt to purchase tickets in-person will be shown a QR-code to purchase tickets on their smartphones; if the present time is fully-booked, the guest will be shown other available times to skate. If you are unable to purchase your tickets on a smart device, you may still purchase your tickets on-site via traditional credit card transaction.

To guarantee admission, we highly recommend purchasing your tickets online ahead of time.

When can I come to skate?

Check the public operating hours on this website. Tickets may be purchased online in advance or on-site. Your reservation is only valid for the time(s) and date(s) purchased. Tickets are for 75 minutes of skating time, which begins at the time of check-in.

Can I get a refund on my ticket once I have purchased a ticket?

No, your ticket is non-refundable.

Can I use my ticket on a different day?

Customers have the option to reschedule their reservation via their Reservation Management Page.

What if I buy a ticket and the weather is unfavorable?

We continue to skate in light rain or drizzle. If severe storm conditions are expected, resulting in a venue closure, all ticket purchasers will be notified by email and have the opportunity to reschedule or be refunded.

Help! I’m having issues with my e-tickets.

For all issues or questions related to e-ticketing, please visit the “Info and Help” tab on your Reservation Management page, then click the “Contact Support” page.

Can I enter the venue with my child if I’m not skating?

Yes, you may enter the venue if you are not skating. We welcome non-skaters and request that children are supervised at all times.

Are there any age restrictions?

There is no age restriction. We do expect skaters to be responsible for their own actions. Our Responsibility Code notes that carrying things while skating is one example of an irresponsible action. This would apply to carrying children as well. We do ask that anyone under the age of 12 be accompanied by an adult.

What are the rental skate sizes available?

We have skates from Toddler-8 to Adult-14. We do offer double-runners for young children.

Do I need to wear socks?

Yes.

Can I bring my own ice skates?

Yes; however, rental skates are included in the admission pricing, and using personal skates will not be discounted.

Can I bring a hockey stick and puck?

No. Hockey sticks or pucks are not allowed on the ice.

If I bring my own skates, do you offer skate sharpening services?

No. We do not offer sharpening services.

Can I wear my shoes on the ice?

No. Only ice skates are allowed on the ice.

Can you come in to skate, leave for lunch, and then come back afterwards?

Once you exceeded your 75 minute skating time you must pay again.

What do people do with their purses, backpacks, or shoes while skating? Winter Village cannot hold or watch personal belongings and is not responsible for lost or stolen items. Shoes and bags may be placed under benches while skating.

Can I have a stroller on the ice?

No. Not during public skating hours.

Can my child wear a helmet?

Just as you make the decision to bring a jacket or gloves, the decision on a helmet should be made prior to arriving at the rink venue. We do not rent or make helmets available.

(Of course, extra protection is always encouraged. We do not rent helmets, but please

feel free to bring your own.)

Do you offer skate aids for toddlers?

Skate aids are not available.

What should I wear to go ice skating?

Dress appropriately for the weather. Socks are available for purchase on site.

Are you ADA accessible?

Absolutely! All of our rinks are ADA compliant.

Are wheelchairs allowed on the ice?

Yes, we allow and encourage wheelchairs on the ice; please ask a Guest Service member for assistance.

Do you offer skating lessons?

Skating lessons are not offered at Winter Village

Can I host a group or private event?

If interested in booking a group reservation or a private event, please contact Tampa@icerinkevents.com

Where is the ice rink located?

Curtis Hixon Park
600 N Ashley Dr
Tampa, FL 33602

Where do we park?

Parking is available for a nominal rate at multiple locations adjacent to Winter Village presented by the Tampa Bay Lightning, including the [William F. Poe Parking Garage](#) north of Curtis Hixon Park. [Click here](#) for a full list of options.

We encourage you to park once to enjoy the Winter Village, presented by the Tampa Bay Lightning, at Curtis Hixon Park and walk the beautiful Tampa Riverwalk to other Downtown destinations. You can also travel to the Winter Village by [DASH Tampa](#), [Pirate Water Taxi](#), and more! Visit the [Getting Around](#) section in Tampa's Downtown to explore all your options.

Will there be any food or drink available?

Yes. Winter Village offers food, beverage, and café offerings thin the event footprint. There are also several local restaurants within walking distance of the park.

Are there bathroom facilities in the venue?

Yes. There are restrooms located at the south-east corner of the park.

Do you have a lost and found?

If you have lost something while ice skating, please contact the Ice Rink Events staff (Tampa@icerinkevents.com). Generally, items are cleared out and donated every few weeks.

What is the smoking policy?

As a public facility, smoking or vaping is not allowed. Guests will need to use the designated smoking areas.

Is the facility “pet friendly”?

Winter Village is pet friendly, however, pet’s are not allowed on the ice.

Are Winter Village staff trained to support guests with disabilities or special needs?

Yes! All of our Winter Village rink and attendant staff have completed training through the **Center for Autism and Related Disabilities (CARD)**. This certification helps our team create a welcoming, understanding, and supportive environment for guests of all abilities.

Does Winter Village have a quiet or sensory-friendly space?

Yes. We’ve added a **Sensory Relief Zone** within the Winter Village footprint — a quiet, comfortable area designed for guests who may need a short break from the excitement, lights, and sounds of the event.

Is there accessible or inclusive signage throughout Winter Village?

Absolutely. This year, Winter Village features **inclusive signage in both English and Spanish**, along with **visually assisted signs** to better serve guests with visual impairments and our diverse Tampa community.

What steps is Winter Village taking to make the experience more inclusive overall?

We’re proud to continue expanding accessibility each year. Through **staff training, sensory-friendly spaces, and inclusive communication**, our goal is to ensure that Winter Village remains a place where every guest feels welcome and part of the holiday magic.