FAQs

1. Getting to ICC Wales

Where is ICC Wales?

ICC Wales is part of The Celtic Collection and is located within the grounds of the Celtic Manor Resort, adjacent to Junction 24 of the M4 on the outskirts of Newport, South Wales.

Postcode: NP18 1DE

Please visit our website for useful guidance on driving, public transport and parking information.

Where can I park?

ICC Wales offers convenient underground parking, with additional parking across the wider resort. Parking charges apply in all areas, please view our website for more information on parking.

2. Tickets & Entry

When will I receive my tickets?

All tickets are issued as e-tickets and will be emailed to you as soon as your booking is completed.

Do I need to bring my ticket with me?

Yes. Please show your e-ticket on your mobile device for scanning at The Great Skate host desk, or bring a printed copy if you prefer. We are unable to print tickets at the venue.

When should I arrive?

Please report to the host desk 15 minutes before your session start time. You are welcome to arrive earlier or stay after your session to enjoy our Christmas food, drink and stalls.

What if I can't make my session?

Tickets are non-refundable and cannot be transferred to an alternative date. This applies in all circumstances, including inclement weather that may prevent travel to the venue.



3. The Great Skate Experience

Where is the Great Skate taking place?

The Great Skate is located indoors in the Main Hall at ICC Wales. Please follow The Great Skate signage from the car park.

Is it a real ice rink?

Yes - our rink is made of real ice!

How long is a session?

Each session is 40 minutes.

4. Children, Skates & Safety

What age is The Great Skate suitable for?

The smallest skate size available is EUR 25 (UK child size 7.5). The largest skate size available is EUR 49 (UK size 15). Bob skates are available for smaller children and fit over shoes.

Do I need to skate with my children?

- Children under 12 must be accompanied by an adult on the ice:
  - 4-8 years old 1 adult to 2 children
  - 8-12 years old 1 adult to 4 children
- Children over 12 must have parental supervision near the rink

Will skate aids be available?

Yes. A limited number of skate aids are available and can be booked and paid for in advance via your account, or on the day, subject to availability.

5. Comfort & Facilities

Will it be cold?

Yes, the rink area is cold. Coats and gloves are recommended.

Can I watch the skating?

Yes, there is a designated viewing area around the rink.

Where can I buy food and drinks?

You will be able to purchase food and drinks from our stands at least one hour before, until one hour after your skate session.

5. Comfort & Facilities (Continued)

Is there somewhere to store my bags?

Yes, there is space available to store a small bag along with your shoes.

Can I bring my own skates?

Yes, you are welcome to bring your own skates.

6. Accessibility

- Wheelchairs & Ice Skating

Wheelchair users are welcome on the ice, with a separate access point. If you require a wheelchair ticket, please contact the box office team on 01633 410250 or boxoffice@iccwales.com.

- Blue Badge Parking

20 designated underground Blue Badge spaces are available (parking charges apply).

- Accessible Toilets

Fully accessible toilets for men and women are available on every level.

- Relaxed Sessions

Our Relaxed Sessions are designed with a calmer experience in mind, expect softer lighting, quieter music and a slower pace on the rink. It's all the fun of SKATE, just a little gentler.

- Sunday 13th - 11am
- Sunday 20th - 11am

- Carer Tickets

Complimentary carer tickets are available for those with Hynt cards. Please contact box office on 01633 410250 to book. This is subject to availability.

7. Before & After Your Visit

Can I visit Celtic Manor Resort before or after my session?

Yes! Choose from seven restaurants offering everything from afternoon tea to family-friendly dining. Pre-booking is essential at celtic-manor.com. Please note, Resort bars are closed to non-residents.

How do I report lost property?

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

8. Private Hire & Celebrations

Do you offer exclusive use of The Great Skate rink?

Yes - exclusive use of The Great Skate is available for those looking to elevate their festive celebrations. Whether you're planning a corporate event, school outing or a magical private gathering, you can enjoy the ice all to yourselves.

Why book exclusive use?

- Private access to the real ice rink
- Ideal for team-building, festive parties and special celebrations
- Bespoke options available, including music and skating aids
- Enjoy the experience without the crowds

To reserve an exclusive session, please contact boxoffice@iccwales.com. Availability is limited.

Do you offer birthday parties at The Great Skate?

Yes - December birthdays can be celebrated in sparkling style with a festive skating party at ICC Wales.

Your celebration includes:

- Entry through the dazzling light tunnel
- A skating session on the real ice rink
- Hot chocolate or soft drink
- Margherita pizza
- Exclusive use of a private party room

To enquire or book, please contact 01633 410250 or boxoffice@iccwales.com.

