

# Ice Account - Frequently Asked Questions

## **How do I add children onto my account?**

Children under the age of 13 do not need their own ice account, you can attach them to your own account. To do this you need to login using the credentials you signed up with. Once logged in you will see a button which says 'add family member'. If your children are over the age of 13 you will need to create them their own account using a separate email address.

## **Will my ice card be sent to me in the post?**

Unfortunately not, you can collect your card from your local rink after signing up. This means you can start saving faster and get your card the very same day you have signed up.

## **Will my photo be on the ice card?**

No, we only use photography on the system to identify you as the card holder. They are not printed on the card itself.

## **Can I use my card at multiple rinks?**

Yes you can use your ice card at all our rinks.

## **Do I need to take identification with me to collect my card?**

No, due to you adding a photograph onto your account when signing up, we can identify you using this when you come to collect your card.

## **How do I make my card valid for the discount?**

You need to ensure that all your information is correct on the account, your date of birth is inputted and a valid photograph is added to the account.

## **What happens if I have lost my card?**

You will need to contact your local rink and arrange to pay for a new ice card. Prices differ per rink so please contact your rink to find out the price for a new ice card.

## **Who can I email if I have a query on the Ice Card?**

Please send any queries to [support@imp-uk.net](mailto:support@imp-uk.net).