



Numerica Skate Ribbon

COVID-19 Protocols for 2020/2021 Season

FAQ

Will the Numerica Skate Ribbon open this year?

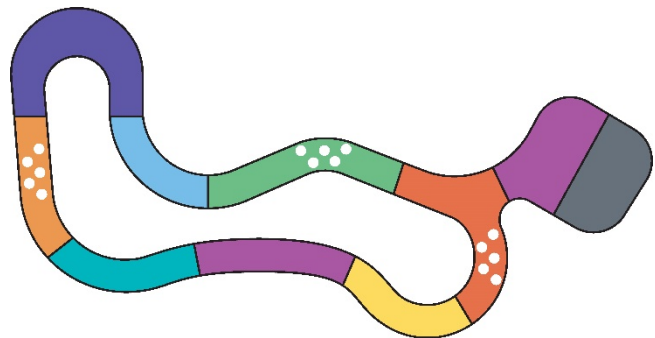
We are working closely with health professionals at the Spokane Regional Health District and the Governor's Office to formulate safe operational guidelines for the Numerica Skate Ribbon this winter. Though ice skating will look a little different, and involve some collaborative creativity, we are thrilled to offer safe outdoor recreation for our community!

What COVID-19 precautions will be in place?

In coordination with the Spokane Regional Health District and Governor's Office, we are following the Professional Sports & Other Sporting Activities guidelines for COVID-19, and also exceeding previous Indoor Fitness and Training guidelines. In addition, we're going above and beyond these protocols with additional safety measures. We will remain flexible and adapt as guidelines change.

Here is what skaters will experience:

- Limited number of skaters: Up to 37 skaters will be allowed at one time.
- Advanced ticket reservation: To regulate the number of skaters, advance purchase of ice skating admission will be required. Skaters will select their reservation time, and each reservation will be good for one hour of skating. (A step-by-step guide for purchasing tickets online is at the end of this FAQ.)
- Safety video: A custom orientation video will play on a continuous loop to educate skaters on the latest COVID protocols.
- Distancing: Patrons will be asked to socially distance themselves (maintaining at least 6 feet) from others while skating and in the adjacent facility. The ribbon is colorfully marked into 10 zones, each with an occupancy limit of 5 skaters, to help promote social distancing. Benches and chairs will be arranged a minimum of 6 feet apart to accommodate participants putting on/removing their skates. Tape and physical barriers will be used to mark off 6 foot distancing guides for queuing.
- Families: Family groups up to five people will be permitted to skate together closer than 6 feet.
- Spectators: One spectator (parent/guardian/caregiver) is permitted onsite per minor. No spectators are permitted onsite for participants 18 and older. Additionally, indoor facilities are reserved for restroom and café take-out only. All spectators will be asked to use the designated observation area.



- Masks and gloves: Face masks and gloves will be required for all patrons while on premises including while ice skating, on the patio, and inside the building.
- Sanitizing: Skate rentals will be sanitized after each use. Users will be required to wear socks. Sanitation protocols will be implemented in all common areas with even greater attention to touch points (handles, knobs, fixtures, benches, railings) and high use areas (benches, lobby, restrooms). Hand sanitizer will be offered at the skate rental pick-up, ribbon entrance, restrooms, Sky Ribbon Cafe, and observer area.
- One-way skating: A one-way traffic pattern will help maximize distancing.
- Entry/exit: A separate entrance and exit will be established for those entering and exiting the ice, and distancing markers will be in place.
- Outdoor queueing: Skate rental and wrist band pick-up queueing will be staged outdoors to minimize building occupancy.
- Patio and party room use: The patio will be available for skaters only. Exceptions will be made for minors and those with special needs. The Skate Ribbon exterior party room garage-style doors will be open to assist in social distancing and serve as a warming shelter. Chairs will be set up at least 6 feet apart.
- Observation area: A non-skater observation area will be established away from the Skate Ribbon patio. The observation area will have benches and heaters. Masks, gloves, and distancing will be required.
- Sky Ribbon Café: The cafe is operated by the Eat Good Group, who will continue to follow established restaurant COVID-19 protocols. Currently, the café is providing services on a take-out basis. Bistro tables and chairs are set up outside.

How does the Numerica Skate Ribbon meet phase 2 guidelines?

Riverfront will follow the Professional Sports & Other Sporting Activities guidelines for COVID-19, and also exceed previous Indoor Fitness and Training guidelines. Riverfront will provide 400 square feet per person; the Numerica Skate Ribbon is 14,860 square feet and capable of supporting 37 people under this standard.

How will the number of skaters be managed?

Occupancy will be regulated by onsite staff members at the ice entrance and through an online reservation system. Advance ticket purchase will be required, and no more than 9 tickets per session will be sold every 15 minutes. Each reservation will be valid for 1 hour of skating. Skaters may arrive up to 15 minutes before their reservation to check-in and put on skates.

How will the ice skating experience change?

Ice skaters can expect the same great skating experience but with fewer skaters on the ice. Socially distant lines will be established for check-in and entry to the ice. The Ribbon is also colorfully marked into 10 zones, each with an occupancy limit of 5 skaters, to help promote social distancing. The patio area is reserved for skaters and a separate observation area is established to better enable non-skaters to socially distance themselves.

Can I watch without ice skating?

One spectator (parent/guardian/caregiver) is permitted onsite per minor. No spectators are permitted onsite for participants 18 and older. A separate observation area for those not ice skating will be available at the east end of the ice pond, with seating and portable heaters.

What if my child is ice skating, but I will not be skating?

Parents and those assisting people with special needs are welcome in the skater-only area to check-in for the ice skating session, assist with putting on skates and getting onto the ribbon. Once your party is on the ice, we ask you to please head to the observation area.

How do I purchase tickets?

Ice skating admission and skate rentals are available at RiverfrontSpokane.org. On-site tickets sales will only be available through personal mobile devices. When making your ticket purchase, you will be asked to select the date and time of your ice skating session. All sessions are one hour. Please check-in 15 minutes before your skate time at the skate rental counter. This will give you enough time to pick-up and put on your skates.

Our ticketing software isn't perfect, thank you for bearing with us as we smooth things out. A step-by-step guide for purchasing tickets online is at the end of this FAQ.

My child is two or under and skates for free, do I still need a ticket or a reservation?

Though children two and under skate for free, reservations will still be required for all patrons planning to skate.

How will Unlimited Passes be affected?

Unlimited Pass holders will not require reservations between 11am - 4pm Monday through Friday. Reservations will be required during peak times: after 4pm weekdays, and on weekends, holidays and December 19 - January 3. Skating during a reservation period will be limited to a one hour session. 2020/2021 Unlimited Passes will be available for purchase at RiverfrontSpokane.org.

What are the hours for the Numerica Skate Ribbon and Sky Ribbon Café?

Sunday – Thursday: 11am - 8pm

Friday & Saturday: 11am - 9pm

Winter Break (December 19 - January 2): 10am - 10pm *Closed Christmas day

What is the cost to ice skate?

We're offering the same rates as the 2019/2020 season.

Adult admission: \$7.25 per hour

Child admission: \$5.25 per hour

Children 2 and under: free admission (does not include skate rental)

Adult Unlimited Pass (does not include skate rental): \$34.95

Child Unlimited Pass, age 3-12 (does not include skate rental): \$29.95

Skate rental add-on to Unlimited Pass: \$17.95 (only available with purchase of Unlimited Pass)

Skate rental: \$4.95 per visit

Can I make a group reservation?

Due to COVID-19 and limitations placed on gatherings, Riverfront Spokane cannot offer group reservations at this time. Individual tickets can be purchased online. The 15% group discount can still be obtained by purchasing 10 or more tickets in a single transaction.

Where can I go for more information?

For more, please visit RiverfrontSpokane.org.

Updated: December 3, 2020

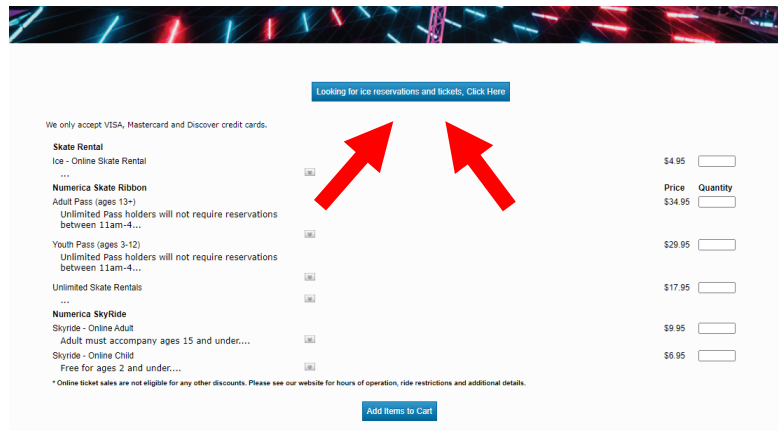
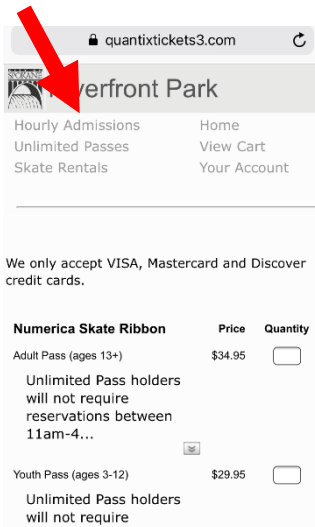
Step-by-step guide for purchasing tickets online

How to reserve your time at the ice ribbon

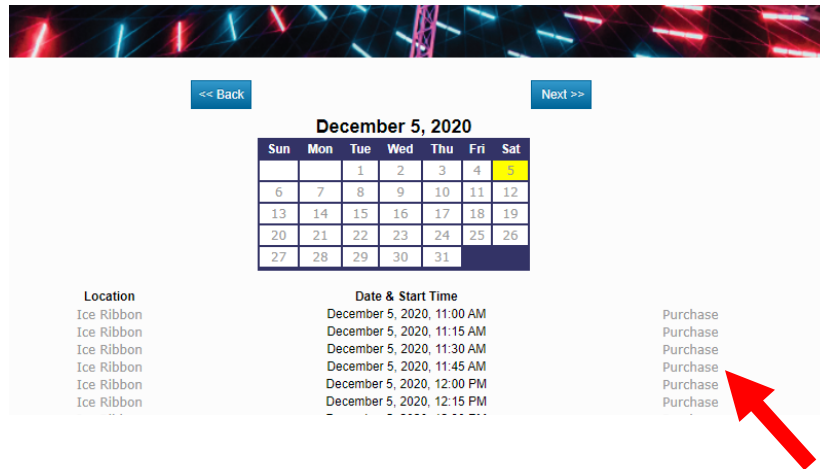
Our ticketing software isn't perfect, thank you for bearing with us as we smooth things out. We've outlined the steps below.



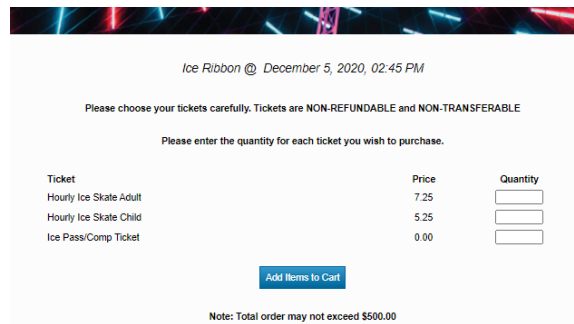
1. Go to <https://my.spokanecity.org/riverfrontspokane/attractions/> and on the right hand side, click on the blue button, "Tickets & Reservations"
2. ON MOBILE: In the upper left corner, click on Hourly Admissions. ON DESKTOP: Find the blue button along the top that says "Looking for ice reservations and tickets, click here".



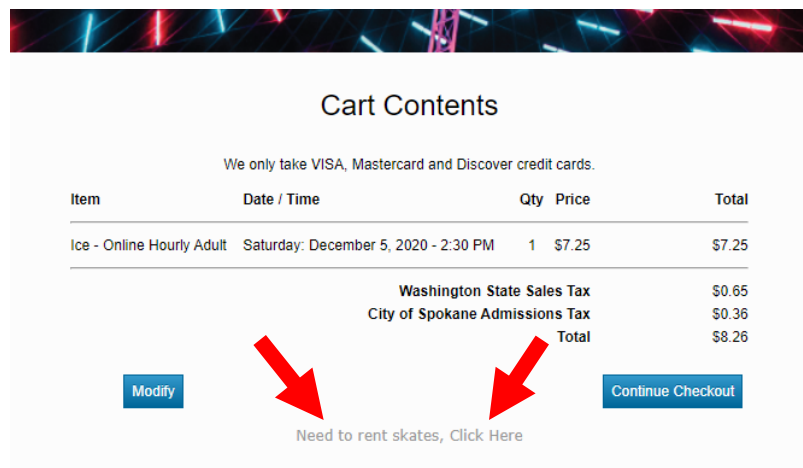
- Choose a date on the calendar and click “Purchase” next to the desired time. (Please arrive 15 minutes prior to your reserved time.)



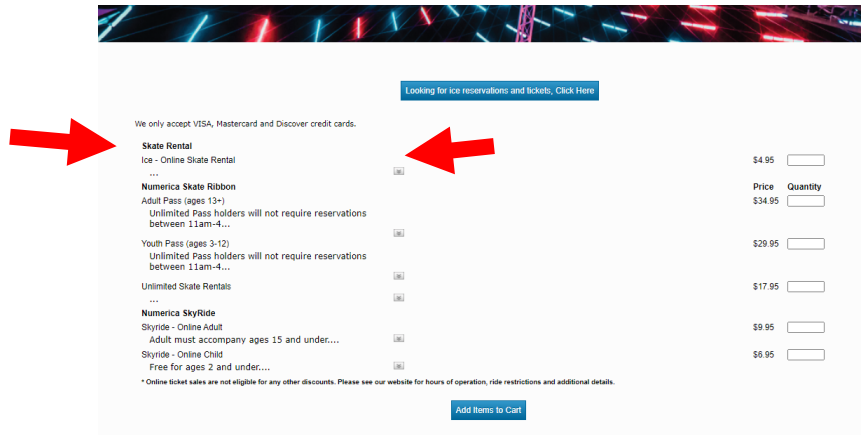
- Enter the quantity for each ticket you’d like to purchase, and click “Add items to Cart”. Child tickets are good for ages 3-12. Ages 2 and under skate free (skate rental not included).



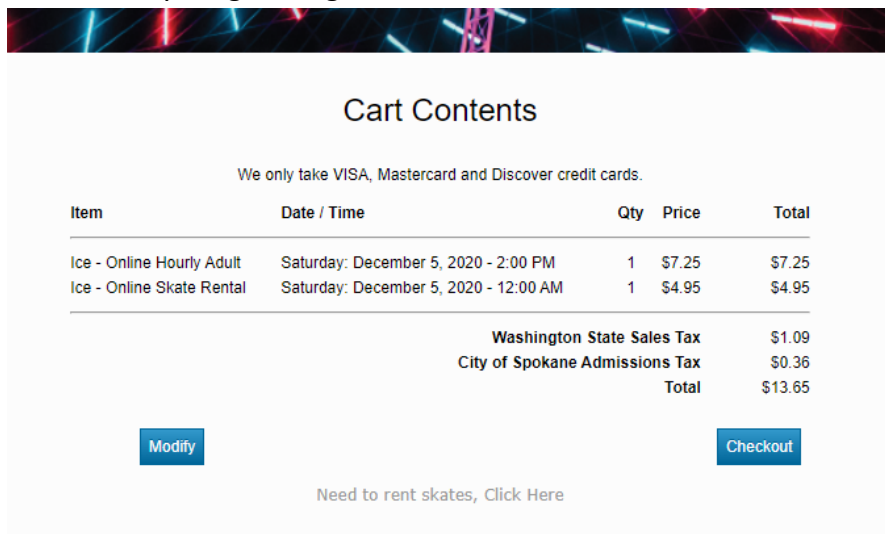
- Next, you’ll see a summary screen to confirm your upcoming purchase. If you’d like to add skate rental to your checkout, find the text along the bottom that reads “Need to rent skates, click here”. If you do not need to rent skates, click “Continue Checkout”.



- If you clicked “Need to rent skates” you’ll be taken here. Find “Ice – Online Skate Rental” for \$4.95 and add the quantity. Then click “Add items to cart”.



- You’ll be taken to an updated summary page for checkout that shows your admissions and skate rental. If everything looks good, click “Checkout”.



- You can sign in if you’re a returning guest, or continue without creating an account. Enter your contact information, billing information, and click “submit payment.”
- Bring your receipt with you to the Numerica Skate Ribbon (no need to print it, you can show it to us on your mobile device). Remember to arrive 15 minutes before your scheduled time to allow for skate rental pick up, and wear your mask and gloves! Thank you, we can’t wait to see you on the ice!

If you have trouble, please dial 311 Monday – Friday (outside the City, dial 509-755-2489) or 625-6600 on weekends.