



# FAQs

## General Enquiries

### What days are you open?

We're open from Monday 2nd December until Friday 20th December

### What are your opening times?

Our daily opening hours are 12pm to 11 pm with last orders at 10:30pm.

### What are the games?

Our thrilling alpine activities include Eisstock, a Bavarian curling game where players slide ice stocks towards a target, and Jingle Bowls, a festive twist on lawn bowls. Both games are typically played in two teams of five.

### Who can play?

Anyone & everyone, no experience necessary.

### How many people can play?

Each rink typically hosts 10 people split into two teams of 5. There are 12 rinks in total so we can accommodate up to 120 people on the rinks at any one time.

### How do the time slots work?

Every booking includes one hour of Eisstock and Jingle Bowls. Slots are usually on the half-hour starting at 12:30pm, with the last one at 9:30pm.

### Can I reserve a table or area?

Absolutely! All of our packages come with a reserved table or area for your group to enjoy.

### Do you allow walk-ins?

Yes, walk-ins are welcome for games or simply to enjoy food and drinks—depending on availability. To guarantee entry, we recommend booking in advance.

### Do you allow under 18's in the venue?

We are strictly an over 18's venue.

### Do you check for ID on arrival?

If you're lucky enough to look under 25, please bring your ID. We accept passports, driving licences and proof of age cards bearing the PASS hologram.

### Is there a dress code?

There's no set dress code, but festive attire is always encouraged!

### What shoes should I wear?

We recommend flat shoes for safety and ease when playing the games.

### Do you have a cloakroom?

Yes, we have a fully staffed cloakroom for coats and bags.

### What happens if it rains?

No need to worry! Our venue is fully indoors, housed in a heated marquee to keep you warm and dry whatever the weather.

### Are you an accessible venue?

Yes, we have full disabled access and facilities. Please let us know in advance if a member of your group requires specific assistance so we can reserve the right tables and rinks.

### Lost Property

If you've misplaced something at our event, email us at [events@wintersoftheworld.com](mailto:events@wintersoftheworld.com) with a description, and we'll do our best to reunite you with your belongings. Please note we cannot be held liable for any items left behind.

## Booking Queries

### What should I do if I am running late?

If you're running behind schedule, please contact us as soon as possible. We'll do our best to accommodate you, but during busy times, we can't guarantee availability.

### Do you offer exclusive hire?

Yes, for a more tailored experience, please get in touch with one of our Event Managers at [events@wintersoftheworld.com](mailto:events@wintersoftheworld.com).

### Can I open a bar tab?

Yes, bar tabs are available.

### Can I pay by cash?

We are a cashless venue. You can pay with any major credit cards, apple pay & google pay.

### Can I make changes to my booking?

Yes, depending on availability we will do our best to accommodate any changes. Please contact your event booker as soon as possible.

## Food & Drink

### How do the food & drink vouchers work?

If you've pre-booked a package, each guest will receive a ski pass loaded with food and drink vouchers, redeemable at all bars and food stalls.

### What food do you offer?

Every package includes a delightful selection of canapés. For the main event, we offer gourmet options from around the world: North American smash burgers, Japanese Donburi bowls, and French-style Steak Frites.

### How is the food served?

Canapés will be delivered to your reserved area after you arrive. For main courses, visit our food stands, place your order, and bring it back to your table or reserved area to enjoy.

### Can I pay for food & drink on the day?

Yes, you can pay by debit or credit card.

### Can I come for some food & drink and not play?

Absolutely, we would love for you to come and enjoy our food and drinks.

### Can I bring my own food and drinks?

We kindly ask that you don't bring food from outside into the venue. We have plenty of delicious options to choose from.

### Can we eat and play at the same time?

You can, but we recommend eating before or after your game to fully enjoy both experiences.

### Do you cater for specific dietary requirements?

Yes! Let us know your dietary needs in advance, and we'll ensure everyone is catered for. Don't forget to mention any allergies when placing your order.

## Getting Here

**Address:** Finsbury Square,  
London, EC2A 1RR

NB: It's Finsbury Square, NOT Finsbury Park!

Our entrance is located at the South East corner of the square.

### what3words location:

<https://what3words.com/fried.palace.nails>

### Nearest train & tube stations:

Moorgate: 6 minute walk

Liverpool Street: 7 minute walk

Old Street: 10 minute walk

Bank: 18 minute walk

### Parking:

There are parking locations nearby including an NCP Car Park below Finsbury Square.

We recommend looking this up prior to your event.