



ПРАВИЛА ПОСЕЩЕНИЯ МАССОВЫХ КАТАНИЙ НА «MEDEY» MYZ AIDYNY

10 Key Skating Rink Rules.

ATTENTION:

- Respect all Public Skating participants and do not jeopardize their life and health;
- Pay for all services at the box office or official website only;
- Carefully treat the property of the complex and rented equipment;
- Skate counterclockwise only;
- Leave your clothes and shoes at the cloak room;
- Medeu Kids ground is designed for children under 12 years old;
- Do not walk on your ice skates outside ice or rubber flooring.
- Do not go out on the ice with food and drinks;
- Do not go on the ice without skates;
- Do not practice aggressive skating. Professional elements of figure skating, skating with a bandy or monopod (“selfie stick”) is prohibited.

PLEASE DON'T:

- Bring and drink alcohol at Medeu Myz Aidyny skating rink;
- Come to the ice rink while intoxicated;
- Smoke outside the specially designated area;
- Be in the ice arena when ice is being prepared;
- Stay in the complex after the session is over;
- Skate with children in your arms, in the strollers or on sledges;
- Take skates and other rented equipment outside the complex.

For violation of the rules, the Administration has the right to request the violator to leave the territory of the Complex without reimbursing the cost of the services paid.

The administration of the Complex is not liable for any injuries sustained while skating.

If you need to temporarily leave the territory of Medeu Myz Aidyny during the session, you must obtain a stamp from the controller. You may not pass a stamped ticket to third parties.

Paid tickets and services are only valid for the date and session indicated on the ticket. Return and exchange of tickets and services is possible no later than one hour before the start of the session indicated on the ticket. When returning tickets and services paid, a commission of 10% of the total amount is deducted. Where it is impossible to conduct a public skating session, due to force majeure circumstances, the administration exchanges the purchased tickets and paid services for an available date at the client's choice.



PUBLIC SKATING AT MEDEY MYZ AIDYNY RULES

The purpose of these rules is to ensure order and safety when using the public skating services in the territory of Medeu Myz Aidyny.

1. GENERAL PROVISIONS

- Complex's visitor - a person who paid for an admission ticket at the ticket office or online, according to the established Rates (schedule, list and cost of the services offered can be found on information stands, as well as on the website www.____.kz).
- Medeu Myz Aidyny - a space that includes ticket offices, rental kiosks, technical facilities and equipment, stands, decoration elements, and ice arena.
- The visitor independently determines for him/herself the degree of safety of skating, makes a decision about skating, and bears the risk for adverse consequences for his/her health caused by visiting the Complex. A parent or guardian of a minor child independently determines the degree of skating safety, makes a decision about the child's skating and bears the risk for adverse health consequences caused by visiting the Complex.
- Entrance to the Complex is by tickets only. Entrance tickets and additional services (rental of skates, protective equipment, rental of auxiliary equipment, instructor services) are sold at the ticket office of Medeu Complex, on the official website - www.____.kz and partner sites.
- It is strictly forbidden to pay for any services outside the Medeu Myz Aidyny ticket offices, or official website - www.____.kz, and partner sites. The administration has the right to refuse to provide services paid for to third parties.
- Entrance to the Complex opens at the beginning of each session. In case of adverse weather conditions, the Administration reserves the right to delay the start of the session to properly prepare the infrastructure for visitors. In case of increased demand, ticket offices for the rink open in advance; however, the ticket barriers remain locked until the start of the session.
- It is recommended that children under 14 wear helmets, knee pads and elbow pads while in the ice arena.
- It is recommended for children under 12 to skate at Medeu Kids ground. Children's skating using Whale assistant outside the ground is not recommended for safety reasons.
- Save your ticket until the end of the skating session. The ticket has a list of all paid services. In order to get skates or an "assistant", use the instructor's services and other paid services, you must present a ticket with a bar code.
- To receive the skate rental service, it is necessary to present the paid ticket and a security deposit to the rental operator: an ID document or a cash deposit of KZT 5000 for each pair of skates. No more than 4 pairs of skates can be obtained per document.
- Before renting skates/equipment, the Visitor must inspect them. The fact that the visitor accepted the equipment confirms that the skates and equipment are in good technical condition and suitable for use.
- Upon termination of the use of the rental service, the Visitor must return the skates/equipment in the condition the skates/equipment were received by the Visitor, taking into account normal wear and tear.
- In case of loss or damage (return of rental equipment in a worse condition than it was accepted at the rental kiosk), the Visitor must compensate for property damage in the amount of the value of the lost/damaged equipment in accordance with the applicable Rates.
- Along with the skates at the ticket office, you get disposable socks.
- You can try ice skates on at the shoe changing area. The visitor has the right to exchange skates in a special window. Skates are only exchanged before entering the ice arena.
- It is recommended to leave your shoes at the cloak room on the first floor, and to leave outerwear at the cloak room on the second floor. The administration is not responsible for any personal items left in the dressing area or in the stands.
- Oversized bags can also be left at the outerwear cloak room. When receiving your items, the rental operator issues a token with a number, which will need to be returned in order to get your things back. We recommend that you keep valuables at the locker room.
- Visitors' "assistants" (auxiliary equipment) are issued at Medeu Kids ground, as well as in the southern curve when presenting a ticket. There is also a training point for instructors there.
- For safety reasons, visitors are required to leave the ice arena immediately after the end of the session. They must leave the territory of the Complex no later than thirty minutes after the end of the session.
- Also, visitors must leave the ice during the intermediate "dry" ice preparation, which is carried out in the middle of the session.
- By purchasing an entrance ticket, the visitor confirms acceptance of the rules for the complex.



2. SCHEDULE AND PRICES

The skating rink is open for visitors:

Athletes' Practices:

8:00 – 10:00

First Session 10:00 – 14:00

Ice Preparation

Second Session 15:00 – 19:00

Ice Preparation

Third Session 20:00 – 23:00

On week days:

Athlete's Practices:

9:00 – 11:00

Public Skating:

First Session 11:00 – 16:00

Ice Preparation

Second Session 18:00 – 23:00

* In between sessions, an intermediate "dry" ice preparation is performed

COST OF SERVICES:

Entrance ticket: KZT 1800/session

Special rate ticket (youth and student): KZT 900/session

Child ticket (7 to 14 years old): KZT 400/session

Ice Skates rental – KZT 1000/session

Rental of a set of protection gear – KZT1000/session

Rental of "assistant" – KZT 1000/hour

Instructor's services – KZT 4000/hour or KZT 2000/30 minutes

Skates sharpening: "hollow-ground" – KZT 1000 /pair

"flat-ground" – KZT 1500 /pair

Z-sharpening (double ditch) – KZT 2000 /pair

The administration distributes discounted and promotion tickets through the official website and partner sites.

The number of tickets is limited. Please follow our announcements.

- A special rate ticket, upon presentation of the relevant documents, can be purchased by: Group III invalids, pensioners, visitors aged 14 to 23 years.
- Free admission, upon presentation of the relevant documents, is granted to children under 7 years of age, pensioners, disabled people of groups I and II, children from orphanages, children from large families who are under age. Accompanying persons must pay the full cost of the admission ticket. To pass through the ticket barrier at a free rate, you must get a bar code at the ticket office.
- When purchasing a special rate ticket at the ticket office of the Complex, you must present documentary evidence to the cashier. A visitor with a special rate online ticket must present supporting documents to the controller.
- Children under 14 are only allowed to attend public skating accompanied by adults. However, an entrance ticket must be purchased, regardless of whether or not the accompanying person will participate in public skating or will wait in places for visitors. In this regard, a child ticket will not be sold at the ticket office without an adult ticket.
- Advance sale of tickets for any day and session is allowed.
- Ticket sales end 30 minutes before the end of the session.
- In case of reaching the maximum statutory filling of the Skating Rink (3,000 people at a time), the Administration has the right to suspend tickets sale in order to ensure safe skating of its Visitors.
- Employment in special agencies (Ministry of Internal Affairs, National Security Committee, Financial Police, Ministry of Defence, tax and other services) does not grant the right to public skating free of charge. In cases where an employee of special agencies insists on visiting Medeu Myz Aidyny for official needs, the administration of the complex has the right to record the data of such a visitor and inform their immediate superiors.



3. PUBLIC SKATING VISITORS HAVE THE RIGHT TO:

- Be in the ice arena during the paid-for time and session
- Bring and use your own skates, or rent skates and other equipment at the rental kiosk
- Contact the employees of the Complex for the necessary information
- Eat and drink beverages (excluding alcohol) in designated areas
- Be in the stands in designated areas
- Receive emergency primary health care, where necessary, at the first-aid post
- Leave outerwear, bags and other valuables at the cloak room, according to the rules and work hours of cloak rooms for an additional fee
- Leave shoes in a shoe room at an additional fee. Customers who use the skate rental service may leave their shoes at the shoe room free of charge.
- The administration reserves the right not to return things to the Visitor until the discovery of the tag, token or exit of the last Visitor. A fine of KZT 1000 is charged for the lost tag. Fine is paid at the ticket office of the Complex.

4. PUBLIC SKATING VISITORS MUST:

- Observe the Complex rules
- Be liable to third parties for any damage caused as a result of their own actions, violation of the Complex rules or out of negligence
- The visitor must return the skates/equipment immediately after the end of the session during which the skates/equipment were used
- In case of discovery of forgotten or lost property (clothing, money and other items) that are not their property, it must be handed over to an employee of the Complex
- In case of fire or ignition, or if any suspicious items are found that could be hazardous, immediately inform the administration representative, security service or those responsible for law enforcement and public safety at Medeu Myz Aidyny and follow their instructions
- Upon arrival at Medeu Myz Aidyny, determine your location according to the Evacuation Plan, establish the shortest route to emergency exits, act in case of a fire (accident) alarm in accordance with the evacuation scheme and instructions of the Complex workers
- Keep the ice arena and the waiting area clean and tidy
- Skate (without covers) only within the infrastructure equipped with special rubber and ice
- Skate in the ice track counterclockwise
- Avoid actions (sudden accelerations in a large crowd of people, dangerous proximity at high speeds, sharp turns and jumps that ruin the ice, abrupt deceleration, etc.) that spoil the ice cover and create a risk of injury to others.
- To ensure supervision over minors who came to public skating with them, to not leave them unattended
- Be respectful to other public skating participants, visitors, maintenance personnel, and other persons responsible for public order and safety
- Change clothes or put on skates only in specially designated places - in the fitting room at the rental point specially covered with a rubber coating
- To not leave outerwear and shoes unattended, but leave them at the cloak room

5. VISITORS MAY NOT:

- Hold children in their arms or put them on their shoulders, use strollers and sledges for the children to skate
- Play hockey and other games that interfere with the comfortable and safe recreation of visitors during mass skating in the ice arena
- Perform professional figure skating elements during public skating
- Carry out a professional training process on the ice during public skating
- Damage the inventory, skates and rolling equipment of the Complex
- Ruin the ice cover, punch, pick ice with ice skates or other objects
- Distribute goods, carry out promotions, conduct any commercial activities without coordination with the Administration of the Complex
- Bring and use flammable, explosive, pyrotechnic products, poisonous, odorous substances, alcoholic beverages, any type of weapon, piercing and cutting objects, psychotropic substances and narcotic drugs
- Smoke cigarettes (including electronic cigarettes), hookah and other tobacco products outside the specially designated area of the Complex
- Be on the territory of the Complex in a state of alcohol or drug intoxication
- Be in the ice arena during ice resurfacing
- Eat and drink in the ice arena
- Throw garbage or other objects on the ice, and also go out on the ice without skates
- Use sporting equipment on the ice arena, such as clubs, pucks, sleds, etc.
- Come to the territory of Medeu Muz Aidyny with animals.



6. RESPONSIBILITIES OF THE VISITORS:

- Visitor will be liable, including property liability, for any damage caused by their actions against other Visitors or the property of the Complex
- The conduct of the Visitor at the Skating Rink should not interfere with third parties, pose a threat to the safety of their life, health, or in any way limit their freedom. The Visitor shall be liable for the above actions under the current legislation of the Republic of Kazakhstan
- The visitor accompanying a child (children) is responsible for their life, health and safety, as well as for their actions and the child's (children)'s observance of generally accepted rules of conduct and these Rules.

7. RESPONSIBILITY OF THE SKATING RINK:

- To ensure safety of visitors to the Complex and safeguard of property in the Complex, video monitoring with recording is provided.
- The administration is not liable for the health of Visitors, accidents and injuries at Medeu Myz Aidyny, for the safeguard and integrity of the property of Visitors left on the territory of the Complex; for the safety of items left at the rental kiosks and unclaimed at the end of the skating session; for fake tickets and tickets purchased at unidentified places (other than at the ticket office of the Complex, and other than the official website - www.medey.info and partner sites); or for consequences arising in case of non-compliance with these Rules.
- Any complaints about ignorance of these Rules, in case of violation of the established Rules are not accepted, taking into account the information given at the www.medey.info website, as well as on information stands at the main entrances.
- In case of damage to the property of the Complex and/or loss, the Administration has the right to compensation for damage and/or loss from the perpetrators in accordance with the legislation of the Republic of Kazakhstan.

ENJOY YOURSELF!