

## **FAQ: Frequently asked questions**

### **Is there a price discount for children?**

No, there is no price discount for children that require a seat. Young children (up to approximately four years old), who are small and light enough to sit on a parent's lap for approximately 2 ¾ hours, and therefore do not need a seat, do not require a ticket

### **May photographs or film may be taken during the show?**

Yes, mobile phones or small cameras, may be used but without flash photography, and as long as no other spectators are disturbed as a result. Photo and film cameras with replaceable and objective lenses or professional audio recording devices may not be brought along and/or used by spectators. This type of equipment requires a media accreditation.

### **Where may I purchase a wheelchair seat?**

Wheelchair seats may be purchased/reserved at Ticketcorner. Telephone: 0900 800 800 (CHF 1.19/per Swiss landline minute).

### **Are group discounts available?**

Group tickets may only be ordered at the following telephone number: 044 315 40 20. Group discounts amount to CHF 10.-/ticket (starting with 20 people). Ticketcorner does not sell group tickets.

### **How warm does it get in the ice skating halls?**

Zurich: The temperature in the Hallenstadion is approximately 18-20 degrees. Depending on the seat, those located higher up may be warmer in which case one may remove one's jacket or sweater.

Lausanne: The hall is heated as much as possible. However, we do recommend dressing warmly for the Patinoire de Malley 2.0 and to dress warmly and even bring a blanket for very cold or windy weather.

Davos: The temperature in the Ice Hall in Davos is much more pleasant than the temperature outside. Any clothing you may wear outside in Davos should more than suffice for the inside of the hall.

Basel: The hall is heated and a jacket isn't necessary.

### **How long does the show last?**

The show lasts around two hours and 45 minutes, including a break of approximately 20 minutes.

### **How loud is the music during the show?**

The music gets loud, but is maintained within the permissible limits (93 decibels). As per guidelines, earplugs are available free of charge.

### **Are snacks available in the Hallenstadion, in the Patinoire de Malley 2.0, the Vaillant Arena and the St. Jakobshall?**

Yes, all of the halls have snack stands with food and drinks, If you wish to eat before or after the show in one of the restaurants in the areas, we strongly suggest making a reservation in a local near the hall. The hall restaurants in Zurich and Davos are occupied by the organizers.

## **May one smoke in the ice skating halls?**

No, all of the halls are smoke free. With the exception of the Hallenstadion in Zurich where there is a small smoker's lounge in the foyer, which opens after the show break.

## **How do I get from the main train station in Zurich to the Hallenstadion?**

S-Bahn-trains S2, S5, S6, S7, S8, S14 or S16 till Bahnhof (train station Zurich-Oerlikon (7 min). Then take the tram, Line 11, till the "Messe Hallenstadion" (5 min.), or on foot till the Hallenstadion (10 min.). Discounted RailAway combo offers to Zurich-Oerlikon are available from the train station, online under [www.sbb.ch/artonice](http://www.sbb.ch/artonice) or by contacting Rail Service 0900 300 300 (CHF 1.19/min. from Swiss fixed line).

## **What is the best way to use the train to get from the Zug main train station to the Patinoire de Malley 2.0?**

Use the train to get to Prilly-Malley: 2 min. from the hall. Discounted RailAway combo offers are available from the train station, online under [www.sbb.ch/artonice](http://www.sbb.ch/artonice) or by contacting Rail Service 0900 300 300 (CHF 1.19/min. from Swiss fixed line).

## **How do I get to Davos by train?**

Use the RhB via Landquart direction Davos Platz. Train connections can be found at [www.rhb.ch](http://www.rhb.ch).

## **How do I get from the main train station Basel to the St. Jakobshall?**

### **Is it possible to park near the ice skating halls?**

Yes, there are public parking garages and there is public parking in Zurich, Lausanne, Davos and Basel.

Zurich: <http://www.plszh.ch/parkhaus/messe.jsp?pid=messe>

Lausanne: The parking situation in Lausanne (signaled) is more complex. They are not located near the hall and traffic jams are a certainty. We recommend using public transportation, Bahnhof (Prilly-Malley) which is close to the hall. Another option is to organize leaving early enough. Davos: Parking is available near the Parsennbahn (bus direction Davos Platz), near the Jakobshornbahn (5 min. on foot) and near the Parkhaus Silvretta (5 min. on foot).

Basel: You will find several public parking garages. The public garage St. Jakob is open 365 days and 24 hours.

### **Are there extra trains available?**

There are extra trains in Zurich and Lausanne. Extra trains are organized for Art on Ice in Davos which you can use following the show to go to Landquart and/or Chur. Further information is available at [www.rhb.ch](http://www.rhb.ch).