

Glide at Battersea Power Station
2026/2027 (the “Event”)
Terms and Conditions (the “Terms”)
GENERAL TERMS

1. The Event, held at Battersea Power Station, London (“**Site**”) is owned by Battersea Power Station Development Company Limited (“**BPSDC**”), a company incorporated in England and Wales with company number 08150687 and registered office address at 1 Village Courtyard, Circus West Village, Battersea, London, United Kingdom, SW11 8AH. The Event is operated on behalf of BPSDC by P W R Events Limited (“**PWR**”), a company incorporated in England and Wales with company number 03827071 and with registered office at 1 More London Place, London, England, SE1 2AF.
2. We set out below the Terms and Conditions (“**Terms**”) that shall apply to:
 - a. your entry to the Event; and
 - b. any purchase of Tickets (as set out below).
3. Notwithstanding the means by which a visitor attends the Event, the Entry Conditions as set out below apply to **all visitors** attending the Event.
4. The Terms relating to Tickets shall apply as set out below (save as may be varied by any Ticket Terms and Conditions, if applicable).
5. Furthermore, on entry to the Event you agree to accept and abide by any venue rules of Battersea Power Station and any other regulations provided on entry to the Site.
6. **Admission into the Event is at all times subject to these Terms and the terms, conditions and rules of Battersea Power Station and the latest rules and guidance issued by the UK government and the Local Authority. If you breach any of these Terms and/or any such terms, conditions and/or rules then we may refuse admission or require you and/or other ticket holders to leave the Site.**
7. By attending the Event, all visitors, and, in respect of any visitor under the age of 18, their parent or legal guardian on that visitor's behalf, acknowledge that ice skating is inherently risky and hazardous. Each visitor (or, where applicable, their parent or legal guardian) voluntarily and knowingly assumes all such risks in connection with their participation, to the fullest extent permitted by law. Nothing in this acknowledgment excludes or limits any liability that cannot lawfully be excluded or limited, including liability for death or personal injury caused by the negligence of the Event organiser, its employees, or agents.
8. We respect your Personal Data and shall deal with it in accordance with our [Privacy Policy](#) and applicable UK Data Protection legislation in place from time to time. In particular, you may be recorded or photographed while at the Event as described in more detail in the section called “Photography and Filming” below. PWR uses a third-party ticketing agent (see clause 20 below) and your personal data will be subject to the privacy policy of our third-party ticketing agent.

ENTRY CONDITIONS
Event Tickets and Admission

9. A valid entry ticket ("Event Ticket") entitles the holder to attend the Event on the date and at the times stated on the Event Ticket. There shall be no admittance to the Event without a valid Event Ticket. You must retain your Event Ticket on your person at all times during the Event.
10. All attendees of the Event agree to be bound by these Terms, those as detailed on any Ticket (as applicable), any Ticketing Terms and Conditions (below as applicable), and such other terms as are drawn to the attention of visitors by PWR.
11. It is the Event Ticket holder's responsibility to check his or her Event Ticket(s), as mistakes cannot always be rectified and PWR shall not be responsible for any incorrect Event Tickets.
12. We would advise all attendees to arrive 40 minutes prior to their session's start time.
13. Event Tickets may not be used as prizes in competitions, "give-aways" or a lottery without the prior written consent of PWR in its sole discretion.
14. **Event Tickets must not be resold, exchanged, transferred, altered or defaced.** Any such action shall render the Event Ticket(s) void (and any individual with such an Event Ticket may be refused entry or removed from the Event in PWR's sole discretion).
15. On entry to the Event all visitors agree to accept and abide by any Site rules (as may be updated from time to time) and any other regulations from time to time provided on entry to the Site.
16. You must produce a valid Ticket to gain entry to the Event and you must produce that Ticket for inspection upon request at any time. Failure to produce a Ticket when requested in such circumstances may result in you being removed from the Event. Free of Charge Tickets will be offered to the personal assistants of customers with access requirements (see clause 75).
17. Tickets are available for purchase online and onsite at the box office and prices may vary between those purchased online and onsite, as onsite prices may be subject to an increase in price.
18. A valid Ticket entitles the holder to attend the Event on the relevant date and at the relevant time(s) as stated on the Ticket. It is your responsibility to check your Ticket(s) and to ascertain the date and the time of your access to the Event. No refunds or exchanges will be given for late arrival which results in customers not receiving a full session. Late arrivals will be allowed access at the discretion of the operator.
19. If an error is made in the price of any Tickets ordered by you, you will be notified by us as soon as possible and we will give you the option to either (a) reconfirm your Ticket order at the correct price; or (b) cancel your Ticket and receive a full refund from us.

All Tickets

20. Please read the ticketing agent's conditions carefully which can be found at <https://www.universe.com/terms#EU> ("**Ticket Terms and Conditions**") prior to purchase and raise any queries with the ticketing agent or PWR prior to purchase. Purchase or possession of a Ticket constitutes acceptance of the Ticket Terms and Conditions and these Terms.

21. All Tickets are sold subject to these Terms, the Ticket Terms and Conditions (for Tickets purchased online) and any other rules and regulations referred to herein or that may be applicable to the Event or Site at any time. It is your responsibility to check that you and your guests are permitted to attend the Event and have the appropriate Ticket(s). Do not buy Tickets or goods from unlawful sources. There is no guarantee of Tickets' validity for entry unless purchased from the official ticketing website (either online or onsite) for the Event. PWR reserves the right to refuse entry to the Event or reject anyone from the same who is found with Tickets obtained in breach of either the Terms or the Ticket Terms and Conditions. PWR reserves the right to not accept and destroy any Tickets that are found to be in breach of the Terms.
22. **Ticket sales are final. Unless otherwise stated herein (or in any Ticket Terms and Conditions), Tickets will not be cancelled, refunded or exchanged once you have purchased a Ticket other than as set out in these Terms.**
23. **Without prejudice to clauses 30 to 34 below and any Ticket Terms and Conditions (if applicable), Tickets are non-transferable and must not be sold, offered for sale, made available, transferred or otherwise disposed of, save as set out herein, and we reserve the right to cancel without refund or compensation any such Tickets. Tickets are issued subject to PWR's right to alter or vary the Event due to events or circumstances beyond its reasonable control. Where any such alteration results in the cancellation or closure of a booked session, clause 32 shall apply.**
24. **Any Ticket offered for sale, sold, transferred, used or disposed of in breach of clause 23 may be cancelled and any person(s) seeking to use the Ticket(s) may be refused admission to or be evicted from the Event.**
25. **Tickets are issued subject to, and these Terms incorporate, the rules and regulations of Battersea Power Station, and shall remain the property of PWR who hereby reserves the right to recall any Ticket at any time.**
26. **PWR reserves the right to refuse admission to the Event to anyone who does not have a valid Event Ticket (including those which appear to be counterfeit or which have been altered and/or defaced).**
27. We are not responsible or liable for any Tickets that are lost or stolen, and to amend or deface any Ticket will render it void.
28. A child Ticket is for those aged 3-12. Children under the age of 3 are not permitted on the Ice Rink. No child aged 12 or under (a "child") will be admitted to the Event unless they are accompanied by a person aged 16 years or over (a "Responsible Person") and such child or children whilst at the Event must remain accompanied and under the supervision of such Responsible Person at all times, including on the ice. Anyone aged between 13-15 must be accompanied by a Responsible Person whilst at the Event, including on entry; the Responsible Person is not required to accompany them on the ice. PWR reserves the right to determine the ratio of Responsible Persons in relation to children required for adequate supervision.
29. Tickets may not be used for any advertising, competitions, contests, sweepstakes, promotions, or used, sold or given away in conjunction with other products or services (e.g. as part of a travel or hospitality package) without the express written permission of PWR in advance. Failure to comply with the

foregoing may result in the cancellation of the Ticket without any refund or compensation and/or the Ticket holder being refused entry or removed from the Event.

Ticket Refunds, Reschedule and Cancellation

30. Your purchase of Tickets is subject to our right to close or change the programme and/or the Event's operating hours. Where this affects a booked session, clauses 31 and 32 below shall apply.
31. PWR in its absolute discretion reserves the right at any time to close all or any part of the Event, or to restrict the number of persons having access to the Event, due to capacity, inclement weather, or special events to ensure safety, security and/or order, or if PWR reasonably considers the circumstances so require. Where this results in the cancellation or closure of a booked session, you will be entitled to a refund in accordance with clause 32 below.
32. If the Event (including any day or session) is cancelled or closed in its entirety for any reason (including inclement weather), we will use our reasonable endeavours to notify Ticket holders as soon as possible and you will be entitled to a full refund of the price paid for the affected Tickets, including any booking fees.
33. Tickets are reschedulable up to 1 week in advance of the booked date. Customers will need to pay for any difference in ticket price plus an exchange fee of £3 per person.
34. You are solely responsible for any travel and accommodation arrangements for the Event. PWR and BPSDC (and their affiliates, contractors, servants or agents) shall not be liable for any travel, accommodation or other expenses arising from the postponement, cancellation, abandonment or curtailment of the Event, save where caused by the breach of these Terms or negligence of PWR or BPSDC. This clause does not affect your right to a refund under clause 32.

Tickets from third party agents

35. These Terms shall apply in their entirety save as varied by any Ticket Terms and Conditions (including, without limitation, in relation to refunds and/or cancellation).
36. Under no circumstances shall PWR or BPSDC be responsible or liable for any mistakes or losses in relation to any Tickets purchased through an authorised agent. Please refer directly to the ticket agent where you purchased your Tickets with any ticketing issues or enquiries, including in relation to any refunds/exchange.
37. Any Tickets bought from unauthorised agents or third parties are not valid and admission/use will not be permitted.

Event Security and Prohibited Items

38. The safety and comfort of all visitors is a priority. The Event has a robust security management plan. If you see something suspicious, or something that does not feel right, please report it to a member of our security team.
39. We strongly advise not bringing large bags or luggage to the Event as we may not be able to accommodate these. We advise only bringing a handbag or small rucksack. We ask all guests to be vigilant and not to leave bags and belongings

unattended at any time. Any unattended item may be disposed of in line with our security protocols.

40. Please contact a steward immediately if you have any concerns or problems at the Event. It may not be possible to resolve unreported issues after the Event.
41. **Prohibited Items.** The following articles **MUST NOT** be brought into the Event:
 1. Knives
 2. Work Tools
 3. Fireworks
 4. Smoke canisters
 5. Air-horns
 6. Spray Cans
 7. Chinese Lanterns
 8. Handheld Communication Devices (such as radios)
 9. High Visibility Clothing
 10. Skateboards, Scooters, or Bikes
 11. Flares
 12. Weapons (or any article that might be used as a weapon and/or compromise public safety)
 13. Dangerous or hazardous items
 14. Laser devices
 15. Bottles / glass vessels / cans – even if wrapped up as a present for a later time
 16. Your own alcohol – even if wrapped up as a present for a later time
 17. CS gas; poles
 18. Drones, selfie sticks; and/or professional filming/photography equipment
 19. Open bottles of drink/liquid (unopened and sealed bottles of water will be accepted, as will empty reusable cups and bottles)
 20. Illegal drugs and/or Drug Paraphernalia
 21. Nitrous Oxide
 22. E-cigarettes and vapes
 23. Chairs/Stools
 24. Banners/Flags
 25. Animals (other than dogs)
42. Unauthorised professional photography equipment, and any other items which we consider to be unsafe or to pose a risk to public safety and/or security, must not be brought into the Event. Whether equipment is considered professional shall be at the discretion of the security team.
43. Any person in possession of any item set out at clauses 41 and 42 (above) will be refused entry to the Event or will have such items confiscated and destroyed. Any article that might be used as a weapon, be deemed to be offensive or abusive, or compromise public safety, will be confiscated and/or reported to the police.
44. In order to facilitate the security, safety and comfort of all patrons, PWR and Battersea Power Station reserve the right in their reasonable discretion to conduct security searches of persons, clothing, bags and all other items on entry and exit to the Event and/or an attraction or ride, to confiscate items which

may cause danger or disruption to the Event or other patrons or are in breach of these Terms and/or to refuse admission.

45. Use of illegal substances is strictly prohibited at the Event.
46. Visitors may be refused admission or ejected from the Event and the Site if, in the opinion of PWR and/or BPSDC, the visitor is a risk to the safety of any patron and/or may affect the enjoyment of other patrons and/or the running of the Event or may cause damage, nuisance or injury. Examples include being (or appearing to be) drunk, incapable, intoxicated or under the influence of illegal drugs, under-age (where relevant), abusive, threatening, behaving anti-socially, carrying offensive weapons or illegal substances, committing a criminal offence, declining to be searched or are in breach of any of these Terms or the terms and conditions of BPSDC. PWR reserves the right to refuse entry or evict all members of any group of persons where that group is behaving in accordance with the foregoing.
47. Commercial, promotional and trading activities are not permitted at the Event without express prior written permission of PWR. Please note that PWR will charge a fee for any commercial activity (including filming, photography and recording as per below) at the Event.
48. In the event of an emergency, visitors must follow instructions and directions from stewards, staff and other officials.

Photography and Filming

49. Please note that CCTV and film cameras may be present within Battersea Power Station and at the Event. Photography and filming, including for social media and marketing purposes, takes place at the Event. Ticket holders and attendees acknowledge that they may appear, including incidentally, in images or recordings made by or on behalf of BPSDC and/or PWR, which may be used for promotional purposes. Such images and recordings are processed on the basis of legitimate interests in accordance with our Privacy Policy. Requests for the removal of a published image may be sent to info@glidebatterseapowerstation.co.uk. All rights in images and recordings made by or on behalf of BPSDC or PWR vest with BPSDC.
50. Photography and filming while on site is only allowed for the personal, non-profit making use of amateurs. Commercial or editorial photography is prohibited without prior permission from PWR and/or BPSDC. Accreditation must be requested from our press office in advance. Amateur photography groups must also request accreditation in advance of arriving on site.
51. A person may be denied entry to or removed from the Event if they are found in possession of any equipment capable of taking photographs, making films, sound recordings or broadcasts; or if he or she takes any photograph, makes a film, sound recording or broadcast of anything occurring inside the Event for commercial gain (unless approved in accordance with clause 47).
52. A person may enter the Event with equipment referred to in clause 51 above where it is integrated into electronic communications apparatus designed for personal private use (such as a mobile telephone) and/or a personal stills camera, but the person may still be removed in accordance with clause 51 above if they attempt to use this device for commercial gain.

Alcohol

53. When purchasing alcohol at the Event, if you appear to be under the age of 25 you may be asked for valid identification that you are aged 18 or over. If you attend a special event, where alcohol is served you may be asked to provide proof of age on arrival at the Event.
54. Alcohol is not permitted to be taken into the Event and any alcoholic drinks purchased on site must be consumed before leaving. Bag searches will be in operation.
55. PWR reserves the right to refuse alcohol to any attendee who, in PWR's or any Event staff's absolute discretion, is unreasonably intoxicated and/or is behaving in an unacceptable manner.
56. Climbing or standing upon tables, chairs, benches, fences, barriers, trees, shrubbery, walls, safety fences, rock arrangements, ride structures, exhibits, buildings or anything similar is strictly prohibited.

Ice Skating

57. Smoking, eating and drinking are prohibited on the ice rink located at the Event venue ("Ice Rink") for health and safety reasons.
58. Dogs are not permitted on the Ice Rink.
59. The use of photographic and recording equipment or mobile phones is prohibited on the Ice Rink for health and safety reasons.
60. The ticket holder has a right only to a session of the value corresponding to that stated on the ticket.
61. Each session is normally 45 minutes long. Ticket holders will not be permitted to continue skating once their allocated session is over. PWR has the right to cancel or end a session at any time for health and safety reasons.
62. Skate hire is included in the Ticket price. Skaters may use their own skates; however, no reduction in the Ticket price will be given.
63. Helmets are not provided. Skaters may wear their own helmet.
64. Skating aids are available for hire, subject to availability and an additional charge.
65. Glide Unlimited Season Pass allows entry to any weekday or weekend session. One pass can only be used once per session. The Season Pass is valid for the duration of the Event, excluding Christmas Day and any private events. Pre-booking is not required.
66. Glide Unlimited Season Pass ticket is subject to the ice rink availability, and entry to the ice rink is at the discretion of the Duty Management team.
67. The Season Pass is personal to the named holder and is non-transferable. PWR may require Season Pass holders to provide photo identification on entry. Season Passes are non-refundable, save as set out in these Terms.
68. All patrons skate at their own risk and PWR shall not be liable for any harm, loss or damage suffered by any patron other than death or personal injury arising directly from PWR's gross negligence.
69. Participating in ice skating carries an inherent risk and is undertaken at the skater's own risk. Anyone with any medical conditions, serious previous injuries, recently broken bones, knee or joint problems, head injuries, pregnancy, mobility problems, or taking prescribed drugs, should carefully consider whether it is safe for them to participate without endangering themselves or others whilst ice skating.

- 70. All bags are prohibited on the Ice Rink for health and safety reasons. Cloakroom facilities or lockers will be available for use subject to a fee.
- 71. Skaters must follow the instructions of the marshals at all times.
- 72. The Ice Skating Manager reserves the right to remove those deemed a risk to the safety of others.
- 73. Please bring suitable outdoor clothing as the ice skating is outdoors and the Ice Rink operates in all weather conditions. No refunds will be given where the Ice Rink remains open in inclement weather. Where PWR closes the Ice Rink due to inclement weather, clause 32 shall apply.

Accessibility

- 74. Wheelchairs and mobility scooters (switched off) are permitted on the Ice Rink. Accessible sessions with reduced capacity, sound and lighting are available.
- 75. A free of charge Ticket is available for the personal assistant of a customer with access requirements, subject to the provision of supporting documentation. Personal assistant Tickets must be booked at the same time as the customer's Ticket. Documentation will be requested by PWR's ticketing agent following an online booking, or on site for bookings made at the box office. Acceptable documentation includes a DLA, PIP or Adult Disability Payment entitlement letter, an Attendance Allowance letter, evidence of registration as severely sight impaired, a CredAbility Access Card (with +1 icon), a recognised Assistance Dog ID card or a valid Blue Badge.

General

- 76. The Event is an outdoor winter event and visitors are advised to wear appropriate clothing and footwear at all times.
- 77. You must wear suitable skate wear whilst on the ice.
- 78. You must comply with any and all instructions given to you by PWR and/or all Event stewards and staff and with all site/venue regulations. PWR reserves the right to restrict access to parts of the site/venue.
- 79. Entry to the Event is entirely at your own risk and PWR will not be liable for any distress, inconvenience or anxiety caused during the course of your visit.
- 80. Each visitor is responsible for his/her own personal property brought into the site.
- 81. You agree that neither PWR nor BPSDC will be liable for any loss, injury or damage to any person (including yourself) or property however caused (including by PWR, BPSDC or any Event staff): (a) in any circumstances where there is no breach of a legal duty of care owed by PWR and/or BPSDC; (b) in circumstances where such loss or damage is not a reasonably foreseeable result of any such breach (save for death or personal injury resulting from PWR's, BPSDC's, or either of their respective servants' or agents' negligence); or (c) to the extent that any increase in any loss or damage results from breach by you of any of the Terms.
- 82. Nothing in these Terms seeks to exclude PWR or BPSDC liability for death or personal injury caused by their respective negligence, fraud or other type of liability which cannot be excluded or limited by law (including without limitation fraud or fraudulent misrepresentation).

83. To the fullest extent permissible in law, PWR shall be entitled to assign all and any of its rights and obligations under the Terms, provided that your rights are not adversely affected.
84. If any provision of the Terms is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision(s) and remainder of the Terms valid or enforceable.
85. If PWR delays or fails to enforce any of the Terms it shall not mean that PWR has waived its right to do so.
86. Any person, other than Battersea Power Station who is not a party to the Terms, shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Terms.
87. Nothing in the Terms and no action taken by you or PWR under the Terms shall create, or be deemed to create, a partnership, joint venture or establish a relationship of principal and agent or any other fiduciary relationship between you and PWR.
88. You and PWR both agree that it has not entered into the Terms in reliance of, and shall have no remedy in respect of, any statement, representation, covenant, warranty, undertaking or indemnity by any person other than as expressly set out in the Terms. Nothing in this clause shall operate to limit or exclude any liability for fraud.
89. The Terms do not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens Advice or the Department for Business and Trade.
90. For the purposes of the Terms, "Force Majeure" means any cause beyond PWR's and/or BPSDC's control including, without limitation, act of God, war, insurrection, riot, civil disturbances, acts of terrorism, fire, explosion, flood, subsidence, lightning, earthquake or other natural disaster, weather of exceptional severity, epidemic, pandemic, disease, royal mourning, national mourning, theft of essential equipment, malicious damage, strike, lock out, third party injunction, national defence requirements, acts or regulations of national or local governments. Neither PWR nor BPSDC will be liable to you for failure to perform any obligation under the Terms to the extent that the failure is caused by Force Majeure.
91. PWR reserves the right to change these Terms from time to time.
92. The Terms (including the Ticket Terms and Conditions and any other applicable terms and conditions from BPSDC) constitute the entire agreement between the parties in connection to the subject matter of the Terms and supersede any previous terms and conditions, agreement or arrangement between you and PWR relating to the subject matter of the Terms. However, nothing in the Terms shall purport to exclude liability for fraud or fraudulent misrepresentation. The Terms cannot be varied or amended in any respect (unless agreed between you and PWR in writing).
93. These Terms shall be governed by English law and the parties agree to submit to the jurisdiction of the courts of England and Wales. If you live in Scotland you can bring legal proceedings in either the Scottish or the courts of England and

Wales. If you live in Northern Ireland, you can bring legal proceedings in either the Northern Irish or the courts of England and Wales.

94. P W R Events Limited is registered in England and Wales with company number 03827071 at 1 More London Place, London, England, SE1 2AF. You can also contact us by sending an email to info@glidebatterseapowerstation.co.uk