

**Dundonald International**

***Ice Bowl***

**[www.theicebowl.com](http://www.theicebowl.com)**

## **Before You Visit Guide**



## Introduction

We recognise that Dundonald International Ice Bowl can be a stressful environment for some of our customers. This is especially the case for people with Autism.

We want to make sure that our customers have the most enjoyable experience as possible. We have created a guide that can also be used as a tool to help you prepare the child or young person you are visiting Dundonald International Ice Bowl with.

Please contact the Sales and Bookings Team on 028 90809123 / 90809129 or email [icebowl@lisburncastlereagh.gov.uk](mailto:icebowl@lisburncastlereagh.gov.uk) for further information on what we can offer to improve your visit.

## Going to Dundonald International Ice Bowl



You are going to Dundonald International Ice Bowl because you are going to go:

- ☐ Ice Skating
- ☐ Tenpin Bowling
- ☐ Play in Indiana Land

Who will be going to the Ice Bowl with you?

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There are lots of ways that you can get to the Ice Bowl

## By Bus

You will get off the bus outside Dundonald International Ice Bowl.

The bus may look like this:



## By Taxi

You will get out of a taxi outside Dundonald International Ice Bowl.

The Taxi may look like this:



## By Car

You will be parking in an outdoor car park

This is what our car park looks like:



Make sure you use our zebra crossings to cross the road safely, and always look both ways before walking across the road.

## Inside Dundonald International Ice Bowl

You will walk through our entrance to get to the Main Reception.

This is what our entrance looks like inside:

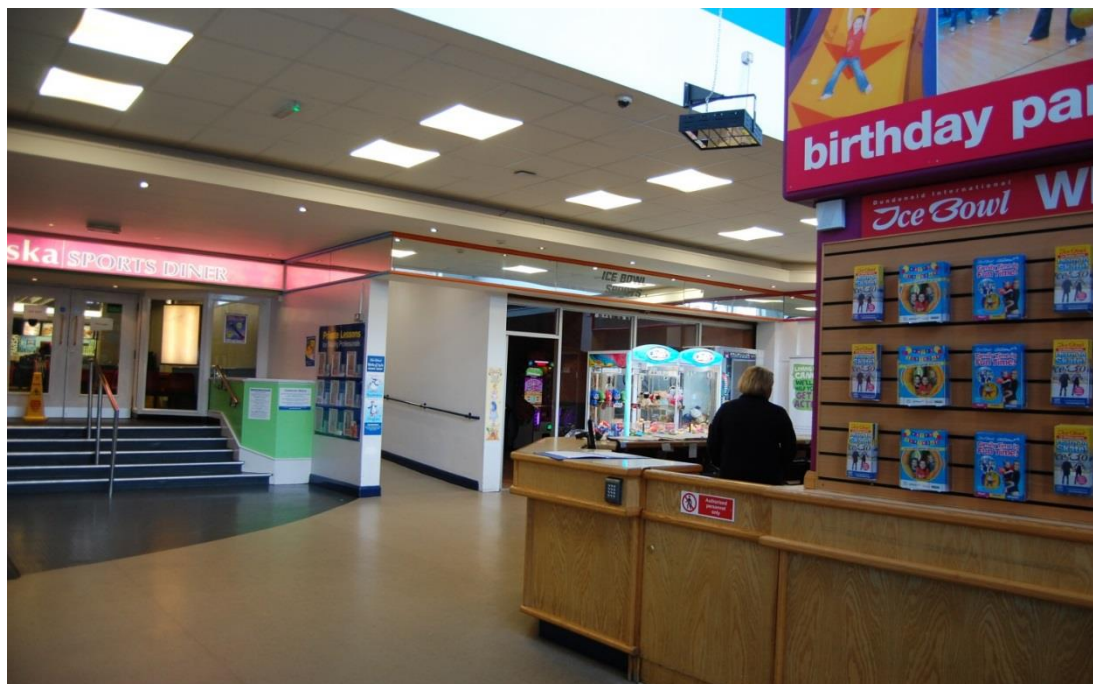


## Main Reception

Our Main Reception can be a busy place with lots of people around so you will stay close to \_\_\_\_\_

while you queue to pay for your activity.

You can use your \_\_\_\_\_ to help you to stay calm.



If the centre is very busy and there is a long queue we will open a separate queue especially for you. Look out for our ASD fast track sign at main reception.



## Our Staff

If you need any help you can always talk to a member of staff. They will be happy to help you with whatever you need.

This is what our staff look like in uniform:



# Which activity are you going to do?

## Play in Indiana Land

Indiana Land is great fun!

You need to queue at Indiana Land Reception to leave your shoes off and get your tickets before playing.

This is what Indiana Land Reception looks like:

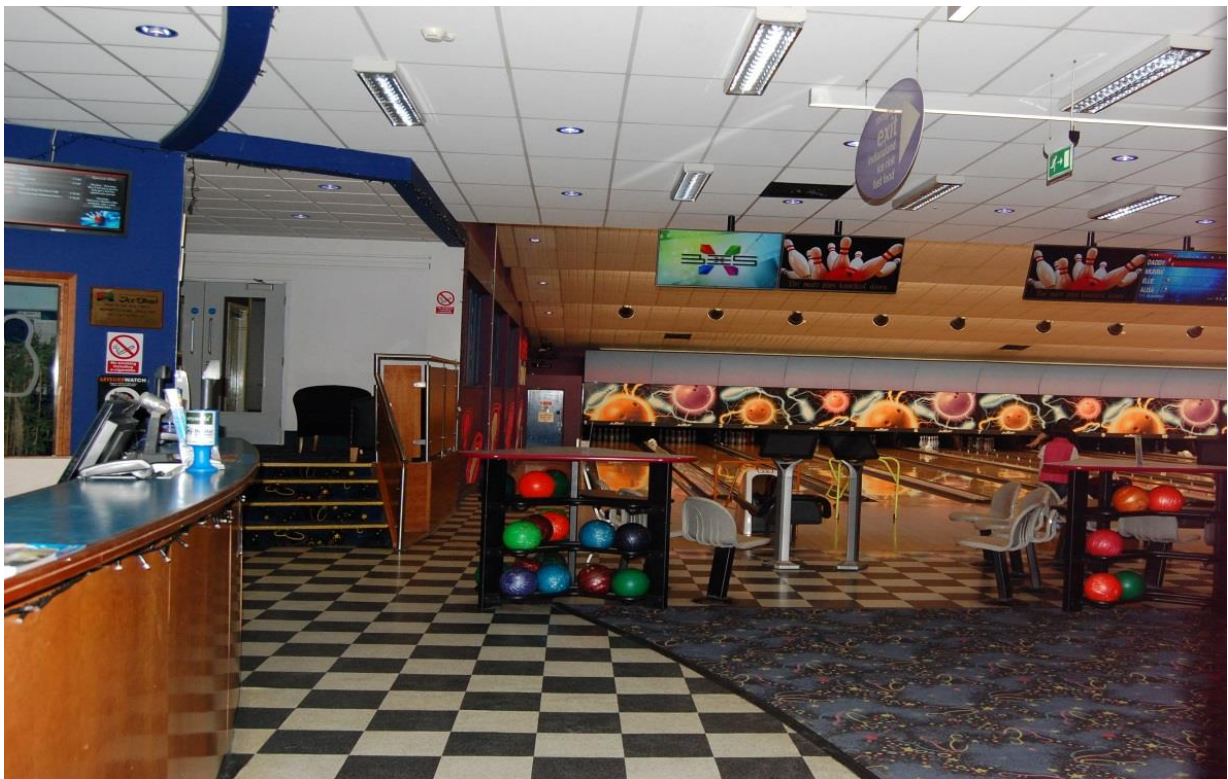


# Tenpin Bowling

Tenpin Bowling is very enjoyable!

You need to queue at the Bowling Centre Reception to get your lane turned on.

This is what the Bowling Centre Reception looks like:



Some of the bowling balls are very heavy depending on what colour they are. Make sure you don't lift one that's too heavy! Ask for help if you don't know what colour to lift.

Ear defenders are available to borrow if you need them or have forgotten your own, sometimes it can be very noisy when all the bowling pins are being knocked down!

## Ice Skating

Ice Skating is fantastic fun! There will be colourful lights and music playing to make your time on the ice more exciting. If it gets too noisy for you, ear defenders are available to borrow.

If you don't feel confident on the ice we have Penguin and Snowmen skating aids available to help you as long as you are under 1.5m tall! A member of staff will be happy to help you get one but sometimes you may have to wait until one becomes available.



Here is a map of Dundonald International Ice Bowl, to help you find your way around.



## What if I need help?

Make sure you always stay close to whoever you came with and tell them if you are worried or have any questions.

If you are lost or need help, make sure you ask a member of staff, they are always happy to assist you!

You can also visit our **Sensory Room** if you need a quiet place to go. It is really calming with lots to see and do. It is located in Indiana Land. You must ask a member of staff to take you here and unlock the door for you!



**ENJOY YOUR VISIT TO DUNDONALD INTERNATIONAL ICE BOWL!**