

## Ice Rink Installation Purchasers Guide

Congratulations on the purchase of your new Ice Rink from Backyard Adventures. We thank you for choosing our Ice Rink for you and your children. At Backyard Adventures we are committed to providing you with the highest level of customer service and the best Ice Rink products in the world. Our knowledgeable sales representatives and certified installation teams are dedicated to customer satisfaction. We have prepared this purchasers guide to help you prepare for the installation of your Ice Rink. Please read through this guide carefully so that we may answer any questions you may have about the installation of your Ice Rink. From all of us here at Backyard Adventures, thank you for choosing The World's Finest Ice Rinks.

**\*\*Trenching fee's** are paid day of Installation. Trenching fee \$75/hr. Call Lee at 774-696-7612 credit cards are preferred payment MC or Visa

**\*\*Return fees** are paid before you receive your new Installation date. Return fee \$200

**\*\*Balance** on your Ice Rink is paid morning of the Installation; we will charge your card on file.

### Preparing for the Installation of Your Ice Rink

Ground conditions and adequate space are absolutely essential for proper installation and are the **RESPONSIBILITY OF THE HOMEOWNER**. The following are some helpful guidelines to aid you in assessing your ground space and some necessary steps to allow the install team to properly install your Ice Rink. If these guidelines are not followed your install date may be postponed and/or additional charges may apply. If you believe there may be a problem with the area in your yard, please discuss with your salesperson or a member of the install team BEFORE DELIVERY.

Any Ice Rink MUST sit on flat, level ground. The dimensions of your Ice Rink can be found on your sales order, or can be obtained from your salesperson. The install team DOES NOT "dig out" or "level off" areas in order to install Ice Rinks. Leveling is your responsibility and must be done BEFORE we arrive. Slopes in the area must be minimal. The installation price includes slopes 10" or less. When slope is more than 10" you will need to consult with you salesperson for: rebar, extra brackets and board supports. If your slope is more than 10" off level it is not safe to build your Rink without additional support systems or Leveling the area. Digging to install Ice Rink properly will result in Leveling fee. Large pieces of rock will NOT be dug out to level your Ice Rink. **Trenching or digging up areas to erect the Ice Rink properly will result in a Leveling Fee (Leveling fee's are based on individual circumstances). This is paid day of Installation, call Lee at 774-696-7612 credit card is preferred payment. We will then have to reschedule your installation and you will be charged a \$200.00 return fee.**

**\*\*Your Ice Rink is designed to sit on a solid, hard surface (i.e. dirt or grass). A loose or soft surface may result in your Ice Rink leaning, collapsing or blowing out.**

**\*\*If you are bringing in topsoil, it must be tightly packed. If it is determined by the install team to be too loose, we will have to reschedule and you will be charged a \$200.00 Return Fee.**

**\*\*When Filling Your Ice Rink: Liners CAN NOT be installed on a windy day. Customer must tend to rink until HIGH end is filled with 3-4 inches MAXIMUM of water/ice. Backyard Adventures is NOT responsible if blow-out should occurs due to over-filling.**

**\*\*We CANNOT place the Ice Rink on blocks, timbers, or anything of the sort.**

If you insist that we install on a non-solid surface, we are not responsible for settling that will occur, whether it happens in 2 years or 2 days.

The given dimensions of your Ice Rink are for the footprint only. An additional TWO feet of obstruction-free space is needed in each direction around your Ice Rink. An obstruction includes but is not limited to: houses, cement edging or driveways, landscaping timbers, drop-offs, fences or property lines (where fences may someday be erected), and trees. If you are planning to move any obstruction, it MUST be moved before your scheduled install date. Some exceptions can be made in certain places, but they must be discussed with your salesperson or a member

of the installation team BEFORE delivery. In cases where space is a problem, consult your salesperson for suggestions. If there is insufficient space, we will have to reschedule your installation and charge you a **\$200.00 Return Fee**.

Tree branches or other items in the way of erecting the Ice Rink MUST be removed BEFORE installation begins and are the responsibility of the homeowner. The install team will NOT remove branches or other obstructions. If these items are not removed before the install team arrives, we will have to reschedule your installation and charge you a **\$200.00 Return Fee**.

The install team is not responsible for buried lines or utilities when installing your Ice Rink. If you have a concern, you must provide plans to identify any buried lines or utilities (call dig safe) where the Ice Rink is to be installed. Contact with buried lines or sprinkler heads becomes the responsibility of the homeowner to resolve. The install team does not move sprinklers. NOTE: If you think we are going to be digging/trenching to Install your Ice Rink properly, call Dig safe. It's a free service. Before you dig, call Dig safe it's the law in MA.

Your installation may be rescheduled due to excessive amounts of rain or snow. During winter months, snow accumulations MUST be removed prior to installation.

Your sprinklers MUST be turned off the day before to prevent the ground from being wet.

All animal feces (including wild animals that travel across your property) MUST be removed from the assembly area, since they are unhealthy, unsanitary, and unsightly when adhered to your Ice Rink.

It is not recommended that the Ice Rink be installed in an area where sod had been recently laid, as there will be heavy traffic in the area.

\*\*\*\* THE CUSTOMER IS RESPONSIBLE TO DISPOSE OF ALL TRASH AND BOXES FROM ICE RINK (CARBOARD AND PLASTIC). ALL RUBBISH WILL BE STACKED IN ONE PILE.

The install team follows a tight schedule and does not have time to wait while unfinished preparations are taken care of. If the area is not prepared before the install team arrives, we will have to reschedule your installation and charge you a **\$200.00 Return Fee**.

### **The Installation Of Your Ice Rink**

You must be home when the install team arrives. If no one is home there would be a **\$200.00 Return Fee**.

When the install team arrives, they will need to be directed to the prepared install site. As there are sometimes different ways in which the Ice Rink can fit together, they will need to verify the orientation of your accessories. Therefore, a responsible adult must be present at that time.

Due to the manner in which the Ice Rinks will be assembled, it is very difficult for the install team to show you the exact placement of your Ice Rink. Therefore, there may be a foot of variation in the final installation.

It is important that you confirm the location of your Ice Rink (charges will apply if you want us to take apart Ice Rink and move it). If you or a responsible adult with decision making authority will not be there for either of these two confirmations, the install team will do the best they can, but where they place the Rink is where it will stay. A return to the site to "amend" a Ice Rink will result in an additional charge for you.

When the install team has completed the Ice Rink, you should check it over and look for anything that does not meet your satisfaction. Point out anything that you notice to the install team, so they can fix it or make arrangements to have it fixed. All customer service issues are handled by the Customer Service Department.

NOTE: Installation dates and times could change due to weather or difficult installations that are scheduled ahead of your sale. We will do our best to keep your scheduled date and time slot.

