The Rink at WinterFest Presented by GECU - FAQs

What are the rink hours?
Open Daily. November 21, 2026 – January 3rd, 2027

Hours of Operations:
Officially open on November 21.
Monday – Thursday: 5:00 p.m. to 10:00 p.m.
Fridays: 5:00 p.m. to 11:00 p.m.
Saturdays: 12:00 p.m. to 11:00 p.m.
Sundays: 12:00 p.m. to 10:00 p.m.
Sensory Hour will take place each non-Holiday week on Mondays from 5:00 p.m. - 6:00 p.m. During this time, we will provide a calm and comfortable environment to ensure an inclusive experience for all guests.

Holiday Hours:
Holiday Hours: Thanksgiving Weekdays (Nov 23 – Nov 27): 2:00 p.m. to 10:00 p.m.
Thanksgiving Day -(Nov 26): 5:00 p.m. to 10:00 p.m.
Winter Break- (Dec 21 – Jan 1): 2:00 p.m. to 10:00 p.m. (weekend hours remain the same).
Christmas Eve - (Dec 24): 1:00 p.m. to 5:00 p.m.
Christmas Day - (Dec 25): 2:00 p.m. to 10:00 p.m.
New Year's Eve - (Dec 31): 2:00 p.m. to 10:00 p.m.
New Year's Day - (Jan 1): 2:00 p.m. to 11:00 p.m.

When does the season close?
January 3rd, 2027, is the last day to skate.

How do I purchase a skate pass(es)?
Simply visit The Rink website page at epwinterfest.com and scroll down to the Skate Passes section to find our purchase calendar. From there, you can select 50-minute skate sessions, which begin at the top of every hour. Get ready to glide into the fun!

What forms of payment are accepted?
Debit, credit card, and contactless payments are all accepted.

Regular-priced tickets are available for purchase online and in person. Discounted rates can only be purchased in person. All sales are FINAL, No Refunds.

What is the cost to skate?
$12.50 – General Admission (All ages)
$8.00 - Military w/ ID (In Person Only)
$8.00 - First responders w/ ID (In Person Only)
$16.00 – Special Events

Weekly Promotions | Monday–Thursday

- **Make-a-Memory Monday:** Family four-pack of skating tickets for $40
- **Teacher Tuesdays**: Teachers receive $2 off with a Valid ID or Employee badge
- **Wacky Wednesdays:** Wear an Ugly sweater to get $2 off your ticket.
- **Touchdown Thursdays:** Catch the game in our warming tent & enjoy a night of skating. Wear your team jersey and get $2 off
- **Fighting Hunger Fridays:** Give back this holiday season!
  From 5-7 PM, $1 from every purchase will be donated to El Pasoans Fighting Hunger
- **Nov. 21 – Jan. 3 - Saturdays - MCAD "The Market"**
  Time: 5:00 p.m. – 10:00 p.m. Discover unique local vendors and enjoy an evening of shopping bliss.

Theme Nights at The Rink

All Fridays - The Rink Rewind – Y2K Theme (All Day)
We're rewinding time to the early 2000s. Skate to all your favorite throwback hits and relive the Y2K vibe with denim, neon, and nostalgia. Dress the part and take it back to the era of iconic style and classic pop hits.

Rinkville "Grinch Day" at The Rink – Saturday, December 12 | 12:00 p.m. – 11:00 p.m.

Step into Rinkville, where holiday cheer meets a touch of Whoville magic! The Rink transforms into a wonderland filled with green lights, festive music, and sweet surprises. Come skate with the Grinch, sip on cozy treats, and celebrate the season! This year, the magic doesn't stop on the ice! Join us for a special outdoor screening of *Dr. Seuss' The Grinch (2018)* beginning at 7 pm, complete with themed snacks and festive treats. Bring your blankets, bundle up, and get cozy for a magical movie night under the stars!

Special Events

Tickets for all special event nights are $16 per person

BTS Night at The Rink – Friday, December 4th |

Time: 5:00 p.m. - 11:00 p.m.

- Calling all ARMY! Get ready to skate the night away with your favorite BTS hits! Join us for a night filled with music, fan-inspired activities, and photo opportunities! Stop by our warming tent for a photocard decorating station, where you can create your very own BTS-inspired keepsake to take home. Grab your besties, wear your purple, and celebrate the magic of BTS on ice!

Sweethearts Night at The Rink – Friday, December 18th |

Time: 5:00 p.m. - 11:00 p.m.

- Celebrate love on ice at Sweethearts Night at The Rink, a cozy evening filled with heart-lit décor, romantic vibes, and sweet treats for two. Enjoy a complimentary hot chocolate, single-serve s'mores kit, and capture the moment with a keepsake photo-booth print!

Boy Band Night at The Rink – Saturday, December 26th |

Time: 5:00 p.m. - 11:00 p.m.

- Calling ALL fangirls! This one is for the posters on your wall, the songs you screamed in the car, and the boy bands that defined your era! Boy Band Night at The Rink brings every generation of boy band obsession to the ice, from *NSYNC and Backstreet Boys to One Direction and today's favorites! Whether you're a '90s girlie or a new-generation fangirl, we've got all your favorite hits covered. Grab your besties, throw on your favorite band's merch, and get ready for a night of nostalgia, skating, and non-stop sing-alongs!

Are skate rentals included in the skate pass purchase?
Yes, skate rentals are included in your skate pass rental

Can I bring my own skates?
Yes, you are welcome to bring your own skates as long as you sign the waiver. Please note that only hockey skates are permitted. Figure skates or any skates with toe picks are not allowed. Admission prices remain the same, as you are paying for your time on the ice, not for skate rentals.

How long are the skating sessions, and when do they begin?
Each skating session lasts 50 minutes and starts at the beginning of every hour, providing ample time to enjoy The Rink!

What should I wear to skate?
We recommend wearing warm clothing, gloves, hats, and thick socks that cover your ankles for comfort in the skates.

Is there an age limit for skating?
Skating is open to all ages! However, please note that our smallest skate size available is youth size 10, and our largest skate size is adult size 13.

My child is young and doesn't know how to skate on their own. Is there something they can use to help them skate?
Yes, we have Penguin Skate Assists available for $5 each! These new Penguins must be reserved in person at the rink.

We also have a limited number of standard skate assists, which are free to use but available on a first-come, first-served basis.

Can I bring food or drinks into the rink?
Outside food and drinks are not allowed, but you can purchase items at our café.

Is the ice-skating rink made of real ice?
Yes, our rink features real ice, which provides a great skating experience!

What happens if the rink closes for the day?
If we need to close the rink unexpectedly, no worries! A refund will be automatically processed at the point of purchase through Universe.com.

Can I host a private event or birthday party at the rink?
Absolutely! We offer packages for private events. Please contact Becky by email at bgarcia@destinationelpaso.com for more details.

What should I do if I lose something at the rink?
Please notify a staff member immediately, and we'll assist you in checking our lost and found. If you realize you lost something once you have left, please contact the El Paso Live Security Department at: 915.534.0626. All lost and found items will be turned into the Security office.

What happens if I lose or misplace my personal belongings?
Guests are responsible for their personal belongings at all times. **The Rink and WinterFest are not responsible for lost, stolen, or unattended items**, including bags, phones, wallets, clothing, or other personal belongings. We recommend keeping your valuables with you and securing all belongings while skating.

GENERAL

Is parking available?
Yes! Convenient parking is available right below The Rink at the El Paso Convention Center Parking Garage - 1 Civic Center Plaza, El Paso, TX 79901. Event parking is just $13, and we have elevators from both levels of the garage to the main floor, making it easy to get to the rink in no time!

Where can I get pictures with Santa?

Presented by GECU, you can meet Santa and snap some festive photos from 6 p.m. to 9 p.m. every Friday, Saturday, and Sunday at San Jacinto Plaza. Best of all, pictures with the big guy are FREE—no appointments necessary! Just show up and get in line. Plus, a Photo Station will send your pictures straight to your phone on the spot, completely free of charge. Don't miss out on this jolly opportunity!