

SKATING RINK STANDARDS (10-SKA)

Description - Skating Rink standards consist of ice and roller skating activities. Other services provided may include equipment rentals, retail, food and beverage, and lockers.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Skating Facility – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Landscaping/Grounds - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with approved landscape plan.	C
3	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	B
4	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
6	Lighting/Illumination - Lighting is adequate and appropriate. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	B
7	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
8	Site Utilities, Equipment, and Delivery Area - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C

9	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
10	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
11	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A
Public Areas – Interior		
12	Entrance Area - The lobby and registration area, instruction areas, and other public spaces are clean, neat, and well-maintained. Furnishings are appropriate, clean, operational, and well-maintained.	B
13	Windows, Doors, Walls, and Ceilings - Walls and ceilings are clean and well-maintained. Doors and windows are clean, operational, and fit adequately to exclude rodents. Windows and doors do not have excessive signage.	B
14	Floors - Floors and floor coverings are appropriate for walking in ice skates, clear of obstructions, and well-maintained.	A
15	Corridors/Ramps/Stairs - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
16	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
17	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
18	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
19	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
20	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
21	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B

22	Lockers - Adequate and appropriate lockers are rust-free, with working doors and hardware.	B
23	Security - System for securing locker contents is provided, or signs are posted stating that the concessioner is not responsible for visitors' valuables.	B
24	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
25	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
26	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
27	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
28	Skate Guards - Skate guards are sufficiently and appropriately staffed in accordance with state and local laws. Skate guards are appropriately trained in emergency response, skate safety, and park regulations.	B
29	Ice/Heat Packs - Ice and heat packs (reusable or instant) are available.	B
Rinks		
30	Rink Surface - Rink surface is appropriate, clear of obstructions, and well-maintained.	A
31	Walls - Half walls are appropriate, well-maintained, and sturdy enough to support visitor use.	A
32	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
EQUIPMENT STANDARDS		
Rental Equipment		
33	Condition - Rental equipment is appropriate, operational, clean, and well-maintained.	B
34	Inspections - Equipment is inspected before each rental to ensure equipment is 'rent ready' (adequate, operational, stocked, etc.).	A
35	Availability - Adequate equipment is available in an appropriate variety of sizes.	B
36	Safety - Safety equipment is in accordance with state and local laws. Helmets and goggles are sanitized between uses.	A
OPERATIONAL STANDARDS		
Services		
37	Knowledge of Rink Staff/Details on Website - Staff provide accurate information about rates, rental hours, amenities and services, access, etc. Matching information is available on the concessioner's website.	B

38	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
39	Hours of Operation - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	B
40	Acknowledgement of Risk - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	A
41	Instructional Services - Advertised instructional services are provided. Instructors have industry recognized credentials and/or certifications.	B
42	Activities - Advertised activities are available.	C
43	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Retail		
44	Merchandise - Skate merchandise is appropriate and accurately labeled. Identical items may be marked by display area, rather than individually labelled. An adequate selection of other merchandise (grocery, convenience, souvenirs) as specified in the operating plan is available.	B
45	Availability - An adequate supply and appropriate selection of product types and sizes is available.	B
46	ATM Machines - ATM machines are signed, stocked, operational, and well-maintained. Machines are appropriately located and do not obstruct visitor foot traffic. ATM signage is park-themed or generic. Brand information is only visible when at the machine.	C
Food and Beverage		
47	Guards - Public facing prep counters have surface guards. Guards are clean and well-maintained.	B
48	Menu Boards - Menu boards are appropriate, accurate, legible, and unobstructed.	B
49	Tableware/Drinkware - Tableware and drinkware are disposable. Recyclable/compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	B
50	Condiments - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B
51	Hand Washing Stations - Hand washing sinks are operational and well-maintained, with hot and cold running water, soap, and towels or hand driers. Required signage is posted.	A
52	Food Area - Food areas are clean, neat, and well-maintained.	A
53	Temperatures - Foods are maintained at appropriate temperatures, and are properly labeled and covered.	A
54	Beverage Equipment - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup.	B

55	Trash/Recycling - Adequate trash and recycling containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in appropriate receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Refuse is disposed of in accordance with public health, state and local codes.	B
56	Alcohol - Alcoholic beverage sales are in accordance with applicable federal, state, and local laws. A 'carding' policy for purchasing alcohol is enforced. Alcoholic beverages are consumed within the area in accordance with park regulations.	A
	Personnel	
57	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
58	Qualifications - Skate staff have an appropriate level of skill and experience.	A
59	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
60	Employee Appearance - Employees wear apparel or a visible name tag identifying them as concession staff. Employees present a neat appearance.	B
61	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
	Rates	
62	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.