

CHILL 2011-2012 FAQs :

What is CHILL? WLA has transformed their famous WET Pool into a winter wonderland, including a 1600 sq. ft. hybrid ice rink. This will be the 3rd year we are doing it.

What's new this year at CHILL? We are bringing the spirit of the holidays to Los Angeles by adding these new attractions:

- Customized 1600 sq ft hybrid ice rink
- On Saturdays, we will have a special skate performance at 6PM by BH Skating Cabaret Theater. Let it snow! Snowfall each hour.
- Each cabana outfitted with an eclectic mix of décor by Z Gallerie. Rink designed by Chad Hudson Events
- Skate up E-Wow Cabana
- The Ice Bar - Dedicated bar at CHILL with new B&F items
- Kids Station- Available on Saturday and Sunday from 11AM – 1PM and is free with a purchase of an adult admission ticket. (For children 12 and under)

What is hybrid ice? Our rink is not "real ice", but an environmentally sound alternative. It requires all the same equipment (same ice skates) and glides the same as ice, but without the mess of being wet and cold. Created by BH Skating Parks

Date rink is open? November 18, 2011 through January 1, 2012. **dates and times subject to change due to private events and blackout dates. Check www.wlosangeles.com/chill for info.

Hours of Operation? Can I get validation? M-F 3PM-10PM; Sat-Sun 10AM -10PM. CHILL attendants will validate guests that are here for CHILL with or without food and beverage. Valet rate w/ CHILL validation will be \$5 for the first 3 hours before 5PM; \$7 for the first 4 hours after 7PM.

How much is it to skate on rink? \$10 per person per 1 hour session which includes skate rentals (guests can bring their own). Guests can book a longer session they will just pay per hour. Hotel and non-hotel guests pay the same amount.

Are skates included? What type of skates? What are the available sizes? Yes skates are included with the rink price. We will have recreational skates available and some hockey skates. Adult skates range from Womens 5/Mens 4 to Womens 14/Mens 13; Kids skates start from size 11 to size 4

Is there a minimum age for the rink? Do kids need to be accompanied by an adult? Yes. The minimum age is 5 years old. Anyone 17 years old and under must be accompanied by an adult. Guests will be asked to sign a waiver of liability.

Can we rent a cabana? How much for the E-Wow Cabana? The cabanas are first come, first serve. You can reserve a cabana for \$50 rental fee and \$100 B&F minimum + 5 skate rentals. For the E-Wow, it is \$100 rental fee & \$100 B&F + 5 skate rentals. Can only reserve a cabana one week in advance. If they're asking for a small catered party in a cabana, please forward request to Christian Rancharan. For parties above 75 people, forward request to Shane Aaron.

Will The Backyard restaurant be open for business? Yes during the same hours as the rink. The Backyard restaurant will be transformed into the Ice Bar where guests can dine on a limited menu which includes warm comfort foods, hot chocolates and wintery cocktails. NINETHIRTY will be open for people looking for a full menu.

Is there a room package I can book that includes a rink session? Yes. It's the Ice Skate, You Skate, We All Skate package. Complete with a Wonderful Room, two tickets to CHILL plus a private cabana, two delicious winter cocktails and Bliss' Super Minty Soap & Scrub. The "Ice Skate, You Skate, We All Skate" package starts at \$299 and is exclusive to W Los Angeles - Westwood. Visit www.wlosangeles.com/chill for more details.

Is the rink available for private parties? Yes. We will book private parties including full buy out of the rink as well as smaller catered parties in our cabanas. Please send requests to Christian Rancharan for smaller parties; for larger parties over 76 people, forward request to Shane Aaron. All CHILL buyouts will be posted on the CHILL website. Please check the site for availability.

I want to swim, is there another pool I can go to? First option is to offer free session at the rink or have the talent coach offer the guest 3000 SPG Points. If the guest still insists on wanting a pool, we will provide Acura service to SLS Hotel's pool. If Acura service is not available, please encourage guests to take their car. All CHILL buyouts have been posted to the CHILL website as of September 2011.