

General Questions and Answers

- Waterpark Entrance, Only coming to the Waterpark Enter through Waterpark Entrance in Back of Hotel Facing Target Store near Rear Palm Tree.
- Do parents have to pay?
 - Yes Everyone needs to pay to enter the waterpark. Watch the Calendar for Free Dry Pass Days.
 - Yes to stay for the party they would need a dry pass which costs \$5.00
- Children 1 and Under
 - \$3.00 Comes with Swim Diaper Must be below 42" Tall or
 - Free with Proof or Swim Diaper Must be below 42" Tall
 - Must wear a Swim Diaper (No Exception)
 - Diapers are not allowed in pool as they expand and explode must wear swim diaper
- Please rinse off in the showers before getting in pool to remove and make-up or soap to help keep pool clean for other guests
- Please always check calendar before coming
 - Winter Months we can sell out to hotel guests
 - Summer Months we have blackout dates or times
- No Pets are Allowed (Service Animals with Proper Animal I.D. Verification)
- No Outside Food or Beverage are allowed in the Waterpark
 - Including Alcoholic Beverages
 - Outside food or beverage will be thrown away no questions asked
- Concession Stand
 - Pepsi Products
 - NOT Peanut Free
 - Concession Items Like: Pizza, Hotdogs, Chicken Fingers, Hamburgers, Tator Tots
 - Do not have French fries
 - Do Not carry Lettuce, Tomato, Onions.....
 - Refillable Cups
 - Each Refill Cost Extra at a discounted rate
 - Can be used for as long as you own the cup
 - For Soda or Slushie Products
 - Dippin Dot Ice Cream
 - Food is made to order on average and we use Ovens no deep fryer
 - [The Oasis Restaurant \(Click Here for Hours and Menu\)](#)
 - On Site
 - Fuller Meal Options
- Party Rooms Temperature is set to waterpark temperature 85° it cannot be adjusted

- Coolers cannot be brought into the waterpark
- Large Purses or Bags may be searched upon arrival or upon question
- No Glass can be brought into the waterpark
- MARCO POLO is NOT allowed in our pools (Consequence of inappropriate touching)
- Piñatas are not allowed in Waterpark Because of Spacing, garbage, and hanging ability
- Arcade
 - Tokens are not included in party packages
 - Arcade games take American currency excluding \$1 Coins & \$2 Bills
 - Change Machine in arcade
 - Most Games in Arcade give out tickets or prizes based on skill of the player
- Locker rentals
 - You can rent lockers from the Gift Shop at \$3.25 for the day plus a \$5 deposit. Once the key is brought back (must be same day) you will receive your \$5 deposit back.
 - Lockers Open and Close all Day with no additional charge
 - Lockers are personal size 1 foot square
- Discounts & Coupons
 - Discounts and Coupons can only be used on Full Day Passes
 - Not valid on discounted days or short days
 - May not be valid on peak or black-out days
 - Seneca Park Zoo Discounts can be used any time
- Height Requirement
 - Must be 42" tall to ride the 2 Large Slides
 - Cannot Ride with another person
 - Cannot utilize floatation device in slides unless built into swim suit
- Under 18
 - Must be supervised by a parent or guardian above age of 18
 - Parent or guardian must be in waterpark
 - Minors must be supervised at all times.
 - Minors in Groups need one Parent or guardian per 5 Minors
- What Age is right for the waterpark
 - Our waterpark target audience is children 0-12 years in age so that parents feel more relaxed bringing their younger children
 - We do have something for everyone to do
- Do you have to be a hotel guest to utilize the waterpark
 - No, Tickets are based on availability with ticket sales going to hotel guests first
 - Tickets can only be purchased that day for that day from the gift shop
 - We do list tickets on-line for peak-blackout dates
 - Always call for availability before coming. To guarantee entrance and the best deal book an overnight room package and use the waterpark for two days.
- Do you have group tickets available

- Yes discount pricing starts with party packages with a minimum of 8 guests
- Groups start at 16 guests by contacting our gift shop during park hours. Group sales must be done a minimum of 1 day in advance. With some restrictions
- What is the temperature in the waterpark
 - Air temperature inside the main waterpark area is 85 degrees
 - Pools & slides are 84/85 degrees
 - Spa is 98.5 This is so children of all ages can be in the Spa as we are a family friendly waterpark
 - Outside pool when open is not heated!!!
- Do you have gift certificates
 - Yes
- Does hotel have its own pool
 - No the waterpark is the only pool in the hotel
 - Do hotel guests get to use the park for free
 - If you have a waterpark package
 - Otherwise you have to pay for tickets
- Forms of payment-Cash, Credit Card ATM on Site as well
- Can you leave and come back
 - Yes if it is the same day
- Flotation
 - You can bring in your own flotation devices
 - Noodles are not allowed
 - We supply a limited number of coast guard approved life vests for free
- Swim Attire/Bathing suits
 - Family friendly Suits Please
 - No Rivets, Jewels, or metal that can scratch the slides are allowed
 - Jean Shorts are not allowed
 - We have bathing suits for sale in our gift shop from \$8-\$22 (Availability of sizes changes daily)
- Locker rooms
 - Men's and Women's changing Rooms off Lobby
 - Family Changing room with changing station off lobby
- Lockers are located in Lobby of Waterpark
- Climbing on Rocks is not permitted
- No Splashing of others in any pool
- No Flips under water or hand stand you do not want to get kicked nobody else does either
- Kiddy Pool (Monson Lagoon)
 - Is Geared for Children Below 42"
 - Can be utilized by anyone with respect for the younger patrons
 - Younger Children below 24" can ride on Adult Guardians Lap on kiddy pool slides
 - Make sure Childs legs and feet are on your lap so they do not get caught under you

- No Jumping in
- Spa (Lava Cove)
 - Is heated to 97°-99° for safety Remember when leaving Spa Pools will be Cold they are a Minimum of 12° Cooler
 - Is for Relaxation not Playing
 - Must Keep Head Above water
 - No Jumping
 - No Swimming
 - 15 Minute time Limited Recommended for Safety and others enjoyment
 - Is not Lifeguard Supervised
 - Chin Must be above 36" Tall to enter without adult supervision
 - No Jumping in
 - Must Enter Via Stairs
- Ball Pool (Paradise Bay)
 - Balls are for Basketball Only
 - Cannot be used for any other purpose
 - Cannot be thrown at others
 - Must stay off Rim and Netting
 - No Jumping in
 - Must Enter Via Stairs
- Outside Pool (Sunshine Bay)
 - Is not Heated
 - Open During Limited Summer Days
 - Is a Bonus Feature and may be closed for Service, Staffing or Safety at anytime
 - Can Jump into Deep End
 - No Running and Jumping
 - Must Prove to guard on staff you can swim from shallow end to deep end and back before consideration for jumping
 - May need to show to more than one guard or same guard again
 - May not be allowed if pool is busy or becomes busy
- Lifeguards
 - All lifeguards are Red Cross CPR & Lifeguard Trained
 - Lifeguards Main Job Duties are to watch the water and guest safety
 - Lifeguards are not here to be yours or other children's adult supervision please do not ask or force them to be.
 - If Lifeguards have to repeat the same rules to you, you will be asked to leave
- Non Life threatening questions or comments should always be directed to the Gift Shop or Non-Life-guarding Staff
- Squirt Guns
 - We do not allow Squirt guns unless smaller than palm of your hand must be plastic
 - We do not allow water blaster toys, sticks
 - [You can bring your own Big Squirt Purchased from us or somewhere else](#)
 - [We sell Big Squirts for \\$8.00 Tax Included](#)
 - [\(\\$9.65 for one from Big Squirt with Shipping\)](#)

If you have additional questions please contact the gift shop during
park hours at 585-344-2100