

# AQUA PARK

## HERE ARE SOME COMMONLY ASKED QUESTIONS TO ASSIST YOU FURTHER

### WHAT IS AN AQUA PARK?

It is an inflatable obstacle course for adults and children with a selection of slides, ramps, trampolines, and many more fun items to enjoy.

### DO I HAVE TO BE ABLE TO SWIM?

YES, you must be a confident swimmer in the water as there is a possibility that you will go underwater.

### HOW LONG PRIOR TO MY SESSION DO I NEED TO ARRIVE?

We ask that you arrive 30 minutes prior to your session so please allow enough travel time as late arrival cannot guarantee participation.

### WHAT SHOULD I WEAR?

Swimwear, gym style kit or wetsuit should be fine. No trainers or hard soled shoes are allowed as it marks the equipment. We have soft soled water shoes available to purchase (subject to availability) or you can bring your own and bare foot is fine.

### DO I HAVE TO WEAR A WETSUIT?

NO, it is totally your choice, but we do hire wetsuits at reception if you choose to wear one. These are not available to hire online.

### DO I NEED TO WEAR A BUOYANCY AID?

YES, a buoyancy aid must always be worn all times whilst on the water.

### DO I NEED TO WEAR A SOFT WATER HELMET?

Anyone under 12 years of age must wear one for extra safety.

### WILL THE SESSION STILL TAKE PLACE IF IT IS RAINING?

YES, as this is a water sport, and you will be getting wet anyway. We would only cancel a session due to strong winds or during a thunderstorm – see our weather policy on our website for full details.

### DO ADULTS HAVE TO GO ON WITH CHILDREN?

YES, if they are under 8, they must be accompanied by an adult (minimum age 6 years)

### IS THERE A WEIGHT LIMIT?

YES, maximum weight is 127kg/20st as participants will need to be able to pull themselves back on to the aqua park if they fall in the water.

### CAN I WEAR MY GLASSES?

We would advise you not to wear your glasses on the aqua park, prescription goggles are a good alternative. If you have plastic lenses and frames, you may wear your glasses, this is done entirely at your own risk, as there is a high chance of losing or damaging them.

### CAN I WEAR SWIMMING GOGGLES?

YES, these are fine to wear

### CAN I TAKE A WATERPROOF CAMERA OR GO PRO ONTO THE AQUA PARK?

YES, however it must be secured by a chest harness – wearing a camera is at your own risk. We cannot be held responsible for any lost devices

### CAN I WEAR FANCY DRESS?

YES, so long as it does not restrict movement with a buoyancy aid on.

### DO I NEED TO REMOVE ALL JEWELLERY?

YES, all jewellery must be removed before you enter the park, including ALL removable earrings as these may get caught on the equipment and cause injury.

**CAN I PARTICIPATE IF I AM PREGNANT?**

NO, we do not allow this

**ARE THERE CHANGING ROOMS ON SITE?**

YES, we have large changing rooms, toilets, and a few hot showers available.

**ARE THERE LOCKERS ON SITE?**

YES, but these are subject to availability and require a lock. These can be purchased at reception or bring your own.

**IF I HAVE A RECENT INJURY, CAN I STILL PARTICIPATE?**

NO, you may only participate if you are physically fit and able.

**DO I NEED TO COMPLETE A WAIVER?**

YES, this must be completed online prior to arrival at the centre, but any problems please get in touch.

**CAN I HAVE A BACK-TO-BACK AQUA PARK SESSION?**

YES, if you wish to go on again that is possible, and we offer a discount.

**CAN I SWIM IN THE LAKE?**

YES, but only within the designated area.

**WHAT DEPTH IS THE LAKE?**

The lake is varying depths with deep channels and shallower areas, therefore please do not jump in or push anyone off any of the equipment or pontoons either on the aqua park or on entry to avoid possible injury.

**WHAT IS THE TEMPERATURE OF THE LAKE?**

This will change daily due to weather conditions, but we do test the temperature every morning and update the notice in reception which can be viewed upon arrival.

**IS THERE WEED IN THE LAKE?**

We maintain the lake during the season and add weed control products to keep any weed to a minimum.

**CAN I JUST WALK IN AND BOOK A SESSION?**

NO, every booking must be done online via our website, but if you wish to do another activity after a booked session this is possible.

**ARE THERE FISH IN THE LAKE?**

YES, there are fish in the lake, but they generally stay away and will not go near you.

**CAN I BRING FOOD AND DRINK ON SITE?**

NO, we provide food and drink on site so please respect this.

**WHAT IS THE CANCELLATION POLICY?**

We require 48 hours' notice to move a booking or receive a refund.

**IS THERE A CAR PARK ONSITE AND DO I NEED TO PAY?**

YES, we have two large car parks, and they are both free of charge with security check upon arrival.

**IS THERE CAMPING ONSITE?**

NO, but there are locations close to the centre.

