

## **Frequently Asked Questions**

### **Q: How do we find Splashdown WaterPark?**

A: Splashdown is located at the EastSide Centre Sports complex in East Peoria. There are several ways to get to Splashdown. Please refer to the direction section of this site.

### **Q: What forms of payment do you accept?**

A: Splashdown accepts cash, and Visa/MasterCard cards at the park. Checks are only accepted with valid drivers license. For over the phone purchases we accept Visa and MasterCard only.

### **Q: Can we bring our own food and drink into the park?**

A: Food, beverages and coolers may not be brought inside the park. Water in clear, plastic bottles is allowed along with baby food and formula. You're also welcome to pack your own picnic to enjoy in outside the Splashdown. Please pack your picnic in a cooler to leave in your car until you're ready to eat. Alcoholic beverages are not permitted anywhere on waterpark grounds.

### **Q: Can we bring our own lifejackets?**

A: You can bring in your own lifejackets, as long as they are US Coast Guard approved. Splashdown also has life jackets available at no additional charge. Splashdown does not allow arm floaties to be used.

### **Q: Can I leave the park and get back in?**

A: All patrons are given a wristband as they enter Splashdown. Just leave the band on and you are welcome to leave and return to the park all day during general admission hours.

### **Q: What can we wear on the water slides?**

A: Appropriate swimwear is required, and subject to park approval. No bikini thongs, jeans, pants with rivets, belts, buckles or chains. Shoes and sunglasses are also not allowed on the rides.

### **Q: What are the height requirements for the rides?**

A: For the safety of our guests, the tube slide and lazy river require a child under 36" to wear a lifejacket . The slides in the treehouse should only be used by those 120lbs. or less. Children cannot be held on the tube slide. There are tubes with seats in them so smaller children will not fall through.

### **Q: Do I still have to pay if I don't get in the water?**

A: Splashdown offers a spectator rate of \$3.00. Spectator wristbands are purchased at Splashdown's Front Office. Any spectator seen on any attraction, including the kiddie pool, will be ask to pay full admission price unless you comply with the spectator rules.

**Q: How much does it cost to rent a locker?**

A: Lockers are available in the locker room facilities for \$.25 each time you use it. Splashdown is not responsible for stolen items if lockers are not locked properly. By inserting a quarter, closing the locker door and turning the key all the way to the left (pull key out after the key turns no longer), it is the patron's responsibility to hold on to the key (a wristband is attached to the key) until you need to access the locker again.

**Q: Where can we get discount coupons?**

A: Discount coupon booklets are available at the Fon du Lac Administration Center starting May 1 and at Splashdown throughout the summer season. Discount Coupons expire July 1 of the following summer.

**Q: What if there's bad weather on the day of my visit?**

A: If Splashdown closes due to bad weather you will be given a return ticket to come back to the park another day. No refunds will be issued. Here is the policy:

If Splashdown Management feels that certain weather\*\* conditions warrant the **CLOSING** of Splashdown for any period of time, then those patrons who have been in attendance for **TWO HOURS (2)** or less and have their receipt will receive **RETURN TICKETS** at the time of closing.

- All members of your party paid on the receipt must be present to receive all return tickets.
- Return Tickets can be used any day during the 2006 summer season during general admission hours.
- You must receive return tickets on the day of attendance.
- Return Tickets are given out at the Splashdown Front Office.
- **MONEY REFUNDS ARE NOT GIVEN OUT.**

\*\* Weather = Lightning / Thunderstorms / Tornado Conditions / Hail  
**Rain Showers are not considered to be closing conditions unless management deems it necessary.**

**Q: What about diapers?**

A: All toddlers who are of diaper wearing age must use an approved swim diaper or plastic watertight cover. Swim diapers are available in the Splashdown front office. Parents must comply with is health department rule or will be ask to keep the toddler out of the water.

**Q: What about my glasses?**

A: You will be asked to hold your glasses in your hand when you go on the attractions.

**Q: Can I wear water shoes or sandals on the attractions?**

A: You can wear water shoes or sandals to walk around the park, but you will be

asked to hold them in your hand when you go on the attractions.

**Q: What if I have a disability?**

A: Splashdown does its very best to accommodate guests with physical challenges. For more information on how we can meet your specific needs, please contact Splashdown at 694-1867 during the season or Fon du Lac Administration Center at 699-3923.

**Q: Is there a tube rental fee?**

A: All tubes required for the water slides are free of charge. Only Splashdown Tubes are permitted on the lazy river and tube slide.

**Q: Is there a fee to park?**

A: All Splashdown parking is free of charge.