

# Frequently Asked Questions

**Q: How do we find Splashdown Water Park?**

A: Splashdown is located at the Eastside Centre Sports complex in East Peoria, IL. Please refer to the direction section of this site.

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

A: Splashdown accepts Cash, Visa and MasterCard credit cards, and checks (with a valid drivers license). For over the phone purchases, Splashdown accepts Visa and MasterCard only.

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

A: Outside food, beverages, and coolers may not be brought into the water park. Water in clear, plastic bottles is allowed along with baby food and formula. Splashdown offers a plethora of food choice at Willy's Surf's-Up Wiki-Tiki Snack Shack. Patrons are also welcome to pack their own lunch, and enjoy it outside of the park. Wristbands are distributed upon arrival and may be used to freely enter and exit the park throughout the day. Alcoholic beverages are not permitted anywhere on water park grounds.

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

A: Personal lifejackets are allowed, as long as they are U.S. Coast Guard approved. Splashdown also offers three sizes of life jackets (for children up to 90 lbs.) available at no additional charge. Water wings are not allowed in the water park.

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

A: All patrons are given a wristband upon arrival and may use it to freely enter and exit the park during our 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 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 120 lbs. or less.

**Q: May I hold my child in my tube on the slide?**

A: Children cannot be held in the tube, however tubes with seats are available for smaller children. The seats provide a plastic lining between the water and the child in order to prevent him or her from falling 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. This fee allows full access to the water park grounds, however the spectator may not use in of the water attraction or be in the water during his or her visit. Any spectator seen on any attraction, including the kiddie pool, will be ask to pay full admission price unless he or she complies 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 it is used. Splashdown is not responsible for lost or stolen items if lockers are not locked properly. By inserting a quarter, lifting the handle, closing the locker door, turning the key to the left, and removing the key from the locker, the locker should be locked. 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<sup>st</sup> and at Splashdown throughout the summer season. Discount coupons expire July 1<sup>st</sup> of the following summer.

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

A: Return tickets will be issued if Splashdown closes at any point due to severe weather with a valid receipt. No money refunds will be issued.

Inclément Weather 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 AND A HALF HOURS (2 1/2)** or less and have their receipt will receive **RETURN TICKETS** at the time of closing.

- All members of the party paid on the receipt must be present to receive all return tickets.
- Return Tickets can be used any day following distribution until July 1<sup>st</sup> of the following summer season.
- Return tickets must be received 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. If parents do not comply with this health department rule, they will be asked to keep their 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: Water shoes or sandals may be worn to walk around the park, but must be taken off when riding the water park 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 Fondulac Administration Center at 699-3923.

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

A: All tubes required for the water slide and lazy river are free of charge.

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

A: All Splashdown parking is free of charge.

**Q: Does Splashdown offer anything for birthday parties?**

A. Splashdown does not offer any special packages for birthday parties, however we do allow the party to bring in a cake or cupcakes to celebrate. You can make special arrangements with the concessions if you need ice cream, drinks, or other food options. Groups of 20 or more patrons may be offered group rate if they call at least 24 hours in advance.