



## GROUP BOOKING INFORMATION SHEET

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**Thank you for your interest in Sylvan Lake Aqua Splash. We are happy to accommodate your group! Here is some useful and important information about us and our Group Bookings process.**

### General Information:

- The Aqua Splash Store is located at Bay #10, 5100 Lakeshore drive, in Sylvan Lake.
- We are the first OPEN WATER PARK in Alberta! And can accommodate 100+ pax per hour.
- The Park is supervised by fully trained and certified Lifeguards.
- We are a WEATHER DEPENDENT attraction. All bookings should call ahead (587-377-4386) or check Facebook before heading out on the day of booking.
- Minimum height requirement for the park is 3'6" and children 5yrs and under are not permitted, but we hope to offer a Junior Park next year!
- Children 6-8yrs must be accompanied by an adult (ratio 1:3)
- Children 9+yrs may enter alone. For larger groups more adults will be expected to attend.
- All participants must wear a life jacket.
- Change rooms are located in the public washrooms next door.
- Storage baskets to hold your personal belongings can be obtained at Aqua Splash Store, paid lockers are also available in the public washrooms next door.

### Group Bookings:

- A group is determined as EIGHT (8) people or more.
- Group bookings rate is 25% off: Adults (12yrs and above) \$12.75. Kids (12ys and under) \$9.00.
- Groups of **8-10 people can just "walk-in"**. They will receive a discount but can wait in line.
- **For groups above TEN (10)+ pax.** It is recommended a time slot is booked as follows:
  - These groups are slotted in at a set time, **EITHER 11-12pm or 6-7pm.**
  - A group booking form, and group waiver form must be received prior to arrival
  - A 50% deposit is required to confirm their booking, MUST obtain WRITTEN CONSENT
  - Maximum group size we can accommodate is 60 people.
  - Group should arrive as follows, to get wristbands, settle the balance and fit for life jacket:

**11-12pm bookings: group must arrive by 10.30am**

**6-7pm bookings: group must arrive by 5.30pm**

### Additional Information:

- **Confirmation: You will be contacted 72 hours in advance to confirm your booking**
- **Cancellation: We require 72 hours cancellation notice in order to process a refund.** Cancellations received less than 72 hours from expected arrival, no refund on deposit is given.
- **Increment Weather** : Safety is a priority. If increment weather threatens during operating hours, the management are required to shut the park down for safety reasons. This may affect your groups booking/wait time. If the park has to be closed while your group is on the water, You are welcome to wait out the storm and resume your time on the water afterwards.
- If the park closes due to poor weather, and a group booking cannot enter at all, there are three options offered:
  1. If it is storming/raining – wait until the weather passes and enter later that day.
  2. Rebook for another day, deposit kept on file.
  3. Deposit is refunded.

We look forward to seeing you this summer!  
The Aqua Splash Team.