## **Frequently Asked Questions**

#### **HOW MANY GUESTS ARE NEEDED TO BOOK A PRIVATE PARTY?**

* No minimum guests for a private party, typically parties of 50+ choose the private party option.

**HOW OLD DO PARTICIPANTS NEED TO BE TO PARTICIPATE?**

Cable Park Participants must be 7 years old and know how to swim. Aqua Park participants must be 5 years old and know how to swim.

#### **CAN I ADD ADDITIONAL FOOD/DRINK TO MY PARTY?**

* Catering options from BBQ, Pizza and Mexican are available! Ask our party planner!

#### **CAN WE BRING DESSERTS?**

* Yes! We would be more than happy to keep your dessert cool for you, whether it be in the air conditioning or in a refrigerator/freezer.

#### **CAN OUR PARTY ORDER FOOD FROM THE SNACK BAR?**

* Yes! Our snack bar has several food and drink options such as basic concession food, novelty ice cream, energy drinks, waters, chips, candy and more. We allow parties to have an exclusive Snack Bar open tab for their guests paid at the end of the party.

#### **CAN WE DECORATE?**

* Yes! You are more than welcome to bring any decorations.

#### **I NEED SPECIAL ACCOMMODATIONS, WHO DO I TELL?**

* Let us know how we can help make your party unforgettable! Email cablepark@actionwater.com with any questions or concerns!

#### **WHAT IF IT RAINS THE DAY OF OUR PARTY?**

* The park will operate in the case of rain but will shut down temporarily if lightning is within 10 miles of the property. In the case of a lightning delay, all passes are frozen until lightning is outside of 10 miles and the park reopens.
* If the park has to shut down for the rest of the event due to weather, rain-check passes will be issued.

#### **WHO NEEDS TO FILL OUT A WAIVER?**

* Before the party, *we ask that you direct every riding participant to www.actionwakepark.com* At the top of this website, there is an Online Waiver tab. *This is required for every single participant riding the cable park, slip-n-slide or Aqua Park features*. If a participant has been here before, they will be in our system, however, if it has been over a year, their waiver will have expired.
* Please email cablepark@actionwater.com with a list of all participants in your party within 48 hours of your party. A team member will communicate back with you as to who has or has not filled out their waiver. This will help in the organization of your visit with us, as well as allow us to work efficiently when you get here to check in.

#### **WHAT IF I HAVE TO CANCEL OR RESCHEDULE MY PARTY?**

Cancellation Policy

7 days – 50% refund of deposit

48hrs or more – 30% refund of deposit

less than 48hrs – no refund of deposit

Rescheduling Policy

A party may reschedule at any time up until a week of your party.

#### **WHAT IF THERE IS BAD WEATHER?**

Weather Policy

The park and your party will operate in the case of rain but will shut down temporarily if lightning is within 10 miles of the property.

*If Action Wake Park closes down during your party due to lightning within 10 miles, all party passes are frozen until lightning is outside of 10 miles and the park reopens. If the lightning does not pass within an hour, then your party will receive Rain Check passes for the remaining amount of your party’s time to use at a later date* but participants must be present to collect their issued rain-check.

* *If Action Wake Park closes before your party begins, you will receive priority in rescheduling your party to a later date, or you will be credited the amount of your deposit paid onto your account to use however you may choose (towards passes, or food).*

#### **HOW DO I KNOW THAT MY EVENT IS CONFIRMED AT ACTION WAKE PARK?**

* Once you agree to the terms and conditions and pay your 50% deposit, your event is confirmed with us. You will receive a confirmation email, outlining the details of your event.