



## FREQUENTLY ASKED QUESTIONS

### THE WATERPARK REOPENING

June 14 – July 17

#### **Q: What is Phase 1 of reopening The Waterpark?**

**A:** Due to COVID-19 we are reopening The Waterpark in phases in order to keep our visitors and staff safe. We are reopening The Waterpark in line with Governor Holcomb's Back on Track Indiana plan and guidelines from the CDC and Indiana State Department of Health. Phase 1 of The Waterpark reopening has been extended through July 17.

#### **Q: What are The Waterpark Hours?**

**A:** The Waterpark will be open daily from 11 a.m. to 7 p.m. Monon Community Center Members and Season Pass holders will have advance access to The Waterpark from 11 a.m. to 12 p.m. However, please note that after 12 p.m. entrance will be first come, first served and members will not receive priority entrance if capacity is reached.

#### **Q: What features will be open?**

**A:** While there will be some changes to The Waterpark this summer, most of the features you know and love will be available! The Activity Pool and play feature, Adventure Slides, and FlowRider® will be open. The Lazy River will remain closed through July 17 at the earliest. Tubes will not be available for the Adventure Slides until July 18 at the earliest.

**Q: How do I purchase admission to The Waterpark?**

**A:** Purchase your seasonal pass online at [carmelclayparks.com](http://carmelclayparks.com) **beginning June 14**, or you may purchase day passes at the gate. Effective June 21, day passes will be available to everyone, regardless of residency.

**Q: I'm not a resident, member or season pass holder. Why was I not allowed access?**

**A:** During the beginning stages of opening, The Waterpark was open for members, season pass holders and \*residents of Carmel and Clay Township. The purpose of limiting who could visit The Waterpark was to both help with our limited capacity guidelines from the [Indiana State Department of Health](#) and help alleviate the spread of COVID-19 from community to community.

*\*Effective June 21, day passes will be available to everyone, regardless of residency.*

**Q: Why are day pass prices the same as last year, even though we have less time to spend at The Waterpark?**

**A:** Due to closing our doors in the midst of the COVID-19 pandemic, like many other businesses, several of our usual revenue sources like membership, recreation programming and Extended School Enrichment have been halted. We have also incurred more expenses to reopen and provide new COVID-related cleaning measures. Keeping our day pass prices the same as last year, helps us make back a portion of our lost revenue and, of course, pay our staff.

**Q: Can I bring guests to The Waterpark?**

**A:** Yes, guests are permitted in The Waterpark starting June 21.

**Q: Are groups allowed?**

**A:** Large group sales will not be available this summer. Groups larger than six individuals will be turned away.

**Q: Can I use my seasonal pass outside at The Waterpark as well as inside the Monon Community Center?**

**A:** No. Your seasonal pass is just valid for entry into The Waterpark this year. All access in/out of The Waterpark will be through the main Waterpark gate.

### **Q: Will concessions be available?**

**A:** No rumbling tummies at The Waterpark! Concessions will be available. We do encourage guests to pay with cards to minimize contacts, but cash will be accepted. Like usual, you are welcome to bring your own food and drink; however, glass and alcohol are prohibited. Water fill stations will also be available.

### **Q: Can I rent a cabana?**

**A:** Cabanas will be available to rent on a first-come, first-served basis each day.

### **Q: Are there enhanced cleaning measures this summer?**

**A:** Your health + safety as well as the health + safety of our staff is our top priority. You can find our full reopening plan, including cleaning measures [on our website](#). Here are some of the steps we are taking:

1. Portable hand wash stations will be available around the park.
2. Dedicated staff will be focused on maintaining restrooms and trash cans.
3. At the end of each day, all common contact items will be sanitized including: Slide entry and handles, handrails on Activity Pool and Kiddie Pool play features, concessions tables and seats, cabana furniture, FlowRider® boards, pool ladders, pool lift chairs, and entry gates.
4. Sanitizing spray and wipes will be provided at each lifeguard station.
5. Half of the tables in the concession area will be removed and tables will be sanitized every hour.

### **Q: What do I need to know before I arrive?**

**A:** A few things...

1. If you are sick or experiencing symptoms of COVID-19, please stay home.
2. We encourage you to perform a temperature check at home prior to visiting the facility.
3. Use proper hygiene and wash hands frequently.
4. Maintain at least six feet distance from the nearest person.
5. Purchase your seasonal pass online at [carmelclayparks.com](http://carmelclayparks.com) beginning June 14.
6. To minimize contact, you will be issued a key fob upon your arrival.
7. While cash will be accepted, to minimize contact we encourage you to pay with a card.
8. You will only be able to enter The Waterpark through the main front gate. The fob will not allow you access through the Monon Community Center.
9. Lawn chairs will not be available. You are welcome to bring a folding chair from home (one per person).

**Q: Do I need to wear a mask?**

**A:** We encourage you to wear face coverings or a mask when you aren't actively swimming or in line for a ride or attraction. Face coverings are prohibited in the water.

**Q: What happens after July 17?**

**A:** This is yet to be determined. Our team will closely monitor the first few weeks and how everything goes as far as controlling the spread of COVID-19 and limiting capacity. We will share more information about our next phase of reopening in late June.