



AZTEC AQUA PARK: FREQUENTLY ASKED QUESTIONS

MUST I BOOK ONLINE?

YES: All bookings **must** be made online in advance to ensure you can get the day and time you want.

Please remember before booking that all ticket sales are final.

I WANT TO BOOK THE AQUA PARK FOR THE EXCLUSIVE USE OF MY GROUP, WHAT DO I NEED TO DO?

You can hire the Aqua Park exclusively. If you would like to book exclusive hire, decide when you want to come along and contact us by email: aquapark@aztecadventure.co.uk

CAN YOU TELL ME WHAT THE AVAILABILITY IS ON THE AQUA PARK / WHY CAN'T I SEE ANY SESSIONS AVAILABLE ON THE DAY I WANT?

Availability changes second by second in real time and the best way to check is for you to go online at

[HTTPS://AZTECADVENTURE.CINOLLA.COM/AZTEC/COURSES/CATEGORY/AQUA-PARK](https://aztecadventure.cinolla.com/aztec/courses/category/aqua-park)

Select the date you want to attend, check the number of places available, click book. If no sessions are showing it means everything is fully booked. If only a small number of sessions are showing, it means there is availability for you and your party of those.

BOOK IT QUICKLY IF YOU WANT IT!

CAN I BOOK ONTO THE AQUA PARK FOR MORE THAN 1 SESSION ON THE SAME DAY?

YES: You can, but you need to make separate bookings, and make us aware on arrival you have more than 1 session booked. Please note it is quite tiring and normally one 50-minute session is enough for the average person.

SHOULD I BRING MY E-TICKET?

YES: Please bring your confirmation e-mail.

HOW LONG PRIOR TO MY SESSION SHOULD I ARRIVE?

IT IS YOUR RESPONSIBILITY TO ARRIVE ON TIME. PLEASE ALLOW AT LEAST 30 MINUTES BEFORE YOUR

SESSION. Therefore, if your session was at 11.00am, we advise that you arrive by 10.30am. This gives you time to check in, get changed and be briefed. Our safety briefing takes place 15 minutes before each session starts and must be attended by anyone going on the Aqua Park. If you miss your briefing and entry time you will not be allowed onto the Aqua Park. If there is space at another time that day we may be able to get you onto the Aqua Park, but we cannot guarantee this.

PLEASE NOTE: THERE ARE NO REFUNDS AND TICKETS ARE NOT TRANSFERABLE TO OTHER DATES, IT IS YOUR RESPONSIBILITY TO ARRIVE IN GOOD TIME.

WHERE IS YOUR AQUA PARK?

We are located at the Aztec Adventure Upton Warren, Worcester Road, Upton Warren, Bromsgrove, B61 7ER (on the A38 at the roundabout opposite Webb's of Wychbold).

IS THERE ANYTHING ELSE TO DO AT AZTEC ADVENTURE AQUA PARK?

YES: There are lots of activities at Aztec Adventure Upton Warren, you can pre-book individual and group sessions in kayaking canoeing, paddle boarding, sailing and more. There are also various land based activities to experience including climbing, ropes course and archery. To make an enquiry or make a booking please call 01527 861426 or e-mail: uptonwarren@aztecadventure.co.uk

There is also boat hire available on certain days at the 'Surf Shack'. You can hire SUP's, sit on top kayaks, rowing boats etc. It is essential that you pre-book each session on our online booking system. Entry will not be given if you have not pre-booked. Please check <https://www.facebook.com/AztecAdventureUptonWarren/> for up to date boat hire opening times.

WHERE DO I GO ON ARRIVAL?

We ask that you and your group go to the Aqua Shack with your confirmation e-mail.

CAN I GET A REFUND?

NO: All tickets or vouchers purchased are non-refundable. If for any reason you miss your briefing, you will not be allowed on your session. We will not refund you, but will try our best to get you on another session if one is available later that day.

WHAT HAPPENS IF I AM STUCK IN TRAFFIC?

We are not responsible for your journey or traffic which during weekends and bank holidays can be very slow. Unfortunately, we cannot get you onto the Aqua Park if you miss your briefing session. We will try our best to help you, but we cannot be held responsible for your arrival, please remember there are **NO REFUNDS**.

CAN I CANCEL MY BOOKING?

NO: All bookings are full and final and are non-refundable and non-transferable.

CAN I FIND A CAFE CLOSE TO THE AQUA PARK?

YES: There are two licensed cafes at Aztec Adventure Upton Warren.

- 1. THE BOAT SHACK CAFE** serves hot and cold food and drinks overlooking the lake.
- 2. THE BEACH BUS** serves drinks, pizzas and snacks lakeside by the Aqua Park.

Please note alcohol consumption is not allowed prior to your session.

CAN I BRING A PICNIC OR FOOD WITH ME?

YES: Own food and drink can be brought along and consumed in the picnic area. There are however two cafés / bars overlooking the lake serving hot and cold food and drink.

DO I HAVE TO WEAR A WETSUIT?

NO: You do not have to wear a wetsuit although we recommend a wetsuit is worn on colder days. Unfortunately, we cannot accept anybody wearing loose clothing as it presents a hazard.

CAN I BOOK A WETSUIT TO HIRE?

YES: Wetsuits are available to hire on the on the day and cost £5pp per session. If you are hiring a wetsuit you must bring a swimming costume / trunks to wear underneath the wetsuit.

ARE THERE AGE RESTRICTIONS AND DO ADULTS HAVE TO ACCOMPANY CHILDREN IN THE WATER? ALL PARTICIPANTS MUST BE AGED 6 OR OVER TO GO ON THE AQUA PARK.

Children aged 6-8 years old must be accompanied by an adult on the Aqua Park with at least a minimum ratio of 1 adult to 2 children. Children aged 9-18 years will need an adult to sign their waiver form and be on site.

DO I HAVE TO BE ABLE TO SWIM?

YES: You must be able to swim with a buoyancy aid, without the help of others. You are likely to go under water and should be confident in the water. You also have to swim to the Aqua Park to gain access.

DO I HAVE TO BE PART OF A GROUP OR PARTY?

NO: We take individuals, groups and private parties.

CAN I WEAR SHOES?

We advise you wear wetsuit shoes otherwise barefoot is fine. Please ensure you bring flip flops to wear. This is as there is a gravel track from the changing rooms to the Aqua Park. Having them will avoid having to put wet feet back into dry shoes after your session.

MUST I REMOVE ALL OF MY JEWELLERY AND WATCH?

YES: All jewellery and watches must be removed before you enter the park. This includes ALL removable earrings. If you have recently had any piercings we can provide tape to cover them.

CAN I PARTICIPATE IF I AM PREGNANT?

NO: You should not to participate if you are pregnant.

CAN I TAKE MY DOG?

NO: Aztec Adventure Upton Warren is very fortunate that its home is on a Site of Special Scientific Interest (SSSI). We have a duty to protect our flora and fauna; a condition of this IS THAT Natural England DO NOT allow dogs on site.

CAN I BRING MY WATERPROOF CAMERA ONTO THE AQUA PARK?

YES: All cameras MUST be secured by a chest harness. We cannot be held responsible for any lost devices – wearing a camera is at your own risk. If lost the water is deep in excess of 3m.

CAN I WEAR MY SPECTACLES?

NO: We do not recommend glasses are worn on the Aqua Park because of the danger of impact and them getting pushed back and shattering in the wearers face. The danger comes from falling on to the obstacles and others falling onto you. However, this is just a strong recommendation rather than an absolute.

CAN I WEAR SWIMMING GOGGLES?

YES: You can wear swimming goggles.

CAN I WEAR FANCY DRESS?

NO: Unfortunately, you cannot wear any loose clothing on the aqua park, therefore we do not allow any fancy dress of any sort on the Aqua Park.

DO I HAVE TO BE PHYSICALLY FIT TO TAKE PART?

MODERATELY: You do have to be able to pull yourself up out of the water, and it can be very tiring.

IS THE AQUA PARK FUN FOR ADULTS AS WELL AS CHILDREN?

YES: The Aqua Park is fun and challenging for both adults and children, there are parts of the park that the adults will struggle with, and other parts the children will struggle with, but it is great fun for everyone.

WHAT HAPPENS IF IT'S RAINING?

You still take part in the rain. Our theory is... you are going to get wet anyway! It is good fun in the rain.

WHAT HAPPENS IF THERE IS A STORM?

If we have a storm over head, then we will pause and resume once the storm has passed. Then your time will continue as normal. This does mean we may have to delay later sessions if this does occur.

CAN I LEAVE BEFORE MY 50 MINUTES IS UP?

YES: You can leave before your session is up, however you cannot return to the Aqua Park once you have left.

ARE THERE FISH IN THE LAKE?

YES: There are many fish in the lake both large and small.

IS THERE A CAR PARK NEAR?

YES: There are two free car parks on site for Aztec Adventure customers. In addition, Webbs of Wychbold have kindly agreed that their Overflow Car Park can be used by visitors free of charge. This is only a 2 minute walk to the entrance to the Aztec Adventure Centre and gives visitors a chance to extend their stay and visit Webbs as well. **PLEASE NOTE CAREFULLY THAT WEBBS CLOSSES AT 8PM MONDAYS TO FRIDAYS, 6PM ON A SATURDAY AND 4.30PM ON A SUNDAY.**

Please always park carefully and considerately.

WHERE CAN I STORE MY POSSESSIONS?

You are responsible for your possessions. There are small lockers that will hold a small bag and your keys and are available for free on the day. Please do not ask our staff to look after your valuables as they are NOT permitted to do so.

ARE THERE ANY CONCESSIONARY RATES?

NO: There are no concessions on the Aqua Park.

ARE THERE SHOWERS OR CHANGING FACILITIES?

YES: The changing rooms are basic male and female changing (over 18's and under 18's), with showers and toilets. During peak periods there may be a short wait before showers are available to use.

CAN I PHONE YOU?

NO: All bookings are made online. Please email the office at: **AQUAPARK@AZTECADVENTURE.CO.UK**