



POOL RESERVATION POLICY

Due to the 50% capacity for our Family Waterpark during this phase, we will now be allowing minors into the adult pool area EXCEPT for the last 3 slots of the night (7pm, 8pm, and 9pm).

Guest will get one pool voucher for each night they are booked in with us. Each voucher is good to book one – 50 minute time slot in our pools.

Guests are unable to book 2 morning or 2 evening time slots on the same day.

All pool times are 50 minutes long and start every hour, on the hour to allow 10 minutes in between to give swimmers time to dry off and exit the pool area.

Guests cannot book both sides of the pool during the same time (adult side vs family friendly side), only one slot can be used.

The family pool can only be booked if you have brought kids along as the kids need their swim time!

Our occupancy is for the pools themselves rather than the deck area so if you have people who will be watching but not swimming, you do not need to reserve space for them. Please don't book a slot if you are not planning on swimming, space is limited.

Anyone who doesn't show up for the first 15 minutes of their slot may be unable to swim as we will release any unclaimed slots at that time.

If you would like to swim at any time that you haven't made a reservation, you are always welcome to check in and if we have extra spots, you are welcome to go swim.

Guests can only book times for their own room number. If there are families travelling together, each room must book their own time slot, and only for the people staying in their room.

If you have two rooms booked, you still only get to book one time day. e.g. if you have a total of 8 people staying in two rooms, you only get to book 1 time for 8 people, or 2 times for 4 people.

Groups larger than 10 people are not allowed to gather together in the pool area.