

Please ensure that you have read our [Admissions Policy](#) and [Health & Safety Policy](#) and ensure that **all** members of your group are aware of and adhere to the rules whilst they are on the premises.

GENERAL ADMISSION RULES

1. Splashdown Waterparks **will not** tolerate any violent or abusive behaviour towards a member of our staff or customers. Such behaviour will result in immediate expulsion, without refund, from the waterpark and the involvement of the relevant authorities.
2. Persons who appear to be under the influence of drink or drugs **will not** be allowed into the waterpark and will be excluded from activities.
3. We have the right to refuse admission.
4. Smoking, including e-cigarettes and vapers, **are not** permitted in any part of the waterpark.
5. All food and drink consumed at Splashdown **must be** purchased on the premises. You will be asked to put your own food and drink away.
6. We take no responsibility for lost, damaged or stolen property within the waterpark. Please use the lockers provided for clothes and belongings. These require a **20p** non-refundable deposit. Change machines are available on site. We recommend that you leave any jewellery and expensive items at home. Any items found will be placed in Lost Property and donated to charity if not collected within 14 days.
7. Please stay with your social group at all times when using the rides.
8. At least 2 people, and no more than 4, can stand next to each distancing marker.

ON THE FLUMES

9. We strongly recommend that weak swimmers **do not** use our flume rides.
10. Please **do not** run in the waterpark or changing areas.
11. Riders **must be** at least 1 metre tall to ride the flumes.
12. All flumes are single rides and **must be** ridden flat on your back, feet first, on tyres or mats as instructed.
13. Riders **must** obey the lifeguards and the instructions displayed before the start of each ride. Failure to do so will result in expulsion without refund.

CLOTHING AND EQUIPMENT

14. Cut off jeans and trousers, baggy shorts beyond knee length and transparent/inappropriate costumes are not permitted. We politely ask that visitors **do not** wear swimwear with zips or buttons as these may damage the flumes.
15. Prescription goggles may be worn at the manager's discretion only if a disclaimer form has been signed on arrival. These are available from reception.
16. Any spectacles and jewellery **must be** removed before entering the waterpark. Spectacles pose a safety risk to both yourself and other swimmers and loose fitted piercings could also pose a risk to your own safety. We recommend that you leave jewellery at home.
17. Swim nappies **must be** worn by all babies & children who are not yet sufficiently toilet trained to keep dry throughout their visit to the waterpark. Swim nappies can be purchased from the shop. Standard nappies are not suitable or appropriate.

Splashdown Quaywest, Goodrington Sands, Tanners Road, Paignton, Devon **TQ4 6LN**

To discuss or amend your booking with us please call **01803 555550** or email info@splashdownquaywest.co.uk

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DISABLED ACCESS

18. Splashdown Quaywest has ramp access to both the restaurant and a disabled toilet. Swimmers, parents and guardians are advised to inform our reception team, on arrival, of any disability or circumstance that may have an effect so that we may best support your visit to the park. Please see our [Accessibility Statement](#) for more information.

ADULT TO CHILD RATIO

19. Children aged 12 and above may enter the waterpark unaccompanied at the risk of their parent/carer.
20. Children aged **9-11** may use the slides where they have an adult in the spectator area and are accompanied by at least one other slider aged 9 or above around the waterpark.
21. Children **under 9** must be supervised everywhere in the waterpark including the slides by an adult. As the supervising adult you should not be directly supervising more than two children aged 5-5 at one time.
22. Children **under 5** must be supervised on a 1:1 basis everywhere in the waterpark at all times.
23. The safety of children under the age of 12 years is the responsibility of the supervising adult at **all** times. The supervising adult **must** keep a constant watch on their dependants and be in close contact with those that are weak or non-swimmers. Information on ride severity and conditions are available on our website, on posters around the waterpark or any of our staff will be pleased to offer advice and information.

24. All non-swimmers **must** wear armbands unless they are closely supervised on a one-to-one basis by an adult who can swim. Armbands cannot be worn on the following rides; Devil's Drop, Wild Kamikaze or The Screamer.

HEALTH AND ILLNESS

25. Our flumes **are not** suitable for any visitors who are pregnant, recovering from recent surgery, injury or suffer from heart, back or neck problems.
26. Visitors who have recently suffered from sickness and diarrhoea symptoms should wait **48** hours since their last episode before visiting the waterpark.
27. Visitors who have recently suffered from respiratory problems, infections and rashes should seek medical advice before travelling.
28. Splashdown always has fully qualified First Aiders on site, if you have any problems whilst you are visiting the waterpark please bring it to a member of staff's attention immediately.
29. COVID-19 isolating people or people feeling unwell should avoid visiting the waterpark.

DECLARATION

30. Confirmation of your booking with Splashdown is based upon the acceptance and adherence of our [Admissions Policy](#). Our team are here to help you - please ask if you require any assistance.

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