

**Your Guide to a visit to Splashdown Quaywest during the coronavirus restrictions - knowing what to expect will help us and you to have a great, safe visit.**



### **Your partnership with us for a flumin' good time!**

We know there is quite a lot to take in but please read all this before you come to Splashdown Quaywest Waterpark AND most importantly stick to what is being asked when you arrive. Ask us questions before you arrive or tell us if you have any concerns during your visit. Some of the waterpark will look a little bit different and your experience as a visitor will be somewhat different too, but we are confident you will still have a super visit. We want to make things as clear as possible so that you know what it will all be like and what you are expected to do to keep everyone safe. This is all new for us and we want everyone who visits us to have a great time but feel entirely safe, we have worked hard to do this. Remember there are our usual rules about safety in the waterpark too – we have an extensive [Visiting Info Pages](#) or reach out to us on [Facebook messenger](#), this is our most closely monitored channel.

### **DO NOT COME TO THE WATERPARK IF YOU OR ANY MEMBER OF YOUR PARTY IS UNWELL**

If you have any of the known symptoms of COVID-19 you should follow the NHS guidance prevailing at the time. We will move your booking free of charge, provided that you give us 12 hours' notice by email of your intention not to visit – we **cannot do this** over the phone you need to email us on [info@splashdownquaywest.co.uk](mailto:info@splashdownquaywest.co.uk) quoting your booking reference number. Tickets are otherwise non-refundable.

### **What we have done to make your visit safer**

#### **Tickets**

We have long opening hours in the summer, 9am to 6pm, to fit in as many people who wish to attend. There are 2-hour sessions available at the beginning and end of the day, 3-hour sessions starting every 15 minutes all day from open until the last session at 3pm. Each session is broken down into 15 minute arrival windows to manage the volume of people arriving at the waterpark; it is very important that you stick to your arrival window; failure to do so may mean that your entry to the waterpark is delayed or your session time shortened. *(This is a change to our previously published schedule)*. Tickets can **ONLY** be booked online – you will see a calendar of tickets to purchase. We **do not** have a telephone booking facility.

#### **Capacity**

Our waterpark capacity has been reduced by over 50%. Each session has a smaller capacity to enable us to manage the safe operation of our changing village throughout the day and to help visitors keep a safe social distance between them and other guests at the waterpark.

#### **Social Distancing and Directional Markers**

Throughout the waterpark you will see YELLOW or RED social distancing markers. You must stick to these. In some places you will also see directional arrows to get to the correct queuing places. Follow these carefully.

#### **Water Quality**

As well as the usual hygiene measures for water safety and quality you should know that water chlorination here is run at a level recommended to kill the viruses and bacteria that enter the water system. Therefore, you and all the other guests and our equipment that enters the water or has it running across its surface, also benefits from this effect, whilst wet.

#### **Staff Training, sanitising and PPE**

We have undertaken extensive new risk assessments for COVID-19. You will see in place, where it is appropriate according to the risk assessment, staff wearing face visors, they are not required everywhere; Perspex shields to keep our staff separated from you; new hygiene regimes in waterpark in addition to the existing ones, including regular disinfection of high touch point areas and rotation of lockers, changing cubicles as well as a new overnight changing room fogging procedure. There are hand sanitising stations at the entry to the waterpark and handwashing facilities in the toilets. Our staff have received additional training to ensure that they understand what the measures are for, how to go about them to ensure that you and they are protected as far as is reasonably possible.

Below you will see pointers to help you understand what's happening and get the best out of your visit to Splashdown Quaywest Waterpark and some of the additional measures to combat the risks of contracting COVID-19 that are in place. At all times you should have the current guidance of the Government in mind. The risk of

contracting COVID-19 cannot be eliminated entirely in any public place and it is possible that despite the many precautions you may still contract the virus. It is your choice whether to visit the waterpark at this time and you should make sure you understand and follow all guidance to keep you, your friends and family safe and to protect our staff. For everyone's wellbeing, those not following the procedures laid out will be asked to leave with their entire social group without a refund.

#### **Purchasing Your Tickets Online:**

- The minimum number of admissions that can be bought is 2 to gain entry, the whole of Splashdown's ride queuing areas have been marked out with social distancing markers, and we would ask that you stay in your visiting social group throughout your visit, as a minimum we would ask that at least 2 of you queue next to each social distancing marker, and also that no more than 4 queue together per marker.
- We're sorry. There are NO U5s facilities available this year at the waterpark due to the social distancing requirements and queue management. As long as you understand this, an U5 may enter the park, free of charge, with two fully paid tickets. No ticket is required but they are not permitted on the slides.
- There are NO spectator tickets whatsoever; if you wish to come in and not take part you will be required to pay the full entry price.
- There are NO other concessions in operation at this time.

#### **Before you arrive:**

- If possible, shower and put your swim wear on under your clothes, this will speed up your entry to the waterpark and reduce the amount of touch points in our changing village.
- Allow time to travel to and park at Goodrington, there are a couple of Council PAY AND DISPLAY car parks nearby, if you arrive early, you can make use of the beach, and Young's Park. However, please stick to your arrival time window for the waterpark. Entry to the waterpark will not be possible outside those times.
- Familiarise yourselves with the layout of the waterpark by looking [Explore the Park](#) pages

#### **On the Day:**

**Enter the waterpark at the designated entrance, you may need to wait for a short time in the queueing area. Please observe social distance.**

- Upon arrival show the member of staff on the door your purchase on your phone, mobile device or a printed copy.
- You will be issued two wristbands on entry. The first will be a coloured band which will have the time you session ends marked on it, it is important that you try to leave as near to this time as possible to ensure we are able to maintain safe numbers in the waterpark and changing village. You will be called out via the PA according to your band colour, to be fair to all sliders please exit at the appropriate time. The second band will only come into play, on busier days, to help us with social distancing and queue management. It will be either a red or blue striped wristband, this will allow you access to one of the slide towers at a time. This will be explained to you on entry. These sessions will change every 45 minutes to allow everyone equal chance to enjoy all 8 rides in the waterpark.
- You will be given a key to the lockers and directed to your locker by a member of staff. The lockers are numbered and will be locked when you get to them, having been sanitised after their previous use. You will require a 20p piece to access the locker, **DO NOT FORGET YOUR 20p COIN!** To help us keep the changing village available for as many people as possible please do not return to your locker until the end of your visit, unless absolutely necessary.
- Please use the hand sanitiser and then proceed to the changing village, our leisure assistants will direct you to your locker, please use the closest available changing cubicles to your locker (or a family changing room if this is more appropriate). Please use your discretion in the changing rooms to allow for social distancing and follow any directional signage.
- Once you have used a cubicle our staff will sanitise it.
- Once in the waterpark please queue for the rides next to the social distancing markers Keep in your social groups of at least 2 (and a maximum of 4 around the waterpark)

- If there isn't a clear space please do not wait at that particular ride; you should move around the park, reduced park capacities should mean that this should not happen frequently.
- At the top of the rides please only enter onto the top of the tower when asked to by a member of staff.
- We would ask that all your social group rides the same ride, unless instructed by a team member. Our staff will be trying to maximise the flow of guests down the rides, to the benefit of all in the park, please be flexible. We have calculated that the fastest way to move guests in this queue is to get social groups to follow each other down a ride rather than splitting up. This should mean that you will get more opportunities in your session to use the slides.
- When your session time has expired you should exit the waterpark, to help us manage the capacity in the waterpark and to be fair on other guests. Exit the waterpark through the changing rooms.
- Government guidance suggests that you should not use the showers, due to the higher risk of transmission, however, you may rinse off in the showers as you exit, if you wish, please don't use shampoo or shower gel. If at all possible, wait to have a shower at home. We are taking additional hygiene measures to keep the showers clean.
- Then retrieve your belongings from the locker and change into your clothes. Leave the key in the lock. Once you have left our staff will sanitise the lockers and cubicles you have used.
- During your visit please let us know if you are worried about any sanitising or cleanliness issues, we have a 'Seen It! Clean It! policy' but that will only work effectively with your help. There should be someone on hand to deal with any issues with appropriate products available.

#### **AFTER YOUR VISIT:**

- If you have had a safe and enjoyable visit please consider writing us a review on one of the many review sites, [Google My Business](#), [Facebook](#) or [Trip Advisor](#) or tell your friends that you had a great experience.
- We've a steep learning curve just now and we want to get it right first time but if you have any concerns about your visit, we really hope you won't, we would prefer to deal with it there and then, so please ask to speak to the manager on duty either during your visit or as you leave. You can contact us through our [Facebook Messenger](#) or by [email](#).
- We will provide your details to the NHS Track and Trace should that be necessary unless we receive your **specific instruction *not*** to do so. Details are given [here](#). Your purchase data will be stored in accordance with the Data Protection Act requirements, purchase data will be stored in accordance with the Data Protection Act requirements.

**Thank you so much for your visit we hope you have had a flumin' good time!**