



Frequently Asked Questions

Q: What **forms of payment** do you accept?

A: White Water Canyon accepts cash, Visa, Mastercard and Discover cards as payment. Checks are not accepted for daily entrance fees nor American Express.

Q: Do I need to pay the entrance fee **if I am not swimming**?

A: The daily entrance fee into White Water Canyon is to be paid by anyone entering the park.

Q: How old do you have to be to enter the water park alone?

A: An adult over the age of 18 must accompany children 10 years of age and under at all times. You must be 11 years old or older to enter the park without an adult age 18 or older.

Q: What **swimwear is allowed** at White Water Canyon?

A: White Water Canyon strictly follows the guideline from the Illinois Department of Public Health and allows only formal bathing suits, swimsuits or swim trunks as acceptable apparel for those who wish to enter any body of water including the spray ground. Cut off shorts, basketball shorts or other forms of street clothes including undergarments are not permitted. All children who are not toilet-trained are required to wear a swim diaper with a second form of protection over that diaper as in a swim suit or rubber pants. We highly recommend that tight fitting rubber pants be worn over all swim diapers. Swim diapers are available to sale at the front gate. **Please be advised that refunds will not be made for inappropriate swimwear. Swimsuits are available for purchase at the front gate in limited amounts and sizes. Some children's sizes may be available.**

Q: **How much are the daily rates at the Waterpark?**

A: Residents with identification \$9; \$5 after 5:00 p.m.
Non Residents or Residents without identification \$18 (no evening rates)

Q: What are the **hours** of the Waterpark?

A: The water park is open 7 days a week 12:00 – 8:00 p.m.
Members may enter at 11:30 a.m. (no guests are allowed at this time)

Q: When do **late summer hours** begin?

A: Late summer hours for 2020 begin August 17th Monday – Friday 4-7 p.m. and Saturday, Sunday and Labor Day 11 a.m. – 7 p.m. Starting August 24, the water park will be closed Monday – Wednesday, open Fridays 4-7 and Saturday, Sunday and Labor Day 11:00 a.m. – 7:00 p.m. **Members may enter on the weekend at 10:30 a.m. Evening rates apply on weekdays beginning at 4 p.m.**

Q: **If I am a member what time can my guest enter?**

A: All guests may enter at 12:00. All passes are good for entry at 12:00 or later as stated on the pass.

Q: Can I wear **water shoes** in the park?

A: Water shoes can be worn in the park, in the water, and are recommended for the spray ground. Water shoes must be removed when going off the diving board or going down any of the slides.

Q: What is the **life jacket policy** at White Water Canyon?

A: Guests can bring in their own life jackets as long as they are a Coast Guard approved Type I, II or III jacket. White Water Canyon has life jackets available at no charge. Water wings, floaties and swim trainers are not approved by the Coast Guard and for the safety of our small visitors, not allowed in the Water Park. Life vests are not allowed on the diving board or on any of the slides.

Q: Can I **leave the water park and return later?**

A: Guests leaving the water park and planning to return the same day are required to stop at the front gate for a bracelet. This bracelet will be good for the entire day and allow your re-entrance at the gate.

Q: Can I bring **food** and drinks into White Water Canyon?

A: Food, beverages and large coolers may **not** be brought into the park. Water in clear, plastic sealed bottles is allowed (no flavored waters or sports drinks). Water may be carried in small soft coolers or insulated bags. White Water Canyon has a picnic area outside to the south of the park entrance; you are welcome to pack your picnic lunch and eat in the picnic area. Alcoholic beverages are not permitted anywhere on the water park grounds.

Q: Can I bring in **baby food** and bottles for my infant?

A: Baby bottles can be brought into the park as long as they are plastic bottles. Baby food for infants that is pureed food in plastic store containers is also permitted. Toddler snacks and food is not permitted and should be packed in your cooler for a picnic in one of our picnic areas outside the park.

Q: Do we allow **diabetics** to bring in food?

A: We do allow a small amount of food to come into the park for diabetics. Items should be in a small soft cooler or lunch bag, and an individual sized amount. A whole cooler full of food is not allowed.

For other food preferences: We do not allow outside food into the water park, We will be happy to hold onto the cooler or you can return it to your car. When the guest is are ready to eat, ask for a

wristband and utilize the picnic area. You are free to come and go as often as required. Please let us know if you need any assistance while in the park.

Q: Are there **lockers** available?

A: There are lockers available at White Water Canyon in the bath house. These lockers require you to bring your own key or combination lock. Never leave valuables unattended in the park; we are not responsible for lost or stolen items. Locks are sold at the front gate for \$5 in limited quantities.

Q: What are the **height restrictions** for the slides and diving board?

A: For patron safety, you must be 48 inches or taller to ride the slides or dive from the diving board.

Q: What happens in the case of **rain**?

A: In the event of rain or inclement weather when the water park is closed for 2 or more hours, rain passes will be given. Your rain pass is your receipt; and is good for the number and type of admissions listed on your receipt. Rain receipts expire 30 days from receipt date. Daily hours may be adjusted and/or sections of the facility closed due to air temperatures, inclement weather, attendance or staffing. Refunds will not be granted. If a patron leaves the park for rain and wants to find out if the day qualified for rain passes they can call the water park manager or ticket office for valid dates.

Q: Do we give discounts to active **Military Members**?

A: If you are a active military patron with a valid current Military ID we are happy to offer you a resident rate to both you and your group up to a maximum of 6 people.

Q: What type of **food is served** in the water park.

A: Please see the concession menu for the selection. There are healthy options available each day. Please Note: While we strive to meet dietary needs, the Canyon Café Concession Stand is not a peanut free zone. In addition, some of our items may contain milk, milk byproducts and gluten. Product labels are available for all of our menu items should they be needed to check ingredient lists for specific dietary requirements.

Q: How much is a **Cabana** and how can I rent one?

A: To rent the cabanas, once entering the park bring your ID and payment to the manager's office for processing. Monday – Friday the full day rental is \$15 per day and Saturday and Sunday the fee is \$20 per day. If the cabana is empty after 3 p.m. you can rent it Monday – Friday for \$10 and weekends for \$15.

Q: Do you offer **Swim Lessons**?

A: Swim Lesson can be registered for on line or in person at the Recreation Center. There are no make-ups for vacation or illness. In cases of severe weather the water park may be closed, make ups will be the Sunday immediacy following your regular lesson date at the same time. If swim lessons are cancelled for the day participants can call the manager office to hear the recording with a statement and make up options. 708-342-4249

Q: How will I know if the **Water Park is closed?**

A: If the water park is closed due to weather, the manager at the water park will call up to the recreation center letting them know. The water park may be closed for a full or half day depending on the situation. See details regarding rain passes in the event of a closure of 2 or more hours. Receipts must be retained for admittance. Any questions regarding weather closing or swim lessons would be directed to the water park manager office extension 249 or by dialing 708-342-4249.

Q: What temperature is the pool water?

A: The pool water is heated and boilers set to 80° Depending on the weather the water could easily be warmer or cooler.

Q: If I buy a daily entry fee today and I use it towards an annual pass at a later date?

A: Daily entry fees that are paid cannot be applied toward a membership at a later date.

Q: Do you allow Service Dogs into the Waterpark?

A: Yes, a true Service Dog is allowed onto the deck of the water park. A Therapy dog or Companion dog would not be allowed into the park following ADA Guidelines.