



Frequently Asked Questions 2022

Q: What forms of payment do you accept?

A: White Water Canyon accepts cash, Visa, MasterCard, Discover and Apple Pay to purchase memberships, daily entrance and concessions. ***The Front Gate and concessions do not accept checks.***

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

A: Yes. Everyone entering White Water Canyon either pays the daily fee or must have a membership.

Q: How old do you have to be to enter the White Water Canyon 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 acceptable swimwear at White Water Canyon?

A: White Water Canyon strictly follows the Illinois Department of Public Health guideline: only formal bathing suits, swimsuits or swim trunks are acceptable apparel for those entering any body of water including the spray ground. *Not permitted:* Cut off shorts, basketball shorts or other forms of street clothes including undergarments.

All children who are not toilet-trained must wear a swim diaper with a second form of protection over that diaper as in a swimsuit or rubber pants. *We highly recommend using tight fitting rubber pants over all swim diapers. Swim diapers are available for sale at the front gate.* **Please be advised we do not refund daily fees because of 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 2022 daily rates at the Water Park?

A: Residents with identification: \$10; \$5 after 5:00 p.m.
Non-residents and Residents *without identification*: \$20 (evening rates do not apply)

Q: What are White Water Canyon hours?

A: White Water Canyon is open 7 days a week 12:00 – 8:00 p.m.
Members only may enter at 11:30 a.m. All guests must enter at or after 12:00 p.m.

Q: When do late summer hours begin?

A: Late summer hours begin in mid-August. See website for exact dates. Monday – Thursday closed, Fridays open 4-7 p.m. and Saturday, Sunday and Labor Day 11 a.m. – 7 p.m. **Members only may enter on the weekend at 10:30 a.m. Evening rates apply beginning at 4 p.m.**

Q: If I am a White Water Canyon member, what time can my guest(s) enter?

A: All guests may enter at 12:00 p.m. 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: Yes. Patrons can wear water shoes in the park and in the water; we recommend water shoes for the spray ground. Swimmers cannot wear water shoes 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. The Coast Guard does not approve water wings, floaties and swim trainers; for the safety of young swimmers, these items are not allowed in the Water Park. Patrons cannot wear life vests on the diving board or on any of the slides.

Q: Can I leave White Water Canyon and return later?

A: Guests leaving White Water Canyon who plan to return the same day must stop at the front gate for a wristband. *This wristband is valid for re-entry that day only.*

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

A: No. You cannot bring food, beverages and large coolers into White Water Canyon. Patrons can bring *water contained in clear, plastic sealed bottles* (no flavored waters or sports drinks) in a small soft cooler or insulated bag. ***Alcoholic beverages are not permitted anywhere on the water park grounds.***

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

A: Yes. Patrons can bring *plastic baby bottles* and pureed baby food in plastic containers. Toddler snacks and food are not permitted.

Q: Can diabetics bring in food?

A: Those with diabetic requirements should make their needs known to the front gate staff.

White Water Canyon has a picnic area outside to the south of the park entrance. Those dietary requirements, food preferences or who prefer to pack a lunch are welcome to eat in the picnic area. Patrons must leave coolers with larger amounts of food in their vehicle. When ready to eat,

patrons should get a re-entry wristband at the Front Gate and utilize the picnic area. Patrons are free to come and go as often as required.

Q: Are there lockers available?

A: Yes. Lockers available in the bathhouse at White Water Canyon. These lockers require patrons to bring their own key or combination lock. A limited quantity of locks are available for purchase for \$5 at the front gate. ***Never leave valuables unattended. White Water Canyon is not responsible for lost or stolen items.***

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

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

Q: How will I know if the White Water Canyon is closed?

A: If the water park is closed due to weather, the manager at the water park advise 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 two 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. Weather postings are listed on Facebook whenever possible.

Q: What happens in the case of rain?

A: In the event of rain or inclement weather and the water park closes for two or more hours, rain passes are given. **Your receipt is your rain pass**; reentry is valid only for the number and type of admissions listed on your receipt. Rain receipts expire 30 days from receipt date. If a patron leaves the park because of rain, they learn if the day qualified for rain passes by calling the water park manager or ticket office for valid dates.

White Water Canyon Management may adjust daily hours and/or closed sections of the facility due to air temperatures, inclement weather, attendance or staffing. Refunds are not given.

Q: Do we give discounts to active Military Members?

A: Yes. If you have an active military patron with a valid current Military ID, they are eligible to pay resident rates themselves and their group up to a maximum of six people.

Q: What type of food is available in the White Water Canyon?

A: Please see the concession menu for the selection. Healthy options are 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 for patrons who need to check ingredient lists for specific dietary requirements.

Q: Are cabanas available to rent?

A: Yes. To rent a cabana, after entering the park bring your ID and payment to the manager's office

for processing. FEE: Monday – Friday the full day rental is \$15 per day and Saturday and Sunday the fee is \$20 per day. If the cabana is still available by 3 p.m., you can rent it Monday – Friday for \$10; Saturday and Sunday for \$15.

Q: Do you offer swim lessons?

A: Yes. Patrons can register for swim lessons online or in person at the Recreation Center. Make-ups for lessons cancelled due to weather are on the Sunday immediately following the regular lesson 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: What temperature is the pool water?

A: The pool water is heated and boilers set to 80°. Weather conditions affect temperature causing it to fluctuate slightly up or down from 80°.

Q: Can a daily entry fee be applied to a future membership purchase?

A: No. Daily entry fees cannot be applied toward a membership purchase in the future.

Q: Do you allow Service Dogs into the White Water Canyon?

A: Yes. A true Service Dog can accompany a patron onto the deck of the White Water Canon. No Therapy and Companion dogs are allowed into the park. See the full description regarding Service Dogs as allowed by the ADA at https://www.ada.gov/regs2010/service_animal_qa.html.