



Group Policies – Please Sign & Return with Agreement

Thanks for choosing Mountain Creek Waterpark for your group outing! We want to ensure that your trip is thoroughly enjoyable and goes off without a single hitch. Here are some things you'll need to know to make your trip go smoothly:

Payments

- All payments **must** be made prior to entering the waterpark.
- We accept all major credit cards; however, we do not take credit cards over the phone. If you would like to use a credit card to pay your deposit, no problem! Just let us know and we'll fax you a credit card authorization form or it is available on-line. You must complete this form, including the amount you are authorizing us to charge, credit card information and signature. We will also need a copy of signers **VALID** Driver's License for security purposes.
- If you are sending a group to the waterpark and planning to pay with a credit card, only the person authorized on the credit card can sign for it. We cannot accept unauthorized signatures. If the authorized person is not attending, no problem! Just give us a call prior to your group's arrival with the **EXACT** number of admissions you will be paying for. We will send you a second credit card authorization form that you can fax back to us.
- Overpayments will be refunded. These refunds are made by check only and take about three weeks to process. In order to apply a credit to a 2010 trip, the trip must meet the minimum group admission number of 20.
- Preurchased and complimentary tickets apply only to admission used on the day of the contracted trip. They may not be credited for another day's admission.

Outside Food & Beverage Policies

- Mountain Creek Waterpark does not allow any outside food or beverages (other than individual, sealed bottles of water, infant formula/food or medically necessary items), or glass of any kind to be brought inside the waterpark.
- We offer a variety of inexpensive meal options, including discounted "Meal Deals" and exclusive catering.
- Still, we know some groups prefer to bring their own meals. We provide an area outside the entrance to the Waterpark where guests may eat food that they bring. We do ask guests to utilize this area only while they are eating, rather than taking it up for the whole day, so that many different groups can have an opportunity to use the area.
- We cannot be held responsible for any coolers or food left unattended in this area.
- Due to safety issues, we do not allow any type of barbecuing or open flame on our property, including the parking lot.
- Want a private area for the day, where your group can meet and eat? Ask your Group Outing Consultant about our reservable areas!

Bag Check & Lockers

- To ensure the highest level of safety and satisfaction for all of our guests, Mountain Creek Waterpark inspects all bags and items brought into the waterpark.
- If you have a guest with special medical needs that require special equipment be brought into the waterpark, please notify your group outing consultant prior to your visit.
- Lockers are available within the waterpark. Please ask your group outing consultant about special group rates.

Rain Policy

- Safety is the top priority at Mountain Creek Waterpark, therefore some rides and attractions may close temporarily during severe weather conditions. Once proper safety has been guaranteed, the rides and attractions will re-open.
- If our rides close due to weather conditions, your group may immediately request rain checks.
- In order to take advantage of our rain check policy, **each person in your group must present themselves with their wristband attached to their wrist**. The wristband will be removed and a rain check will be issued. No rain checks will be issued to guests who are not wearing their wristband. If the rain event occurs after we begin twilight pricing, a twilight rain check will be issued.
- Once a rain check is issued, no re-entry is permitted into the waterpark that day unless the rain check voucher is redeemed for another wristband.
- Rain checks can be used for another group trip or for individual admissions.

Parking & Complimentary Bus Driver Admissions

See Over

- Busses are directed to our bus drop off area. Once all passengers have disembarked, the bus is directed to our Sandhill parking lot. Please let your bus driver know what time you will be leaving. Drivers will then return to the same place where they dropped the passengers off to do a pickup.
- If you are arriving by car, please be aware that we have ample FREE PARKING in our lower lots.
- The lot closest to the waterpark is a preferred parking lot. Please be aware that there is an additional charge for parking in the preferred lot.
- Bus drivers wishing to take advantage of our complimentary bus driver admission policy must stop by Group Welcome and show their driver's license in order to pick up their wristbands. These bands will not be given out to the group leader.

Group Check-In Procedure

- The person checking in the group must stop at Group Welcome to make any necessary payments and to pick up the group's wristbands and Meal Deal vouchers.
- Before checking into Group Welcome, please get an accurate count of the total number of guests in your group. Also, please determine the number of guests 48" tall and over. This will allow us to check your group in promptly.
- If your group is not checking in all at once, we request that you supply us with a list of names of the guests in your group so that we may accurately check them in as they arrive. (Please note payment is due before any wristbands are issued)
- Upon group check in, we will require an emergency contact number for the group. This will be forwarded to First Aid. Please make all of your group participants aware of this number.
- Our Group Welcome Center closes daily at 2:00. If your group is going to arrive after that time, please call ahead so that we can make arrangements to meet your group upon arrival.

Safety Acknowledgement

To ensure a safe and enjoyable experience, you are required to provide adequate supervision for your group. Instruct your chaperones and staff to be aware of your group member's location(s) at all times and to advise the participants never to leave the park without a representative from your group. We are always available to assist you with additional information, please do not hesitate to ask.

Our park is an interactive activity between our exhilarating attractions and your group participants. As a group leader, you need to be aware of the swimming skill level for each of your group representatives. If you have any doubt, please do not allow a participant to visit an attraction without the appropriate swimming skills associated with that ride. Also advise your group members to read and follow all posted signs. Failure to follow safety directives can result in ejection from the waterpark as serious injury can result.

Life Jacket Recommendation

Only you know your own, or your child's, or who you are supervising level of swimming skills. We strongly recommend guests under 48" or who are weak or non-swimmers wear Coast Guard approved lifejackets where appropriate. Life jackets are available free of charge at Guest Information. When in doubt wear a life jacket!

Have a wonderful trip! If you encounter any issues during your visit, please let us know. Any team member can help you or contact a group representative. We are here to ensure you and your group has a fun and memorable visit.

Group Name _____

Client Name _____ **Client Signature** _____
 (PLEASE PRINT)

Trip Date ____/____/____