



## FREQUENTLY ASKED QUESTIONS - AQUAVENTURE

### 1. Is Admission to Cotswold Country Park and Beach included?

Only if you have booked in advance, (which must be a minimum of the day before your required session) and there are at least TWO people booked to go on AquaVenture on that day in your car, then yes your Park Admission is included. This allows you to park, access all of the Park, go to the beach and swim, plus access the outdoor children's play facilities and children's water play area. If you do not book in advance your Park Admission is **NOT** included and you will be required to pay admission on arrival.

### 2. Do I have to be able to swim?

Yes, you must be able to swim 50m with a buoyancy aid on, and be confident in the water. It is very likely for you to go under water. You have to swim to AquaVenture to gain access.

### 3. Can I wear shoes?

No trainers or hard soled shoes are allowed. You can wear wetsuit boots, or wetsuit socks. Otherwise barefoot is ok.

### 4. How long prior to the session should I arrive?

We advise to arrive on site at the Cotswold Country Park and Beach least an hour before your session and it is essential to check-in at the AquaVenture Reception on the North Lake (this is NOT the Main Park Reception) at least 30 minutes before your booked session. This gives you time to check in, get changed, get your wetsuit (if booked and be briefed. Our safety briefing takes place quarter to the hour and you must be changed, in your buoyancy aid and ready to receive the briefing at that time.

**5. Do I have to wear a wet suit?**

It isn't compulsory to wear a wetsuit, we will have water temperature information on arrival. If you have your own wetsuit you are welcome to bring it along, otherwise we have them available to hire on arrival at £5 per person. These can also be booked online in advance.

**6. Can I book my wetsuit hire online?**

Yes, and you can hire these on arrival subject to availability.

**7. Can I participate if I am pregnant?**

We strongly advise not to participate if you are pregnant.

**8. Do I need to remove all jewellery?**

Yes, all jewellery must be removed before you enter the park, including ALL removable ear-rings.

**9. Can I take a waterproof camera onto AquaVenture?**

No, sorry we do not allow equipment like this as it could damage the inflatables.

**10. Can I wear spectacles/sun glasses?**

It is strongly advised not to wear your spectacles on AquaVenture, prescription goggles are a good alternative. If you have to wear your glasses, this is done entirely at your own risk, as there is a high chance of losing them or damaging them.

**11. Do I have to be physically fit to take part?**

You do have to be able to pull yourself up out of the water, and it can be tiring. You don't have to be very fit to take part however it is a very active sport.

**12. Can I bring my own food and drink to the Park?**

Yes, but we would ask that you do not bring glass bottles or containers. However, please note we have the Lakeside Café and the Beach Shack that serve excellent food and drinks and we have the Pizzeria arriving in July making amazing stone-baked pizzas from a wood-fired oven!

**13. Can I wear swimming goggles?**

Yes, you can.

**14. Do adults have to go on with children?**

For children up to and including the age of 10 an adult will have to accompany them on Aquaventure. We recommend the ratio of an adult accompanying children is no more than 1:3. For ages between 11 & 15 an adult must complete the disclaimer on behalf of the child but does not have to go on AquaVenture with them – the adult must be 18+ to give consent.

**15. Is AquaVenture fun for adults as well as children?**

Yes, the aqua park is fun and challenging to both adults and children, there are parts of AquaVenture that the adults will struggle with, and other parts the children will struggle with, but it is great fun for everyone and a perfect family activity.

**16. What happens if it's raining?**

Well ..... you're going to get wet anyway! So, it all still carries on in the rain. We may have to stop AquaVenture in a storm. It is good fun in the rain. We have wetsuits available to hire on arrival, subject to availability

**17. What happens when there is a storm?**

If we have a storm overhead then we will pause and resume once the storm has passed. Then your time will continue as normal. This does mean we may have to delay later sessions if this does occur.

**18. Can I leave before the hour is up?**

Yes you can leave before the hour is up, however you cannot return to AquaVenture once you have left the area.

**19. What happens if I'm stuck in traffic?**

Unfortunately, we cannot guarantee to get you onto AquaVenture if you miss your session. We will try our best to help you and if there's space accommodate you later, but we cannot be held responsible for traffic. If you are late do not expect a refund. Leave plenty of time for your journey.

**20. Are there fish in the lake?**

Yes, there are fish in the lake.

**21. Can you go on AquaVenture for longer than an hour?**

Yes you can, you just need to add an hour onto your booking, and make us aware on arrival you have more than 1 hour booked. Please note it is quite tiring and normally 1 hour is enough for the average person.

**22. Where can I store my possessions and valuables?**

We have small keyed lockers for basic possessions; car keys/mobile phones etc, but they are not very big. We advise not to bring any valuables to AquaVenture or to leave them with someone that has come with you or locked in your car.

**23. Is there parking nearby?**

As explained above, there is parking on site but it does get to capacity, so it's best to get to the park at least an hour before your session. Also, note that as long as there are a minimum of **TWO** people booked on to AquaVenture on the day of your visit, in your car, then this includes your Park Admission, but always subject to availability.

**24. Are there any concessions?**

Sorry, unfortunately there are not any concession rates. We do discount exclusive use bookings.

**25. Are there any changing rooms?**

Yes, there are changing rooms, split into male and female but they are basic and at present there aren't any showers and nothing like hairdryers etc. That's a winter project for us!

**26. Are there any toilets?**

There are toilets on site but these do get very busy with other visitors to the park. We are installing additional toilets for the summer season.

**27. Can I cancel my booking?**

We have a 7 day cancellation policy, working back from your booked session. If you cancel after this time you will lose your payment. If you give us more than 7 days we will credit the payment, to be used at a later date and you can re-book online using that credit.