

Frequently Asked Questions (FAQ's)

How much is parking?

School Bus parking is FREE on all Outdoor Education Days. Single-day parking passes are available for pre-purchase at \$13 per vehicle.

Are outside food and beverages allowed?

- During Outdoor Education Days, we encourage guests to participate in a pre-purchased meal deal option. Meal Deals are \$12 each tax included: pizza w/chips, hamburger/cheeseburger/chicken strips w/fries. Exclusive Hot Dog Meals are also available for pre-purchase for \$6 each tax included: all-beef hot dog, chips, bottled water.
- No hard-sided coolers, glass, or gum is allowed into the park. Guests will go through a bag check at our front gate security checkpoint where all bags are subject to search.
- Outside food and beverages are not allowed into the park, however, school groups wanting to bring in sack lunches during School Days only, can arrange for their lunches to be stored and consumed in our private picnic pavilions (next to the Timberhawk). Please contact us for further information about this policy change.

What is the deal with chaperones & bus driver tickets?

- Wild Waves offers (1) complimentary admission ticket for every 15 purchased. Additional tickets for chaperones can be purchased in advance with the group order for the same Outdoor Education Days pricing.
- Wild Waves offers (1) complimentary admission ticket for each bus driver. Bus driver tickets will be issued to the bus driver at our Will Call window after presenting proper identification.

Will all attractions be operating during our visit?

- During all park operating days, some attractions may be closed temporarily due to weather concerns or maintenance. Attractions will re-open as soon as safe operations can be assured. Refunds for attraction closings will not be offered.

What if a student is a 2019 Season Pass Holder?

- Wild Waves 2019 Season Passes are eligible for admission during Outdoor Education Days. Please do not count any Season pass holders when purchasing tickets on the order form. The Season Pass holder will need to have their pass processed prior to entering the park. Please stop by Will Call for processing before entry.

What is the process for payment and ordering my school's tickets?

- To ensure we have adequate time to process payment and fulfill ticket requests, all order forms and payment are **DUE BY MONDAY, MAY 20th**. **Please contact us for special arrangements at (253)-661-8013.*
- Once your payment has been received and processed, there are no cancellations, refunds, or rainchecks.
- After payment is processed, the park will print your tickets and distribute them according to the option checked on the order form (shipped to the address listed or held at Will Call).

Can I purchase additional tickets on our school's visit day?

- Additional admission tickets can only be purchased the day of your visit at the Will Call window located at the main entrance for the same Outdoor Education Days ticket price.
- Additional Hot Dog Meals are not available same day. However, additional Meal Deals are still available same day at the Will Call window.
- Payment for any additional admission tickets or Meal Deals will need to be made at the Will Call window by cash or credit card. Purchase orders and checks will **NOT** be accepted.

Additional Questions

For a complete list of general park information, please visit us at:

<https://www.wildwaves.com/park-info.php> Or contact

Group Sales via email at: Sales@wildwaves.com, or call

Casey at (253) 661-8013.

