

Frequently Asked Questions (FAQ's)



Are outside food and beverages allowed?

- 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.
- 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.
- During Education Days, we encourage guests to participate in a pre-purchased meal deal option. Meal Deals are \$12 each + tax: pizza w/chips, hamburger/cheeseburger/chicken strips w/fries. Exclusive Hot Dog Meals are also available for pre-purchase for \$6 each tax included: hot dog, chips, bottled water.

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 School 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 rides and attractions be operating during our visit?

- Yes, all rides and attractions are scheduled to be open. However, 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 2020 Season Pass Holder?

- Wild Waves 2020 Season Passes are eligible for admission during Outdoor Education. Please do not count any Season pass holders when purchasing tickets on the order form. The Season Pass holder must have their pass processed (photo taken and EZ-Band issued) prior to entering the park. Please stop by any ticket window 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 (credit card, check or PO) are **DUE BY FRI, MAY 17th**. **Please contact us for special arrangements at (253)-661-8042.*
- Once your payment has been received and processed, there are no cancellations, refunds, or rainchecks available.
- 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 be purchased the day of your visit at the Will Call window located at the main entrance for the same School 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.

How much is parking?

- School Bus parking is FREE on all School Days. Single-day parking is \$13 per vehicle (*tax included*).

Signature

Date

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 phone (253) 661-8042.