

# WORLD WATERPARK Q&A

## What is World Waterpark doing to ensure safety for all guests?

Above and beyond our safety practices World Waterpark has put together the following safety protocols for everyone's safety and enjoyment.

- Directional and safety signage throughout the park
- Reminders to adhere to guidelines set Alberta Health Services and Government of Alberta
- Physical distancing has been implemented throughout World Waterpark as we have significantly reduced our guest capacity
  - Seating areas have been rearranged to ensure the comfort of all guests
  - We encourage all guests visiting World Waterpark to wear a face mask in all non-aquatic environments, wearing a face mask is strictly prohibited when using water slides or pools.
  - We will be enforcing the use of hand sanitizer prior to entering World Waterpark and proper hand hygiene
- Additional hand sanitizing stations have been installed throughout the park

## Will all attractions and concession be open?

All attractions will be open with the exception of the hot tubs, SkyFlyer Zipline, Slideboarding and FlowRider. Beachview Snacks and Beachview Bar will be the only concessions open with a limited menu. Please note, outside food is not permitted inside World Waterpark.

### Open

Blue Bullet  
Blue Thunder Wave Pool  
Caribbean Cove  
Caribbean Cruiser  
Corkscrew  
Cyclone  
Dolphin Kiddie Pool  
Howler  
Nessie's Revenge  
Sky Screamer Extreme  
Splash Pad  
Sun Runner  
Tropical Typhoon  
Twister  
Beachview Snacks  
Beachview Bar

### Closed

Double Hot Tubs  
FlowRider  
Single Hot Tub  
Slideboarding  
SkyFlyer Zipline  
Coconut Grove Kitchen  
Pina Colada Bar  
Tiki Dog

## Is there a capacity limit for World Waterpark?

World Waterpark has significantly reduced capacity of the park to ensure all precautionary measures are effectively implemented. To allow guests more flexibility to visit the park on their day of choice, we have adjusted our operational hours to run two 4-hour sessions each day of the week. Tickets must be purchased in advance through our webstore as each operational session has limited park capacity.

Please visit [wem.ca/tickets](http://wem.ca/tickets) for available time slots.

## What days and hours will World Waterpark be open?

World Waterpark will be open 7 days a week

**MONDAY- FRIDAY | 10AM-2PM**

**SATURDAY & SUNDAY | 330-730PM**

**Long weekend SAT/SUN/MON | 10AM-2PM**

Tickets must be purchased in advance through our webstore as each operational session has limited park capacity.

Please visit [wem.ca/tickets](http://wem.ca/tickets) for available time slots. If your planning on visiting World Waterpark after September 7th, please visit [wem.ca/play/attractions/world-waterpark/hours](http://wem.ca/play/attractions/world-waterpark/hours)

## Will lockers and changerooms be available?

Yes, lockers and changerooms will be available. Please practice physical distancing while inside the changerooms. We have blocked off specific amenities inside changerooms to promote physical distancing. We encourage all guests visiting World Waterpark to wear a face mask in all non-aquatic environments.

## Are tickets available for purchase onsite?

Due to limited park capacity during operational sessions, tickets must be purchased in advance through our online webstore. Please visit [wem.ca/tickets](http://wem.ca/tickets) for available time slots. If you are having troubles purchasing your tickets online, please contact (780)444-5321.

## Will daily tube rentals and rental spaces be available for purchase?

Yes, tubes and rental spaces will be available for purchase. For rental spaces, due to the limited capacity of World Waterpark, we highly recommend booking your visit as early as possible to ensure your desired rental space is reserved as there are limited quantities available. Please visit [wem.ca/tickets](http://wem.ca/tickets) for available time rental spaces. Daily tube rentals will be available for purchase on-site when your admission is processed at the entrance of World Waterpark or at Sharky's Supply Shack. All tubes are sanitized after each use.

## Are group bookings and birthday parties still available upon opening?

Group bookings are available for groups of 15 or more. Please contact Group Sales  
780.444.5308 or [groups@wem.ca](mailto:groups@wem.ca)

### What is the cost for admission to World Waterpark?

1. General Admission (48"/122cm and taller) ..... \$49 +GST
2. Under 48"/122cm ..... \$39 +GST
3. Seniors (55+) ..... \$10 off General/Under 48 admission
4. Guests with Disabilities ..... \$10 off General/Under 48 admission

### Wednesday Admission Rates

1. General, Under 48", and Senior admission.....\$35 + GST
2. Guest with Disability and Seniors Under 48" .....\$29 +GST

### Will daily towel rentals be available?

Yes, daily towel rentals will be available for \$3.00+GST

### How far in advance will I have to book my tickets or reserve a rental space?

We highly recommend booking your visit as early as possible to avoid ensure your desired rental space and/ or tickets are reserved as there are limited quantities available. With limited capacity inside World Waterpark, all tickets and rental spaces must be purchased in advance through our webstore. Please visit [wem.ca/tickets](http://wem.ca/tickets) for available time slots and rental spaces. Spaces are available for booking up until September 7, 2020.

\*Please note there is no re-entry into World Water Park upon admission. World Waterpark will be operating as a cashless facility. Credit and Debit will be accepted on site. Please book tickets in advance online at [wem.ca/tickets](http://wem.ca/tickets)