

# Helpful information before your visit

**Have a great day at either Alton or Rutland Aqua Park! We want you to have the best day possible so have prepared some key information for you before you arrive on site.**

Please read our helpful pre arrival information for help you prepare for your day

- If you have booked at **Alton Water** the post code and address is
  - Alton Water, in Suffolk, the address for your sat nav is Holbrook Rd, Stutton, Ipswich IP9 2RY.
- If you have booked at **Rutland Water** (please not Rutland Water Aqua Park is run by our friends at Aqua Parks Group Limited) the post code and address is
  - Rutland Watersports Centre, Bull Brig Ln, Whitwell, Oakham LE15 8BL
- Please arrive 45 minutes prior to your session start time to allow you to check in, get changed, be allocated your wetsuit (if applicable), be fitted with a buoyancy aid, and receive your safety briefing before going on the park.
- Arrive in your swimwear to save time changing. Bring items you would typically take for a day at the beach, such as a towel, robe, change of clothes, swimwear, and sliders or flip-flops.
- This is an outdoor venue and changing will take place in changing tents, not changing rooms like you find at a pool. Outdoor Cold Showers are available for after your session.
- Lockers will be available for you to store your belongings. You can bring your own padlock or purchase one at check-in.
- We operate come rain or shine so please dress for the weather!
- Children of 6 and over can use the park if they are accompanied by an adult over the age of 18 in a ratio of no more than two children per adult at Alton Water and Three Children Per Adult at Rutland Water
- Any one aged 8-16 must be supervised from the shore for the entirety of the session by an adult over the age of 18.
- You must be able to swim 25 meters to use the park.
- We do not permit park entry if you have or had a dislocation injury.
- No entry if you are under the influence of alcohol, drugs, or medication.
- You cannot go on the Aqua Park if you are pregnant

# To help keep you safe



Aquapark is fun, engaging and challenging and carries some risk of personal injury. We have systems and trained staff in place to make your day as safe as we can, however we cannot eliminate the risk of personal injury. The park, by its nature, is wet and slippery and as such you may fall and slip over.

You should only participate in a session at the Aqua Park with a full understanding of the risks and the steps to minimize them.

- **Zero Tolerance** - If you are suspected to be under the influence of drugs or alcohol, then you will not be granted access onto the Aqua Park
- **Previous Injuries** - If you have had an injury that may affect your safety on or around the Aqua Park you cannot take part on the Aqua Park. This includes any previous dislocations
- You may not use the aquapark if you are **pregnant** or believe you are pregnant
- Your Buoyancy Aid - Must always stay on. Any cameras must be mounted on a chest strap underneath the buoyancy aid
- **Respect Other users** - Keep a safe distance from one another. No pushing/shoving or physical contact between users
- **Feet First entry only** - No diving is permitted on the Aqua Park.
- At all times follow the instructions of our lifeguards and on-site staff, they are operating for your safety.
- The parks float on a large, outdoor reservoirs and the water is untreated. Please avoid swallowing any water whenever possible and ensure any open cuts are covered with waterproof dressings. Wash your hands with soap or hand sanitizer after finishing at the Aqua Park and shower after leaving the Aqua Park or once you arrive home.
- **Wear footwear** to and from the lake to protect your feet from cuts.
- **Stay hydrated** by drinking plenty of clean water (not lake water!) or use our onsite cafes
- Keep Clear - **Keep the splash zones** at the bottom of slides and jumps clear
- Climb up 1 at a time - **Keep a safe distance** and climb up the equipment at a time to try and avoid contact if someone falls
- Flips & Tricks - **No flips or tricks** are permitted on the Aqua Park



## FAQs

### **Do I need to know how to swim?**

Yes! You must be able to swim 25 meters without help and feel comfortable in the water. We provide buoyancy aids, but you'll need enough strength to pull yourself out of the water.

### **What are the entry requirements?**

The minimum age is 6 years old. We require a minimum of one adult per two children at Alton Water and one adult per three children at Rutland Water. Those aged 8-15 need an adult present or watching, while 16+ can come alone. The minimum height for all participants is 1.2m.

If you're pregnant or think you might be, unfortunately, you won't be able to take part for safety reasons. The activities involve sudden movements and impact so if you have had a dislocation previously, we don't allow access to the park. We welcome visitors with disabilities—just let us know in advance so we can accommodate your needs. Be aware the Aqua Park is physically demanding.

### **What should I bring? Are there changing rooms and lockers?**

Arrive in your swimwear and bring a towel, robe, and flip-flops. All jewellery, including piercings, must be removed for safety. If you have a new piercing, we can provide tape to cover it. Glasses aren't allowed—if you need them, bring prescription goggles.

Changing areas are large communal tents, so bring a robe for privacy. Lockers are available; bring a padlock or buy one at check-in.

Hot and cold food is available at our Watersports Café and Visitors Café.

### **Does the weather affect opening?**

We stay open in the rain. The park closes if winds reach Beaufort 6 but reopens once it's calmer. For thunder and lightning, we pause for 30 minutes from the last strike—if another happens, the countdown restarts. If we cancel your session due to weather, water quality, or equipment issues, we'll offer rescheduling, a gift card, or a refund.

### **What if I'm late?**

Please arrive 45 minutes before your session starts. If you're late, we'll try to reschedule, but refunds aren't guaranteed.

### **Is parking included?**

No, but there's a dedicated car park near the park.

Parking is free for up to 15 minutes, £2 per hour (up to six hours). An annual permit costs £80 and grants access to Rutland Water, Alton Water, Grafham Water, Ravensthorpe, and Pitsford Water.

Buy online at <https://anglianwaterparks.co.uk/alton-water-park/visitor-information>

### **Can I watch and take photos?**

Spectators are welcome! Bring a picnic blanket, camping chairs, or an umbrella if needed. Dogs are allowed but must stay on a lead. Personal photos and videos are fine, but commercial use isn't allowed. Don't take photos or videos of people without their consent.

By entering, you accept that we or authorised parties may capture images for promotional use. Let us know if you'd like to opt out.

**Is the water safe?**

Yes! We test it weekly, and it only opens if it meets EU bathing water standards. To stay safe, avoid swallowing water, cover cuts with waterproof dressings, shower afterwards, wash hands with soap or hand sanitiser, wear footwear to and from the water, and stay hydrated. If you feel unwell after your visit, email us with details (symptoms, date, time of session). There are fish in the water, but they mind their own business!