



## **Do I need to purchase a wristband if I am not planning on getting into the water?**

All guests of Epic Waters must have on a wristband to enter the waterpark. A spectator wristband can be purchased for \$5 for a Grand Prairie resident and \$9 for any non-resident individual.

## **Do I need to purchase a pass for my infant?**

Children ages 3 and under are free at Epic Waters and can enter the waterpark with the purchase of an adult wristband.

## **Does Epic Waters offer birthday packages?**

With 3 large birthday rooms available, Epic Waters will be the premier destination for your next birthday party. For more information, reach out to our sales team at [sales@epicwatersgp.com](mailto:sales@epicwatersgp.com).

## **Does Epic Waters offer group rates?**

Epic Waters will cater to any group size. Special pricing information can be attained by contacting our sales team at [sales@epicwatersgp.com](mailto:sales@epicwatersgp.com).

## **Can we rent out Epic Waters for a private event?**

Epic Waters can cater to any group's needs for after hour private rentals. Prices vary on group size and dates. Groups interested in private rentals can contact our sales team at [sales@epicwatersgp.com](mailto:sales@epicwatersgp.com) for rates and availability.

## **How much does it cost for parking?**

Parking is always free at Epic Waters.

## **Are there tube rental fees?**

Use of our inner tubes are free at Epic Waters and are available first come, first served.

## **What happens if it rains?**

The luxury of a retractable roof is that when it rains we can close the roof. Though if lightning is within 5 miles of the waterpark all water attractions will temporarily close until inclement



weather has passed. Retail, arcade and food & beverage areas will remain open for our guests to enjoy.

### **Does Epic Waters offer rain checks?**

Attractions will close for lightning within 5 miles of the waterpark yet this is temporary until the weather passes. All other attractions remain open such as retail, arcade and food areas. Thus refunds or rain checks are not offered.

### **Is there a place to store my belongings inside the waterpark?**

Various sized and priced electronic lockers are available near our restrooms. Guests not using lockers must realize that Epic Waters is not responsible for lost or stolen items. This includes items left on the pool deck, locker rooms and/or chairs.

### **Is there smoking allowed in the waterpark?**

There are no smoking areas within the waterpark including the use of e-cigarettes or vapor cigarettes. Guests may be readmitted into the waterpark from outside if they are wearing a wristband purchased on that particular day.

### **Are coolers or outside food and drinks allowed in the waterpark?**

Epic Waters does not allow outside food, drinks (including bottled water or containers) or coolers into the waterpark. Dietary restrictions, food allergies and baby formula are exceptions to this rule but must be identified and labeled with the date of entry once a guest arrives by an employee at our admissions desk. No glass of any kind is permitted in the waterpark which includes baby formula and baby food.

### **Are there any height requirements at the waterpark?**

Many of our attractions have height requirements and are reflected below:

#### **Body Slide – Texas Twist**

Riders must be at least 42” to ride

#### **Boomerango – Yellow Jacket Drop**

Riders must be at least 42” to ride



### **Plunge Slide – Prairie Plunge**

Riders must be at least 48” to ride

### **Aqua Loop – Lasso Loop**

Riders must be at least 48” and weigh between 88lbs and 290lbs

### **Aquasphere – Aquanaut**

Riders must be at least 42” to ride

### **Matt Racers – “E” Racers**

Riders must be at least 42” to ride

### **Wave Pool – Epic Waves**

No height requirement

### **Lazy River – Rio Grand**

No height requirement

### **Activity Pool – Swimming Hole**

No height requirement

### **Kid’s Play Area – Rascal's Roundup**

Intended for children under 42”

### **FlowRider**

Riders must be at least 42” to boogie board (lying on chest) and 52” to stand up surf

## **Are there any restrictions for those with prosthetic devices?**

Prosthetic devices are permitted on all attractions as long as they can assume proper riding positions without issue. This includes crossing their legs and arms for body slides and sitting properly in inner tubes for our inner tube slides.

## **Where do I go if I lose something in the waterpark?**

We periodically search our attractions for lost items throughout the operating day. All found items are taken to the Admissions Desk and cataloged. If a guest lost an item a Lost and Found Report can be filled out here as well. Epic Waters will do everything in their power to reunite lost items to their rightful owner. Found items will be held for a maximum of 7 days.



## **If I got separated from my party where do I go?**

If you get separated from your party, go to any Epic Waters employee for immediate assistance. We take separated parties very seriously and can assist with the use of two-way radios in reuniting parties. The PA system will only be used in the case of emergency.

## **Do you have a swim diaper policy?**

All diaper aged children must wear approved swim diapers while inside the pool area without exception. Swim diapers are available at our Retail Shop for a nominal fee. All children must have their diapers changed inside our restrooms and not on the pool deck.

## **Can I bring my face mask goggles, snorkel and/or fins to Epic Waters?**

Although we have expansive swimming areas, snorkels and fins are not allowed at Epic Waters due to the proximity to other guests. Any face mask goggles that cover the nose are also not permitted in the waterpark as some are manufactured with glass lenses. Only goggles that cover the eyes are permitted in Epic Waters.

## **Can I bring my water toys and floats?**

Coast Guard approved flotation devices are permitted in the waterpark yet are subject for removal at the discretion of management if they interfere with normal operation or the experience of another guest. Outside inflatable toys or rafts, projectile toys, balls and/or water guns are not permitted as they can interfere with normal operation and/or another guest's experience in the waterpark.

## **Can I bring my own music?**

Epic Waters provides family friendly music with all of yesterday's and today's hits, skipping around different genres. Thus outside speakers and music of any kind are not permitted at Epic Waters.



## **What is your policy on firearms and weapons?**

We at Epic Waters promote a safe and family friendly atmosphere. Thus all guests, including off-duty law enforcement, are prohibited from bringing in any weapons of any kind onto the premises. Epic Waters does not check weapons at Guest Services and do not provide weapon lockers. Weapons include, but are not limited to: firearms, knives, explosives, handcuffs, batons, pepper spray, brass knuckles, throwing stars and any other instrument that can be used to cause bodily harm. Guests found in possession of any weapon will be asked to remove the item from the premises immediately. Those that do not comply may be ejected from the waterpark up to and including charges brought up against them.

## **Contact information**

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