



Information for Big Splash Waterpark



Coronavirus (COVID-19) July 21, 2021

We would like to thank you for both your support and most certainly your patience in the situation we all are dealing with in terms of the effects caused by Covid19. We are very pleased with the announcement on May 20th by the Provincial Government and the release of the 3 Step roadmap to safely reopen the Province. Effective July 13, 2021, all attractions at Big Splash Waterpark are open, wavepool, waterslides and Spray N' Play!

For the health and safety of our guests and our staff members, in addition to our regular health and safety protocols there are new changes for the 2021 season that we are implementing to meet the guidelines that are put in place by the Provincial Government and the Ministry of Health, as well in consultation with our local public health unit.

Please carefully consider your personal health factors when making a decision to visit us.

NEW at Bingemans

-  **App8** – our new mobile food ordering app. AVOID THE LINE UPS! At time of ticket purchase, or while in the park, you can pre-order your food, beverages or treats ahead of time, and select a pickup time from FunworX or Bingemans Boston Pizza.
-  **HERO CERTIFIED BURGERS** - we are pleased to be offering Hero Certified Burgers and other Hero menu items along with our Pizza Pizza™ offerings from the FunworX Concession, also available on the App8 mobile food ordering App.
- Pop-Art-Pops – we are pleased to be offering Pop Art Pops, a specialty handcrafted popsicle like no other! www.popartpops.ca
- Private Landshark Group Cabana – do you have a group larger than 10, but want to still have a private cabana? This cabana can hold up to 10 people. Located in Boston Pizza Event Square, across from the waterpark, under an extra-extra-large umbrella, and is furnished with lounge furniture and picnic tables.
- XD Ride – the ultimate 7D video game experience as part of GameworX Arcade! A sure hit for players of all ages (open in Step 3)

In addition to regular health and safety procedures, the following additional measures have been implemented:

What to Expect BEFORE YOU VISIT:

- Big Splash will be operating at a reduced capacity.
- Attendance to Big Splash will be by online reservation only to ensure that we do not exceed our capacity.
- Big Splash will operate with new hours. 10am-8pm, you may choose to stay for the whole day or purchase a pass from 4pm-8pm. Previously there was a 10am-3pm, this pass is no longer available, however those who have purchased these tickets will still be honoured.
- Seating in the waterpark is available on a first come first served basis.
- Once purchased there are no refunds for any reason, including weather conditions.
- Purchased tickets may be transferred to a new date with 24 hours notice and based on availability. Please email bigsplash@bingemans.com with the date of the original purchase, the date you wish to transfer to and the purchasers name.

What to Expect AT TIME OF ENTRY:

- All guests will be required to answer screening and contact tracing questions by scanning the CANATRACE™ QR code at admissions prior to entering Big Splash. Or please click the [link here](#) and complete at home, you will be sent an email that you can show at the Admissions area.
- The lobby will be controlled to only allow a predetermined number of groups inside. Once that number is reached the line will continue outside the FunworX entrance doors with physical distancing markers.
- Staff members will be wearing masks and disposable gloves as required.
- Guests are required to comply with [The Region of Waterloo's Face Covering By-law](#) in enclosed public spaces.
- Plexi glass barriers have been installed between the staff members and guests at point of admission
- Hand sanitizer has been placed at points of entry and exit and throughout the facility for guest use.
- We prefer Credit and Debit as method of payment, and we offer contactless payment as an option, tap is enabled on all pin pads up to \$250.00.
- All touch points at point of admission will be sanitized by the staff member after each transaction.

What to Expect DURING YOUR VISIT IN THE WATERPARK

- Several signs have been placed throughout the facility explaining policies and friendly reminders to maintain physical distancing. Guests and Staff Members must practice proper social distancing by standing at least 6 feet away from other groups that are not with them.
- Queue lines for the waterslides have been set up with 6' physical distancing markers
- Directional arrows have been placed throughout to assist with maintaining in and out traffic flow and reduce the amount of cross over between guests.
- Enter Only and Exit Only signs have been placed appropriately to ensure that guests do not enter and exit through the same doors where possible.
- All staff members are health screened including temperature checks prior to starting their shift.
- All staff members have been trained in proper COVID-19 protocols.
- At all times please keep 2M physically distanced from other visitors.
- Wash your hands often.
- Cough and sneeze into your elbow.
- While masks are not mandatory outside, while going through the building, or while in the building as well as in washrooms, masks are required as per the [The Region of Waterloo's Face Covering By-Law](#) . We also encourage wearing a mask when physical distance is difficult to apply. Do not wear a mask in the water as it can make breathing difficult when wet.
- Inner tubes will not be available for use in the wave pool.
- Double riding tubes for Boomerango waterslide can only be occupied by 2 people if they are in the same family or social bubble.
- To assist with physical distancing the tipping bucket at Spray 'N Play will not be operational as it tends to be a gathering place for children.
- If your child requires a life jacket, we encourage you to provide this as we have limited numbers available. It must be a CSA approved life jacket, all other flotation devices or pool toys are not allowed. A designated staff member will be stationed at the pickup and drop off lifejacket area and will be responsible for sanitizing the life jackets.
- Waves will be set to a slow, rolling wave to minimize the size of waves and reduce uncontrolled movement.
- Enhanced and more frequent cleaning protocols are in place as well additional housekeeping staff. They will be cleaning the washroom/changerooms, tube and mat drop off, as well as throughout the park and will be sanitizing touch points.

FunworX, GameworX Arcade and Indoor Concessions

- The following attractions inside FunworX are open with limited capacity, GameworX Arcade, 3-Level Playstructure for 1 hour private rental only for up to 10 children.
- Indoor concessions will remain open. To reduce line ups, it is recommended to pre-order while in park, using the new App8 mobile food ordering system

The safety and security of our staff and guests is a priority at Bingemans. As such Bingemans has increased safety, cleaning/sanitizing and taken other measures to aid in preventing the spread of Covid-19 and other communicable viruses and diseases. Despite our increased efforts, due to the infectious nature of these viruses and diseases and the many patrons and guests visiting our facilities and venues or using our services, Bingemans cannot and does not guarantee that our facilities are virus free or that patrons and guests will not be exposed to viruses and other communicable diseases from staff or any other patrons or guests. Accordingly, Bingemans assumes no liability in respect of the spread of any virus or infectious disease and all patrons and guests attending at any Bingeman facility or venue do so at their own risk.