



Aquatopia FAQs

OPEN DAYS & TIMES

1. When is the Aquatopia season?

Aquatopia is open from the first weekend of the September school holidays until the final weekend of the April school holidays. It is generally, open every weekend, and daily during school holidays (some days excepted). Check the calendar on the website or booking dates on trybooking.com

2. What are the open hours for Aquatopia?

During off peak period, opens 11.00am – Exit Aquatopia by 4.00pm (Rides, attractions, cabanas commence closing from 3.00pm)

During peak period (approximately end of December to end of January), opens 11.00am – Exit Aquatopia by 5.00pm (Rides, attractions, cabanas commence closing from 4.00pm)

Check the calendar on the website for exact off peak and peak dates.

ADMISSION / TICKETING

3. How do I purchase Aquatopia tickets?

Aquatopia tickets can only be purchased online (search “Aquatopia” on trybooking.com).

Tickets are not sold at the centre and staff cannot sell extra tickets to you. You can purchase extra tickets via your mobile phone before presenting to the ticket booth.

After purchasing your ticket online, you will be sent an email confirmation with a barcoded ticket. Present this email on your mobile phone at the ticket booth to receive entry bands to be tied around all entrants’ wrist.

The ticket booth is open from 10.30am on each day Aquatopia is open.

To avoid overcrowding, we recommend a nominated person(s) lines-up to obtain wristbands and then distribute to the remainder of the party.

If trybooking.com does not give you the option to purchase tickets, it means that particular date is SOLD OUT!

SOLD OUT means SOLD OUT! Please do not ask if more tickets are available for purchase even if you already have family/friends inside the venue, including a cabana/shade shelter booking.

4. Do spectators/non-riders need to pay to gain entry?

Everyone entering Aquatopia, including those intending not to swim or ride, must still purchase an entry ticket – this includes children (3-5 years) and/or infants (0-2 years) \$0.00 entry tickets.



5. Is there a free admission policy for minors?

Infants 0-2 years are free of charge, however, they still must 'purchase' a \$0.00 ticket. Persons 0-15 years must be accompanied by someone 16 years or older.

6. I purchased tickets for the wrong day, can I get a refund or exchange?

Tickets are not refundable or cannot be exchanged! Please check your date selected and a summary of your purchase in "Your cart" before pressing "PURCHASE".

A "change of plans"; "another family event"; "illness"; "don't want to get a cold"; "prediction to rain" are not valid reasons to seek a refund or exchange.

Purchasing tickets in advance carries some risk that unforeseen circumstances may arise.

7. What if I buy more tickets than required?

Tickets are not refundable or cannot be exchanged! Please check a summary of your purchase in "Your cart" before pressing "PURCHASE".

A "change of plans"; "another family event"; "illness"; "don't want to get a cold"; "predicted to rain" are not valid reasons to seek a refund or exchange.

Purchasing tickets in advance carries some risk that unforeseen circumstances may arise.

8. What happens if the forecast is for adverse weather?

The park remains open during adverse weather (eg. forecasted rain; rain; cold weather; cloudy conditions). Purchasing tickets in advance carries some risk that the weather will not be 'ideal' - tickets are not refundable or cannot be exchanged!

If management determines that there is an *extreme* weather event, updates will be provided to ticket holders – otherwise, assume that Aquatopia will operate.

9. What happens if there is an electrical thunderstorm whilst I'm in Aquatopia?

Aquatopia may close for a short period of time for the safety of guests. No credits or refunds will be issued for closures of up to 60 minutes, despite what time you may have entered Aquatopia.

10. Do you offer discounts for pension or disability card holders?

Aquatopia is already very competitively priced and no further discounts apply.

A NSW Companion Card holder's support person is permitted free entry into Aquatopia. The card holder is to purchase a ticket online and the support person can call 97250337 or email leisurecentres@fairfieldcity.nsw.gov.au to arrange for collection of their entry ticket/ride band, UPON PRESENTATION OF THE COMPANION CARD, on the day. Please contact the centre at least 48 hours in advance of your visit.



CABANAS & SHADE SHELTERS (PARTY / GROUP BOOKINGS)

11. How do I book a cabana or shade shelter? And what is included in the cost?

- a) Search "Aquatopia" on trybooking.com
- b) Select *Cabanas & Shelters - Aquatopia*
Select the date (underlined green) you wish to attend – if the date is 'greyed out' or underlined orange ("Not available") it means the session is SOLD OUT and will not allow you to select a ticket (there still may be general entry tickets available).

On this page you can also check the location of the cabanas and shade shelters by viewing the illustrated map.

- c) Read all the terms and conditions (blue and red text) carefully and scroll down to SELECT at bottom right of the page.
- d) Check the list of available cabanas or shade shelters (if still available there will be an orange SELECT button).

At this point, you can check the number of entry tickets included (this is the total number of entries included with a cabana or shade shelter, regardless of age and if using the rides / swimming or not).

If you need more tickets than the included amount, you will need to purchase extra general tickets, including \$0.00 tickets for infants 0-2 years. Please note, if you require extra tickets with a cabana booking, we advise to purchase them at the same time or close to the time of booking your cabana or shade shelter, as they may sell out! Cabana or shade shelter bookings do not get priority for extra tickets, and extra tickets cannot be made available if Aquatopia is sold out!

- e) Once you select your cabana or shade shelter, you will be asked to agree to the Terms and Conditions before going to the 'Checkout' page.
- f) Please check the summary of your purchase in "Your cart" carefully – especially your selected date and the cabana or shade shelter selected, before pressing "PURCHASE". Tickets are not refundable or cannot be exchanged!

Full payment is required at the time of purchase – there are no deposits!

12. What time / how long is my cabana or shade shelter booking for?

Aquatopia is open from 11am – 4pm (5pm during peak hours). Staff will ask cabana users to commence cleaning and clearing approximately 45-60 minutes prior to closing time.

Access prior to the opening of Aquatopia at 11am is not permitted.



13. Do you offer discounts for group bookings?

We do not offer discounts for group bookings as Aquatopia is already very competitively priced. We suggest to work out how many entry tickets you require and book the number of cabanas or shade shelters required to cover the number of entry tickets required and any extra single entry / family tickets you need.

14. How do I collect the ride bands included in my Cabana or Shade Shelter booking?

After purchasing your ticket online, you will be sent an email confirmation with a barcoded ticket. Present this email on your mobile phone at the ticket booth to receive entry bands to be tied around all entrants' wrist.

The ticket booth is open from 10.30am on each day Aquatopia is open.

To avoid overcrowding, we recommend a nominated person(s) lines-up to obtain wristbands and then distribute to the remainder of the party.

We recommend telling your group/party to meet at a particular time and point, prior to entry, near the ticket booth. The cabana/shade shelter host will need to meet with any latecomers and exit the park to give out any remaining wristbands.

FOOD

15. Can I bring external or commercial food?

Yes, you can bring home-made, external or commercial food as long as it is in unbranded packaging e.g foil trays and plastic containers (no pizza boxes, chicken buckets, etc). No knives except for plastic and specialty cake knives!

It is okay to bring coolers ("Eskies") with cans or plastic bottles – no glass or alcohol.

16. Who has access to the BBQs?

BBQs are only available to most cabana hirers (shade shelters and some cabanas do not include BBQ hire – check cabana inclusions at the time of booking).

Some cabanas also have access to a 'share' BBQ and are not 'exclusive' BBQs.

No personal, portable BBQs and Bain Marie's are permitted.

17. Is alcohol allowed?

No! Alcohol and glass bottles are prohibited on site. Intoxicated people will not be granted entry!

18. Is smoking allowed?

Smoking, e-cigarettes, vapes and 'shisha' is not permitted on site. Patrons may use their wristband/ride-band as a passout.



19. Can I bring a knife to cut cake?

Only specialty cake knives and plastic knives are permitted.

SAFETY

20. Are there height/age restrictions on attractions?

The Wave Rider and 10m & 20m slides require users to be at least 1.2m tall.

Wave Rider users 15 years and under must be accompanied by a person 16 years and over.

21. What swimwear is permitted?

Swimwear with zippers are not permitted as zippers may cause severe damage to rides/equipment.

22. Am I allowed to wear jewellery on the slides?

All jewellery and visible piercings must be removed prior to riding.

TABLES & CHAIRS

23. Am I able to bring my own shade tents, tables and chairs?

There is plenty of shade, chairs and picnic-tables on first-come basis in the park for non-cabana / shade shelter hirers. We recommend bringing your own picnic blanket and/or large beach towels to sit on if you do not get a chair.

PARTY DECORATIONS

24. Can I decorate/arrange my own props for a birthday?

Cabana hirers can decorate and have backdrops that will not damage property or potentially cause harm or injury to others. You cannot gain access prior to the opening of Aquatopia at 11am – we recommend you tell your guests to arrive when you think you will be all set up.

25. What size cake will the fridges accommodate?

Fridges are of similar size to a wine chiller and can only fit 1-2 'regular' size cakes (8-12 wedge pieces). We do not recommend 'slab' cakes or multi-tier high cakes. Only designated or specialty cake knives are permitted. Staff cannot store cakes for any guests.