



Aqua Park – Frequently Asked Questions.....

What happens during a session?

You need to arrive at Box End Park **1 hour before** the time your Aqua Park session is booked for. Head to the Aqua Park reception (which is to the left of the main building) and you will be checked in and given a wrist band.

You will watch a safety video and then sign to say you are happy to participate. After this you will go to the changing rooms and put on your swimming costume and a wetsuit if you've hired one. Lockers are available at no cost but require a £1 coin to use. A buoyancy aid will be issued before you head down to the waters edge. You will then be given a final briefing before entering the lake on the hour!

How much does it cost?

- For small groups of 1 – 14 people the cost is £15 per person, with wetsuits available for hire for £5 each
- For groups of 15 people+ the cost is £15 per person, with wetsuits provided for free!
- Private hire is available for £450 during the weekdays. You can have up to 45 people taking part and wetsuits and buoyancy aids are included.
- Private hire during peak times is £600 (weekends and Bank Holidays). During these sessions you can have up to 60 people with buoyancy aids and wetsuits included.

Please contact us for larger groups as these can be accommodated. Assume a £10 per person cost for larger groups.

What are the maximum numbers?

The Aqua Park has the capacity to hold up to 75 people for special sessions

Can I privately hire the Aqua Park?

Yes! – We offer private hire sessions which are great for parties and corporate events. Prices are above. We can offer private hire at special times of the day so contact us to discuss your requirements.

How old do I need to be?

You need to be 6 years old or over to go on the Aqua Park. Children between 6 and 9 years of age need a paying adult to accompany them on the equipment at a ratio of 1 adult per 2 children. Children aged 10 to 17 do not need an adult on the water with them, however they must be signed in at the Aqua Park reception by an adult over the age of 18. The Aqua Park is suitable for adults of all ages!

When is it open?

The Aqua Park is open from April to October. The opening times vary each month, with extra sessions running during school holidays.

You can check session times by clicking on this link <https://boxend.sports-booker.com/>

Use the calendar to pick a date and you will be able to view session times.



Do I need to be able to swim?

Yes, everybody on the Aqua Park must be able to swim at least 50 metres.

How do I make a booking?

For all bookings, except private hires, you should book on-line here <https://boxend.sports-booker.com/>

Here you will be able to enter your details and make secure payment for your session

For bookings of 1-14 people you will need to add and pay for any wetsuits you want

For a booking of 15-45 people book the session DO NOT add wetsuits as these will be provide for free on the day

For a private hire please send an Email to info@boxendpark.com with your requirements.

When do I have to pay?

You will need to pay in full when you make your booking.

Can we pay individually for a group bookings?

Group booking must be paid for in a single transaction. We cannot take a split payment from a number of different individual within a group.

What if I want to cancel my booking?

If you need to cancel your booking then you must inform us 48 hours prior to the session in order to get a refund.

Will it be cold?

The water temperature will vary depending on the weather condition on the day and time of year. You will keep warm if you keep moving around and we can rent wetsuits which will keep you warm

Is it safe?

The activity is safe as long as you follow the rules explained within the safety video. If you fail to follow the rules you will receive a warning and if you continue to break the rules you may be asked to leave the session

What should I wear and bring with me?

- You should remove all jewellery including watches (stud earrings may be worn) It's best to leave valuables at home.
- You should bring a towel and swimming costume (you will wear this under your wetsuit)
- You can wear wet shoes or wet socks, however any hard soled shoes cannot be worn.
- You can use your own wet suit or you can hire one. A buoyancy aid will be provided for free by Box End Park.
- Bring a £1 coin for the locker



I have a gift voucher – what should I do?

You will need to contact reception to redeem a gift voucher – give us a call on 01234 846222, or Email us at info@boxendpark.com

Can I bring my go pro?

You can bring an action camera, however we will not be held responsible for cameras at the bottom of the lake – make sure it floats!

What happens if it's raining?

Sessions run whatever the weather – you will be getting wet! The only exception is during thunderstorms or extremely high winds when sessions may be suspended

Do you offer discounts for special groups?

Our group rates already include fantastic discounts. Please contact us if you are looking at booking multiple hours or a full activity day.

Can I rent a wetsuit on the day?

Yes! – wetsuits can be added to your booking on the day. Just ask in the Aqua park reception when you arrive

Are there fish?

There are some small fish, however the splashing will scare them away so you will not see them

Can I wear my own wetsuit and buoyancy aid?

You may wear your own wetsuit, however you must wear a Box End Park buoyancy aid as these are approved for the activity.

Is the water clean?

Yes! The lakes are spring fed and regularly tested for safety