



Bookings and Visit Guide

Table of Contents, (click to jump to section)

BOOKING	2
HOW TO RESERVE.....	2
HOW TO BOOK.....	2
CANCELLATIONS, CHANGING OR MOVING THE BOOKING.....	2
AGE POLICY.....	2
<i>Children Aged 6 And 7 Years Old</i>	2
<i>Children Aged 8 To 15 Inclusive</i>	3
<i>16 to 95 years old</i>	3
AVAILABILITY.....	3
GROUPS AND DISCOUNTS.....	3
<i>How to make a large booking and get people to pay for themselves</i>	3
ADMISSION CRITERIA.....	4
DISCLAIMERS.....	4
YOUR VISIT	4
PAPERWORK.....	4
FACILITIES.....	5
FOOD AND DRINK.....	5
SPECTATORS.....	5
ARRIVAL AND DEPARTURE.....	5
LOCATION.....	5
WETSUITS AND WHAT TO WEAR	7
CLOTHING.....	7
WETSUIT SIZES.....	7
PARK LAYOUT AND CHANGES.....	8
OPENING DATES.....	8
WEATHER	8
RAIN.....	8
STORMS.....	8
OTHER ACTIVITIES ON SITE	9
RUTLAND WATER SPORTS CENTRE.....	9
RUTLAND CYCLING.....	9
CUSTOMER SERVICES	9



Booking

How to reserve

Go to www.apr.sports-booker.com, register and follow the instructions.

If your booking date is more than 4 weeks away, you can reserve a quantity of tickets, without paying. You will have 7 days to pay for all the tickets (or just some of them). The unpaid tickets will be cancelled 7 days after you make your reservation.

Simply log-in again at www.apr.sports-booker.com, any time in the next 7 days after you have reserved, and a payment option will show on the first page.

Please note it is quite tiring and normally one 50-minute session is enough for the average person.

How to book

All bookings must be made online in advance to ensure you can get the day and time you want. If there appears to be nothing available on the day you want to book, it is because all sessions are taken.

Go to www.apr.sports-booker.com, register and follow the instructions.

* Hint, if you select just one ticket you will see the quantity available in each session, then you can go back and change the quantity before you book. When you book, and pay for your ticket, the free hire of a wetsuit for that session is automatically included.

Please remember before booking that all ticket sales are final.

Once you have booked, you must ensure that you (or if you have a party of people - everyone in the party) has completed their details and the disclaimer online before arriving. If you have to complete these details at the Reception area we are sharing, there will be a charge of a £5 for each registration made at Reception. Help on how to do this is covered later in this document.

Cancellations, changing or moving the booking

All bookings are final and are non-refundable.

Cancellations at more than 10 days notice will be credited to your Aqua Park account, allowing you to rebook. Then at the point of payment you can select a button that says, "**Use credit on account**" to pay, or part pay, provided there is the same or more credit to use than the cost of your bookings. **There is no cash alternative or cash refund.**

Age Policy

Children Aged 6 & 7 Years Old and minimum 1.3m tall

Can only attend the special 10:00 am session from July 15th, provided that an adult or guardian of 18+ is present on the aqua park with them, on a 1 adult to 3 children ratio. We only supply wetsuits for children 1.3m tall and above. Children 1.2m tall or more may attend the park if they have their own wetsuit or rash vest to wear.



Children Aged 8 to 15 Inclusive and minimum 1.3m tall

Can attend **any** session but must have either a parent or guardian on shore or on the aqua park with them, though we recommend children aged 13 years and under use the young person session at 10:00 am every day from 15th July. Children 1.2m tall or more may attend the park if they have their own wetsuit or rash vest to wear.

16 to 95 years old

The Aqua Park is fun and challenging for both adults and children, there are parts of the park that the adults will struggle with, and other parts the children will struggle with, but it is great fun for everyone. Over 16's can attend without any other supervision.

Availability

To check availability simply visit the bookings website www.apr.sports-booker.com this is where live availability is shown. As it can change by the minute, there is no point in emailing us to ask for availability.

If no sessions are showing it means everything is fully booked. If sessions are showing with a green cross, it means there is availability for you and your party on that session.

Groups and discounts

There is no discount for groups as almost all of our clients are groups. Exclusive sessions have a fixed cost of £2000 and can accommodate up to 130 people.

However! We reward Group Leaders who go through the pain of organising and paying on behalf of their group. The rewards are as follows, for a **single** transaction. The highest value reward is the only one that will apply.

£200 spend, £20 Voucher; £400 spend, £40 Voucher; £600 spend, £60 Voucher;

£800 spend, £80 Voucher; £1000 spend, £100 Voucher; £1200 spend, £120 Voucher

£1400 spend, £140 Voucher; £1600 spend, £160 Voucher; £1800 spend, £180 Voucher

£2000 spend, £200 Voucher

How to make a large booking and get people to pay for themselves

1. Register using your email and a password you don't mind sharing later on. (You can change it later)
2. Make a reservation for say 30 tickets. (These tickets will be reserved for 7 days only)
3. Pay for your personal tickets (say three tickets) by going to the "pay for my bookings" button in the menu icon at the top left, clicking on the tickets, and then scrolling down to check out and pay.
4. Note that before you visit you will need to fill in disclaimers but to keep things simple, just send your group the link to pay for their tickets at first.
5. Send all your friends the link : www.apr.sports-booker.com
6. Tell them to log in with your email and the password you set earlier
7. They will see a button – "**pay for my bookings**"
8. Click on that, and then check the boxes for the number of tickets they want to purchase – e.g. 2 tickets, they should then go to the bottom of the page and check out, paying with their debit/credit card.
9. Ask your friends to email you to let you know who has paid.
10. After the 7 days expire, any unpaid tickets will be automatically cancelled. You will now know who is coming. Next you can ask everyone to fill in the disclaimers.



11. Find the participant disclaimer code which will be sent in your e-ticket attached to your original confirmation email, and send this to everyone who has booked to complete, and the link to follow: www.apr.sports-booker.com/booking . You should also do this for your own tickets.
12. (See also Disclaimers in this guide)
13. You can see who has filled in disclaimers by going to apr.sports-booker.com/booking and use the group leader login code you will have been sent in your original email.

Admission Criteria

It is a requirement that you are able to swim 50m with a buoyancy aid and unaided by others. You are likely to go under water and should be confident in the water. You have to be able to pull yourself up out of the water, and it can be tiring.

Do not participate if you are pregnant.

You cannot participate under the influence of drugs or alcohol.

You must agree to always abide by the rules.

If you have any medical conditions, or pre-existing injuries that could impair your use of the park or risk aggravation of the injury you should not attend. If you are in any doubt, please seek professional advice from your doctor. Do not ask us, as we are not qualified to give advice on your medical history.

Disclaimers

To complete your disclaimers, simply ask everyone attending to go to www.apr.sports-booker.com/booking and use the attendee code which is on your e-ticket.

To see who has completed this go to the same web page but use your group leader code to login.



Your Visit

Paperwork

You need only bring your e-ticket with you, on paper or on a mobile phone is fine, so we can scan your QR code at reception.



Facilities

There is lots of parking at Rutland Water Park on Whitwell Creek Car Park. Please note parking fees are payable, and parking on the double yellow lines in the lane will mean you will get a parking ticket. You are responsible for your possessions. There are compact lockers that will hold a **small** bag that require a combination padlock. You can buy one at reception. Please do not ask our staff to look after your valuables as they are NOT permitted to do so.

Food and drink

You can bring a picnic and a flask of hot drink. There are also cafes on site serving hot and cold food and drink. The Harbour Café serves hot and cold food and drinks within a few hundred metres of the Aqua Park. There is also another café a short walk away close to the cycling centre.

The closest pub with accommodation serving hot and cold food is The Noel at Whitwell.

At the water sports centre there are new male and female changing facilities, refurbished this year, with new showers and toilets. They will be busy in peak periods as they are a part of the sailing centre so a changing robe (like you take to the beach) is a good idea. Remember to bring a towel.

Spectators

Spectators can watch from the shore and it is free to do so.

Arrival and departure

It is your responsibility to arrive on time. Allow at least 45 minutes before your session. Therefore, if your session is at 11.30 am, we advise that you arrive by 10.45 am. The whole experience from your including changing will take about 2 ½ hours.

This gives you time to check in, get changed and be ready for your briefing session. We ask that **just** your group leader collects your boarding passes to avoid overcrowding in reception. By booking in advance and completing the registration online you can simply turn-up, collect your boarding passes from Reception and go get ready for action. You need only bring your e-ticket with you, on paper or on a mobile phone is fine, so we can scan your QR code at reception.

You are responsible for your journey and should allow plenty of time for traffic, any local events or bank holidays.

If for any reason, you miss your briefing you will not be allowed on your session. We will not refund you, but will try our best to get you on another session if one is available later that day. We cannot be held responsible for your arrival, please remember there are no refunds.

Location

We are located at the Rutland Water Sports Centre at Whitwell Creek on the North Shore of Rutland Water. See us at our Facebook page for our latest news and publicity or Rutland Water's Facebook page. We are also on the Anglian Water website.



Wetsuits and what to wear

Clothing

When you book, and pay for your ticket, the free hire of a wetsuit for that session is automatically included. You are welcome to you bring your own wetsuit if you wish, there is no price reduction.

A wet suit must be worn for your safety and comfort except in July and August when it is optional (for those long, hot, baking summer days) but we recommend you bring your own rash vest.

A buoyancy aid is always mandatory for your safety.

Trainer or hard soled shoes are not acceptable, but you can wear wetsuit boots, otherwise barefoot is fine.

All jewellery must be removed before you enter the park. This includes all removable earrings. If you have recently had any piercings we can provide tape to cover them.

You can wear swimming goggles, but not masks.

You cannot wear any loose clothing such as fancy dress on the Aqua Park.

You must wear a swimming costume underneath your wetsuit. A T-shirt or rash vest underneath a buoyancy aid is fine.

All cameras **MUST** be secured by a chest harness under your buoyancy aid. We cannot be held responsible for any lost devices. Wearing a camera is at your own risk. If lost the water is very deep, more than 10m.

You cannot wear your spectacles on the Aqua Park, prescription goggles are a good alternative.

Wetsuit sizes

WETSUITS		ADULT SIZES							
SIZE	COLOR	EURO	JEANS	HEIGHT FT	CREST INCH	WAIST INCH	LENGTH CM	CHEST CM	WAIST CM
XS		46	28	5'4"-5'7"	34 - 37	26 - 30	163-170	86 -94	66 -76
S		48	30	5'7"-5'10"	35,5 - 38	27 - 31	170-177	88 -97	69 -79
M		50	32	5'8"-5'11"	36,5 - 39,5	29 - 33	174-180	93 -100	74 -84
L		52	34	5'10"-6'2"	38 - 41	30 - 34	180-186	97 -104	76 -86
XL		54	36	6'2"-6'4"	38,5 - 41,5	31 - 35	186-192	98 -105	79 -89
2XL		56	38	6'3"-6'5"	41 - 43,5	33 - 37	188-194	104 -110	84 -94
3XL		58	40	6'4"-6'6"	43 - 44,5	34 - 38	192-197	109 -115	86 -96

WETSUITS		YOUTH SIZES	
SIZE	COLOR	HEIGHT INCH	HEIGHT CM
2XS		38,6 - 40,9	98-104
XS		43,3 - 45,7	110-116
S		48 - 50,4	122-128
M		52,8 - 55,1	134-140
L		57,5	146
XL		60,8 - 62,2	152-158
2XL		64,5	164
3XL		66,9	170

If you are allergic to neoprene, we do not stock your size, and you do not have your own wetsuit, then we recommend you come in July or August when the weather is warmer and a wetsuit is optional. As an alternative to a wetsuit, we suggest that you bring a rash vest.

Tall youths tend not to be broad chested, so for slender frames the youth sizes may be appropriate.



Park layout and changes

We will endeavour to ensure that as many inflatables (Aqua Park) are available for use, however we reserve the right, without prior notice, to remove any inflatable or feature that we deem necessary.

Opening dates & Times

In 2017, the Park opens on 27th May 2017 to and closes 24th September 2017. Our opening dates are shown in yellow below. Times will vary by the day, you will need to go to the booking site to identify the times that are available.

MAY							JUNE						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
1	2	3	4	5	6	7	29	30	31	1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31	1	2	3	4	26	27	28	29	30	1	2
5	6	7	8	9	10	11	3	4	5	6	7	8	9

JULY							AUGUST						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
26	27	28	29	30	1	2	31	1	2	3	4	5	6
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30	31	1	2	3
31	1	2	3	4	5	6	4	5	6	7	8	9	10

SEPTEMBER							OCTOBER						
M	T	W	T	F	S	S	M	T	W	T	F	S	S
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	31	1	2	3	4	5

- Open Daily from May 27th to June 4th inclusive
- Open Daily from 1st July to 4th September inclusive
- Open Weekends only on 10 & 11; 17 & 18; 24th & 25th June
- Open Weekends only on 9th & 10th; 16th & 17th; 23 & 24th September
- Closed from 25th September 2017 to May 2018

Weather

Rain

You can still take part in the rain. You are going to get wet anyway. It is good fun in the rain!

Storms

If we have a storm overhead then we will pause and resume once the storm has passed. Then your time will continue as normal. This does mean we may have to delay or cancel later sessions if this does occur. We will do our best to re-book you if this occurs.



Other Activities on Site

Rutland Water Sports Centre

You can kayak, canoe, paddle board, windsurf, sail, rent a rowing boat and even build a raft.

Rutland Cycling

Located near to the Aqua Park, Rutland Cycling offers quality hire bikes, perfect for exploring up to 23 miles of traffic-free cycling around Britain's largest man-made lake. Ideal for group bookings, families or just hire a bike on your own and explore the area. UK's largest fleet of hire bikes, including electric bikes, adult mountain bikes, comfy cruiser bikes, tandems, children's bikes, tag-a-longs and buggies, plus helmets, child seats and comfy saddle covers - you can even pre-book a Cyclists' Picnic, including food, drink, basket and blanket. Book online at www.rutlandcycling.com/hire or by phone on 01780 460705.

RockBlok

Located next to the Aqua Park and part of the Rutland Cycling family, the RockBlok activity centre offers a tree-top high ropes course (with amazing views of the reservoir!), climbing wall, abseiling, team-building activities, meeting room, summer club and more. Novices and seasoned climbers are welcome and activities are suitable for all abilities and fitness levels. Visit www.rockblok.com or telephone 01780 460060 for more information.

Customer Services

All our staff are out on the park looking after our customers, so our customer service is managed by email off site from our offices.

IF your question is not answered by the above then please resend your email to

Customerservices@aquaparkrutland.co.uk