

## FAQ

- **How do I get to Canada's Wonderland** – You must arrive on your own.

### Canada's Wonderland – Park Information

- **Are strollers or wheelchairs available for rent?** - For our guests' convenience, we offer single and double strollers for a one-day rental. All rentals are on a first-come basis and may not be reserved in advance. The rental fee for a single stroller is \$15.99 plus tax (+\$5 refundable deposit) and for a double stroller is \$25.99 plus tax (+\$5 refundable deposit). The deposit is refunded upon the satisfactory return of the stroller.

A limited number of wheelchairs and electronic convenience vehicles (ECV) are available for a one-day rental. It is recommended that guests bring their own wheelchairs. A one-day rental of a manual wheelchair is \$20.99 plus tax (+ \$5 refundable deposit) and an ECV is \$50.00 plus tax (+ \$50 refundable deposit). The deposit is refunded upon the satisfactory return of equipment.

Canada's Wonderland offers many accessible ways to navigate and enjoy the park, including a Boarding Pass program for rides. Please visit our Accessibility page for more details.

- **Are there places in the Park to store my belongings?** - Lockers are located at the Front Gate adjacent to Canada's Wonderland Store and at the entrance of Splash Works. The all-day rental fee for these lockers ranges from \$17 to \$30 depending on the size of the locker and the time of the season. Canada's Wonderland assumes no liability for items in the locker.
- **What happens if it rains during my visit?** - Some attractions may close in inclement weather until conditions permit safe operation. Please enjoy a live show, meal or shopping until such weather passes. Canada's Wonderland cannot issue rain checks or refunds for inclement weather.
- **Does Canada's Wonderland have automated tellers (ATM's)?** - Canada's Wonderland has moved to all cashless payments through the park. Simply swipe or tap your debit card, credit card or smart device with Apple Pay or Google Pay where you would normally use cash. The park also features Cash-to-Card Kiosks where you can convert your cash into a prepaid debit card you can use anywhere.
- **Am I permitted to bring my own food and beverages into the Park?** - No outside food, beverages or coolers are allowed to be brought into Canada's Wonderland. However, baby food and formula are permitted as is bottled water or water in refillable bottles/containers. Guests with baskets, coolers and personal picnic items are welcome to use the public picnic pavilion located just outside our front gates. Those with medical dietary needs will be considered. Guests are encouraged to visit our Special Dietary Needs webpage and/or contact Guest Services prior to their visit for more information about options available to guests.
- **Do you have any baby care centers at Canada's Wonderland?** - Baby bottles can be warmed up in most of our restaurants as well as our Baby Care Centers located in KidZville, Medieval Faire and Splash Works near Lakeside Lagoon. Diaper changing areas and/or family restrooms are also available in the Park.
- **Do you have a lost and found center?** - All items that are found arrive at our Lost and Found Centre beside our Lockers & Stroller Rentals which is located at the Front Gate adjacent to Canada's Wonderland

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Toronto, ON, Canada

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Store. If you lose an item on a ride, please notify a ride attendant and go to our Lost and Found to file a Lost and Found Report. You can also file a report online. In order to keep the ride in operation, an immediate search is not possible. If you have found an item in the Park, please notify security personnel.

- **Do you allow pets at Canada's Wonderland?** - Only guide dogs / service animals are permitted in the Park. Canada's Wonderland provides an air-conditioned facility where guests may keep their pet (dogs and cats only) during their visit for a daily fee of \$6. This self-serve facility requires that pet owners provide care for their pet including water, food and exercise. The facility is equipped with a water faucet, bowls and kennel cages for guest use. Pets must be kept in one of the provided cages. For the comfort of your pet, they must be able to stand and turn around in the cage. The largest cage available is 71cm (H) x 116cm (W) x 68cm (D). Please do not leave pets inside your vehicle.

Please note that our Pet Facilities will be closed during WinterFest.

- **How do I re-enter the Park should I have to leave for some reason?** - You may exit and re-enter the park. Guests will have their photo taken upon entering, which will be used for verification on re-entry. Guests will need to go through the metal detection procedures again. Please present your ticket or season pass at the gate when you re-enter through the front gate.

Guests who leave Halloween Haunt will not be granted re-entry to the event.

- **What is your alcoholic beverage policy?** - All guests under the age of 30 will be required to provide valid government issued photo I.D prior to the sale of any alcoholic beverage. As per the Liquor License Act of Ontario, Canada's Wonderland can deny the sale of any alcoholic beverage to a guest who is showing signs of intoxication or public drunkenness. Any guest who Canada's Wonderland determines to be intoxicated will be removed from the premises.
- **What is your smoking and cannabis policy?** - For the convenience of all our guests, smoking of any kind, including vapor and e-cigarettes, is not permitted inside the park. Cannabis and related paraphernalia are also not permitted on park property at any time. Thank you for your cooperation.
- **What happens in bad weather?** - Rides will close due to extreme temperatures and adverse weather conditions - particularly heavy rain, high winds and/or lightning. This is to ensure that the safety of all our guests is not compromised in unpredictable weather. Please be assured that Canada's Wonderland makes every effort to reopen the rides as quickly and safely as possible after the adverse weather conditions cease. No refunds or rainchecks will be issued due to adverse weather conditions.
- **At what age are children required to have an admission ticket?** - Guests under the age of 3 do not require an admission ticket to Canada's Wonderland. Any guest that is 3 years of age or older requires an admission ticket.

## Rides

- **Where can I get height checked?** - A guest's height is an important safety factor on many rides and attractions. Color-coded wristbands are provided at the height check stations on International Street and correspond to the color found on the Rules and Regulations signs located at the entrance of each ride. For the safety of all guests, shoes that contribute excessively to height should not be worn. We

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reserve the right to ask that shoes be removed to ensure that a guest's height is not being artificially enhanced or manipulated. If the Height Check Station is closed, a wristband can be obtained at the station of any ride as long as the guest meets the height requirement of that ride.

- **Are there rider eligibility and sizing limitations?** - All restraint systems, including lap bars, shoulder harnesses, and seatbelts must be positioned and fastened properly to allow Guests to ride. Due to restraint system requirements, Guests of larger size (in terms of height, weight, and/or proportions) may not be accommodated on some of our rides.

**Our larger Guests may experience difficulty on:** Backlot Stunt Coaster, Behemoth, Dragon Fyre, Drop Tower, Flight Deck, The Fly, Ghoster Coaster, Leviathan, Lumberjack, Mighty Canadian Minebuster, Psyclone, Riptide, Shockwave, Skyhawk, Sledge Hammer, SlingShot, Soaring Timbers, Swing of the Century, The Bat, The Fly, Thunder Run, Time Warp, Vortex, Wilde Beast, WindSeeker, and Yukon Striker.

Maximum and minimum weight limits can be found under the individual rides in this guide and on the Rider Safety Guide Signs at the entrance to rides with restrictions.

If you are concerned whether or not you can be accommodated safely on a ride, you may enter the ride via the exit to ensure the restraints function properly prior to waiting in line. The rest of your party may wait for you outside the exit.

Test seats are located at the ride entrance(s) of: Behemoth, Leviathan, Lumberjack, Skyhawk, and Yukon Striker.

The manufacturer requires a maximum Guest height on the following rides: Behemoth (80"), Flight Deck (78"), Frequent Flyers (60"), Joe Cool's Dodgem School (54"), Leviathan (80"), Silver Streak (76"), SlingShot (79"), Snoopy vs. Red Baron (60"), Snoopy's Space Race (60"), Speed City Raceway (78"), Splash Station Slides (48"), Swing Time (54"), White Water Canyon (76"), and Yukon Striker (77").

- **Is line jumping allowed?** - To ensure that all guests have a fair opportunity to enjoy a ride as quickly as possible, line jumping is not allowed at Canada's Wonderland. Line jumping, regardless of the reason, may lead to ejection from the Park. **NO REFUND WILL BE GIVEN.** Line jumping is defined as: 1. Cutting in front of guests who are already in line; or 2. Saving a place for someone; or 3. Leaving a line, then attempting to re-enter at the same point. Since this includes using the restroom or purchasing food or drink, we suggest you make all stops prior to entering a line.
- **Are cameras and cell phones allowed to be used on rides and slides?** - Filming on rides is strictly prohibited. Loose articles could result in injury, for which the guest will be liable. Anyone found breaking this policy may face ejection from the park and have their season pass revoked.

Exceptions to this policy are in place for Swan Lake, KidZville Station and Jokey's Jalopies. This policy also prohibits the unauthorized use of GoPro style equipment, mounts and harnesses.

All cameras and cell phones must be safely secured in cargo pockets, a waist pack, in a bin on the ride platform, left in a locker, or with a non-rider. Ride attendants cannot be responsible for items lost, stolen, or damaged while riding. Due to the potential for water damage, Riptide, Timberwolf Falls and White-Water Canyon riders should leave their cameras and other valuable items with a non-rider or in a locker.

## Waterpark

- **What is considered appropriate attire for the water park?** - To participate in water park attractions, appropriate swimwear is required. Here are some recommendations to help you plan your visit:

Appropriate swimwear is required. Thongs and transparent clothing are not permitted. We reserve the right to determine the appropriateness of swimwear.

Guests wearing bathing attire with metal buttons, rivets, zippers, or snaps will not be permitted to ride Lakeside Lagoon - Slides, Muskoka Plunge, or Splash Station Slides.

Footwear is not permitted on Splash Works attractions. Aqua socks and aquatic style footwear are permitted on Lazy River, Riptide Racer, Super Soaker, and The Plunge.

Guests requiring special accommodation should speak to a member of the Aquatics management team. Specifically designed attire made out of lycra or nylon type materials will be considered. Due to attraction manufacturer requirements, some riding restrictions may apply.

All guests who require a diaper are required to wear a swim diaper or a diaper specifically designed for aquatic use.

When exiting Splash Works, shirts, shorts/pants and shoes are required. If you do not have appropriate swimwear, swimsuits and other aquatic gear can be purchased at Muskoka Beach Wear.

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- **What are the safety rules for Splash Works?** - To ensure the safest experience for all guests during their visit, the following rules are in effect. We appreciate your cooperation in this regard.

Attractions may have specific height, weight, and safety requirements. Please refer to the Safety Guide sign posted at each attraction to make an informed decision as to whether the attraction is right for you.

Please refrain from running, horseplay, and other boisterous activities.

Glassware and similar material with a tendency to shatter on impact are not permitted in Splash Works.

For safety reasons, diving is not permitted at any attraction.

Splash Works and Canada's Wonderland is a smoke-free environment.

Keep an eye on your young children. Children should not be left unattended at any time.

Please secure all loose articles, including hats, glasses, and jewelry when riding. Cameras, cell phones, and video recording devices may not be used on any slide or in any changing area or restroom.

Water toys, whistles, and inflatable assists are not permitted.

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Masks and snorkels are not permitted at any water attraction.

Hearing devices or any other electronic devices may be damaged by water. Please take the necessary steps to protect such items.

According to crowd size, time at the water attractions and access to Splash Works may be limited.

Please note that tents, beach umbrellas and shade structures are not permitted inside Splash Works. Guests may make use of the permanent umbrellas or shaded areas provided by the Park or they are welcome to rent one of the Park Cabanas.

- **What staff are on duty in the water park?** - Our Aquatics staff is here to ensure that you have a safe and pleasant visit. First aid staff and water park supervisors are available throughout the area should you have any questions or need assistance. Please follow all lifeguard rules and instructions, but do not talk to or distract lifeguards while they are on duty.
- **Do the lifeguards do training while the water park is open?** - In an effort to provide a safe and enjoyable water park experience for our guests, Splash Works routinely utilizes training exercises to improve our lifeguards' skills and vigilance. These exercises will occur during normal operating hours and may consist of the following: submersible water mannequins, the use of video surveillance equipment, internal and external audits, active/inactive water rescues and/or first aid scenarios.
- **How can I stay safe in the sun?** - Splash Works provides a full day of fun in the sun! To make the most of your day, be sure to drink plenty of water in order to avoid heat exhaustion. Drinking fountains are located near each restroom. Don't forget to apply sunscreen frequently throughout the day. If you happen to forget your sunscreen, Splash Surf Shop and various merchandise locations throughout the Park have a variety of sunscreens and sundries available for purchase.
- **Do I need to wear a life jacket in the water park?** - Life jackets are available for use throughout Splash Works. Life jackets are complimentary and are available to any guest wishing to use one. Children, first-time swimmers, and weaker swimmers are encouraged to wear a life jacket. Life jackets are available for all guests needing special consideration. Some attractions require children below a specific height to wear a life jacket before participating in the attraction. Aquatics staff and lifeguards reserve the right to impose the use of life jackets as needed. For specific attraction requirements, please check our Rider Height & Safety Page. guests are permitted to wear their own lifejacket; however, it must be Canadian Coast Guard, Transport Canada, or Fisheries and Ocean Canada approved.

PLEASE NOTE: As of July 1, 2018, the regulations under the Health Protection and Promotion act have been updated by the Ontario Ministry of Health and Long-Term Care. The regulation now states:

Every owner and every operator of a Class A pool shall ensure that there is a process in place to ensure a guardian or designated person supervises children under 10 years of age. The process must include a swimming competency test and a method of communicating the requirements of the process. O. Reg. 494/17, s. 13 (10).

As there isn't an opportunity to determine swimming competency in the waterpark environment, we will be requiring that all children under 48" in height and under 10 years of age wear a life jacket/PFD in the

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Lazy River and all guests under 52" in height and under 10 years of age wear a life jacket/PFD in White Water Bay. Life jackets are available throughout the waterpark on a first-come, first-serve basis.

- **Where is the First Aid Station?** - The First Aid Station is located next to the Splash Works entry gate. If you need any assistance during your visit, do not hesitate to stop by the First Aid Station, or notify the nearest lifeguard. Our team would be glad to assist.
- **Do you have tips on preventing children from getting lost?** - Upon arriving, we recommend selecting a meeting place such as the First Aid Station, in the event you or your child becomes lost or separated from your party. Please be vigilant and keep an eye on your children at all times.

As well, KidTrack wristbands are available at the Height Check stations in the park and Guest Services at front gate. Write your cell phone number on your child's wristband. In the unlikely event that your child becomes separated, please alert an associate. The associate who finds your child will activate the KidTrack system. Public address pages cannot be broadcast inside Splash Works.

- **I've lost something in the water park, what do I do?** - If you happen to lose an item or leave an item behind while visiting, please drop by the Lost and Found located beside our Lockers & Stroller Rentals, by Front Gate adjacent to the Canada's Wonderland Store.

**What are your accessibility policies in the water park?** - Splash Works is committed to providing all our guests with an enjoyable visit. Guests with disabilities are encouraged to visit our Guests with Disabilities page for detailed information on the requirements of each attraction, along with the programs that Canada's Wonderland and Splash Works offer.

A water wheelchair is available for guests requiring additional assistance into Lakeside Lagoon Pool, Lazy River, Pumphouse (ground level only), Splash Station (ground level only), Sprayground, and White-Water Bay. The water wheelchair may be used by multiple guests on the same day. While in the wave pool, the water level may not exceed the height of the seat on the chair. During your visit, please speak to a member of our Aquatics Supervisory team to obtain access to the water wheelchair and for further accessibility information.

- **Are there lockers?** - For your convenience, lockers are located in between the Splash Works entry gates. Various locker sizes are available for all your personal belongings. Locker rentals are automated and can be paid using credit cards. Debit cards cannot be used at this time. The lockers work with electronic pin codes and will allow unlimited access throughout the day. Locker access is available until both Splash Works and Canada's Wonderland are closed for the evening. Canada's Wonderland cannot be held responsible for lost or stolen items.
- **What are the Cabanas?** - Relax and enjoy the privacy of your own wave side cabana. A limited number of exclusive cabanas are available each day and often sell out. For more information and to reserve your cabana, please visit our Cabanas page.
- **Do you have inner tubes?** - Inner tubes are available free of charge at each attraction that requires a tube in order to ride. Inner tubes must remain at the attraction after riding.

- **Can I bring a tent or umbrella?** - Please note that tents, beach umbrellas and shade structures are not permitted inside Splash Works. Guests may make use of the permanent umbrellas or shaded areas provided by the Park or they are welcome to rent one of the Park Cabanas.

## Safety

- **What are your COVID-19 safety protocols?** - The safety of our guests and associates is our first priority and we have implemented stringent health, safety, and hygiene protocols at the park. Please see the latest on these protocols on our Welcoming You Back page.

- **What procedures do you have in place to minimize the spread of illness amongst your guests?** - We are strict and thorough in the steps we take and the processes we use to keep our properties safe and promote a healthy environment. To protect our guests and associates and prevent the spread of illness, we employ rigorous sanitation standards and robust cleaning procedures, including:

Extensive training for associates on maintaining a safe and hygienic workplace and environment for our guests

Appropriate personal protective clothing and gear for associates who are assigned for cleaning duties

Specified intervals for frequent cleaning and disinfection of targeted areas throughout the day

Procedures for cleaning and disinfection of areas throughout the day and where illness has been suspected or reported

Quick response to spills, trash, and other situations

Daily sanitation procedures, for everything from bathroom faucets and sinks to kitchen and dining surfaces, benches, and trash cans

Daily cleaning and "wash down" of outdoors locations, including walkways and queue lines

Guest and associate first aid locations to assist with minor health issues.

We maintain close relationships with local, provincial, national, and international public health authorities, and take their guidance when additional preventive measures are needed.

- **Are cameras and cell phones allowed to be used on rides and slides?** - Filming on rides is strictly prohibited. Loose articles could result in injury, for which the guest will be liable. Anyone found breaking this policy may face ejection from the park and have their season pass revoked.

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- **Where is your first aid station?** - First Aid is located in Medieval Faire beside the Spinovator ride and is staffed by certified Emergency Medical Responders at all times. If you need immediate medical

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assistance, please tell any Park associate and they will call First Aid and have an Emergency Medical Responder dispatched to your location.

- **What security procedures are implemented at Canada's Wonderland?** - The safety of our guests and associates is our number one priority, and we have implemented several enhanced security procedures at the front gate. As part of the process:

Guests arriving at the Park will go through metal detection every public operating day.

All bags, purses, backpacks, waist packs, etc. will be examined prior to entering.

Sharp objects (including pocketknives and metal chains), firearms, or other items that could be considered a weapon are strictly prohibited.

Please see our separate FAQ on outside food and beverages.

We use a variety of methods in securing our Parks including uniformed and plain clothes officers, and video surveillance monitoring.

Canada's Wonderland does not tolerate guests who fight and/or harass other guests while on our property. People who engage this behavior are subject to being ejected and potentially banned from the Park and may be subject to arrest by local police.

- **Can I fly my drone at Canada's Wonderland?** - All drones or RPAS (Remotely Piloted Aircraft System) are prohibited from taking off or landing on Canada's Wonderland property, with the exception of the company's certified Pilot-In-Command listed on the Park's Special Flight Operations Certificate.

All drone pilots must adhere to Canadian Aviation Regulations set forth by Transport Canada. Any unauthorized drone or pilot found to be violating these regulations and/or trespassing will be reported to Transport Canada and local law enforcement.

These regulations include but are not limited to the pilot maintaining visual-line-of-sight at all times without a visual aid (for example, binoculars or video feed). In addition, drones must fly away from bystanders at a minimum distance of 30 meters.

While in operation, Canada's Wonderland is classified as an Advertised Event, and as such, drones are not permitted to fly near or over the park, as per Transport Canada regulations.

- **How do you ensure guest safety on rides?** - The safety of our guests and associates is our number one priority. All of our rides are licensed and annually inspected by the Technical Standards and Safety Authority. They also undergo inspections by our staff on daily, weekly and monthly schedules. Our ride operators and attendants undergo comprehensive training and certification by International Ride Training (IRT). For more information, please read "10 things you should know about ride safety at Canada's Wonderland."



**FIT – Mini Breaks**

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**Product Code:**

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**For More Information on this Tour Package, Operating Dates & Tariffs,**

Contact our Destination Specialist @

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