

## **MANDAN PARKS & RECREATION POLICIES**



Approval Date: 01/11/2016  
Effective Date: 01/11/2016  
Date of Last Review: 01/11/2016

### **RAGING RIVERS**

#### **Tickets and Season Passes**

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Passes, daily or season, are not transferrable. Refunds are not given if a patron is asked to leave the park for violating park rules.

Refunds are not given on daily or season passes.

Upgrades are available for daily ticket customers who purchase a spectator or non-slide pass who decide to utilize the park features.

All patrons of the waterpark must meet the 48 inch height requirement to ride the large tube and speed slides. Patrons will be measured at the time of admission and given the appropriate wristband. Season pass holders must follow these same requirements, please check heights before purchasing any pass!

#### **Season passes and re-entry**

Season pass holders must present their passes to gain entrance to the park. Guests who leave the park and plan to return must leave their wristband on to gain re-entry. Transferring season passes or wristbands is a violation of Raging Rivers policies and is strictly prohibited.

Smoking, Smokeless Tobacco and e-cigarettes

Raging Rivers Waterpark is a tobacco-free environment. Smoking, including e-cigarettes, is limited to the smoking area in the parking lot, away from children.

#### **Birthday parties**

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Birthday Parties may be booked in house or on the Raging Rivers website. Parties are required to cancel at least 48 hours in advance to receive a refund. Parties that are not able to use the park due to weather closures or other unforeseen park closures will receive a refund in full on the next business day.

#### **Park Closure**

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#### **Weather**

For the safety of our patrons, we have established rules for closing parts of or the entire waterpark.

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### **Air Temperature**

- If air temp. is less than 62° at 10am, Raging Rivers will not open at 11am
- We will attempt to reopen at 1:00 pm if the air temperature is 62° by Noon.
- We will open at 4pm if air temp reaches 62° by 3pm\* (our weather information resource is the National Weather Service)

### **Inclement Weather**

- If there is any type of official weather warning (ex. Thunderstorm, Tornado, etc.), all guests will be required to leave the water and follow safety directions of RRW Staff
- If there is lightning/thunder in the immediate vicinity, all guests will be required to leave the water and follow safety directions of RRW Staff. Guests will be allowed back in the park if there has been no lightning and thunder strike for a period of 30 minutes. If the wait reaches one hour, we will close.
- We make every attempt to reopen the waterpark.

### **Wind**

- If winds exceed 25 mph, slide towers will close until winds subside for a period of 30 minutes

### **Poor Attendance**

- If less than 50 guests at the park, Raging Rivers may close at the discretion of park management.

### **Re-opening**

- If Raging Rivers must be closed early in the day because of weather conditions, we will make every attempt to open the waterpark at 1:00 pm or 4:00pm that day\*
- Twilight admission rates will apply if or when we re-open at 4pm

### **Water Quality**

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#### **Water quality equipment**

All water used in our attractions is processed through three different filtration systems, with a pumping capacity above 500 horsepower. We monitor each filtration system, both electronically and manually, with state-of-the-art equipment, to assure uniform high-quality water standards.

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### **Water quality expertise**

Raging Rivers management and technical team members are certified by the National Swimming Pool

Foundation (NSPF) as certified pool operators and aquatic facility operators. This premier organization has set standards for technical training and testing in the pool and spa industry.

### **Water quality standards**

Water quality is tested manually every three hours to back up a computerized monitoring system. Our system monitors all pools 24 hours a day and automatically dispenses chemicals, if needed, to meet stringent quality control standards. Despite water quality, Raging Rivers encourages all parents, to begin teaching children not to swallow water at any pool, lake or recreation site, from the first time they enter the water.

### **Diapers policy**

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Diaper-aged children and diaper dependent adults must wear appropriate swim diapers in addition to their swimwear. Swim diapers are available for purchase at guest services.

### **Food, drinks and coolers**

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Food, beverages, coolers and grills may not be brought into the park. The only exceptions are for special diets and infant food. Raging Rivers prohibits the use of grills and open flames in and around the property, including parking lots.

### **Dress code**

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In keeping with our family-friendly atmosphere, and for health and safety reasons, Raging Rivers strictly enforces a dress code. Proper swimwear is required. Swimwear must be made of nylon swim material. Cotton or non-nylon material may not be worn in the water or on slides at any time. Guests are welcome to wear swim-style nylon shirts on all of our rides. Swimwear with rivets or any other metal ornamentation is not permitted on the water slides. Lifejackets are not permitted on the slides.

### **Safety**

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#### **Language**

Guests using profanity or abusive language, symbols or gestures may be ejected from the park without refund.

#### **Alcoholic beverages**

Alcoholic beverages are not sold in the park, and are not allowed on park property.

#### **Behavior**

Line jumping, profanity, and unruly behavior are offensive to park guests and may be cause for ejection without refund. Guests are not permitted to save places in line, bypass others in line, or exit the line and

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return to the same place for any reason. Guests exiting a line must go to the back of the line if they choose to return.

### **Lifeguards/Aquatics**

All guards are certified with an American Red Cross certificate. All guards are regularly audited, and have weekly training requirements during their park tenure.

### **Life jacket policy**

it is recommended that both children under 48" and weak swimmers wear life jackets while in the waterpark. Parents should keep their children within arm's reach at all times while in the water. Approved life jacket are provided free of charge throughout the park. Note that lifejackets are not permitted down the speed slides.

Raging Rivers Waterpark does not allow any personal floatation devices that have not been approved by the US Coast Guard. All approved floatation devices must carry the US Coast Guard stamp of approval. Inflatables, including such items as rafts, flotation rings, "water wings", and mats, are not allowed on any ride or attraction. Raging Rivers has lifejackets available, free of charge.

### **Line-jumping**

line jumping is strictly prohibited. Guests are not permitted to save places in line or exit the line and return for any reason. Violators will be ejected without a refund.

### **Park policy compliance**

Raging Rivers guests are required to comply with all local, state and federal laws, as well as individual park policies, rules, and instructions posted or otherwise listed.

### **Pets**

Pets are not allowed, with the exception of working service animals. Please do not leave your pets in your vehicle during your stay at Raging Rivers, temperatures inside vehicles reach lethal levels in the North Dakota summers. Make other arrangements or leave your pets at home during your visit.

### **Prohibited items**

In addition to all items previously mentioned, the following items are not permitted at Raging Rivers Waterpark, at any time:

- Food/coolers (except special diet and infant food)
- Magic markers, spray paint and aerosol cans
- Radios or tape players
- Glass bottles
- Knives
- Spiked clothing or jewelry

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- Fireworks and explosives
- Firearms and ammunition
- Chemical weapons, including mace and pepper spray
  
- Unmanned aerial vehicles (drones)
- Skateboards, unicycles, stilts, pogo sticks, spring-loaded footwear, Segway's and other mobility devices, bicycles, roller skates and other toys or methods of convenience. (if you need a wheelchair or scooter, we are of course happy to accommodate you).

Amusement parks are crowded places, and the only way to keep our common areas safe is to ensure that people do not have devices which create a heightened risk.

### **Ride restrictions**

Safety is our number-one priority. Guests with certain body proportions, heights, or weights may not be able to enjoy certain rides if the safety restraints will not operate as designed. Specific ride information is available at the ride and at guest relations.

### **Rider responsibility**

There is an inherent risk in participating in any amusement ride. We expect riders to exercise good judgment and act in a responsible manner. Guests must also obey all oral and written warnings, and properly use all ride safety equipment provided. Guests who do not comply with ride rules may be ejected from the park without refund. Please refer to specific guidelines posted at the entrance of every ride.

### **Security at the park**

The park strives to make your experience a happy one, in all respects. Unfortunately, there is no way that we can erase the wicked intent of some people. Therefore, please understand that the park cannot, and does not, guarantee your personal security or that of your personal property (even if placed in a locker), and in no event will the park be held liable for your lost, stolen or damaged possessions. If you need to store your possessions, ask the park about lockers. If you have loose items while wanting to go on a ride, please have a friend or family member hold them or put such possessions in a locker.

It is the unfortunate truth that at any amusement park, or at any place in society, no amount of security can prevent people from acting in a criminal manner if they are intent on so acting. The park can only try to reasonably watch over the premises and the people therein, and respond in a professional manner to any security threat or incident.

If you experience a security issue, please notify park staff; we are here to assist you.

**Non-amusement park activities – politics, protests, etc.**

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The park does not allow any non-amusement park activities by guests, including without limitation, political activities, fundraising, organized or group religious practices or rituals, demonstrations, exercise classes, athletic team practices, unauthorized commercial activities, or protests, anywhere on-site, nor anywhere outside the park's perimeter where such activities may interfere with park operations, guest attendance or enjoyment, or traffic flow into/out of/around the park, or which would compromise safety and security. At a minimum, any protests/demonstrations must be outside of the park's property and at least 500 feet away from all park entrances/exits. Anyone violating this rule on or within park property will be subject to immediate removal from park premises.

### **Photography**

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**Personal** - Guests are welcome to take pictures of themselves, their friends and family, their group, and the scenery in general, for their own personal use. However, no cameras of any kind (including cell phones) are allowed on any ride or attraction, because such items pose a safety hazard.

In addition, no one is permitted to take photographs of others who object, or which violate another's privacy, rights to publicity, or which are harassing, stalking, or threatening. Image taking or recording is strictly prohibited, under all circumstances, in bathrooms, changing rooms, and locker areas; violators may be held for law enforcement, and are subject to arrest and prosecution.

The park may take and use images & video of all guests. The park at all times reserves the right to videotape patrons, and take still images, and to utilize those images and videos for any reason, including marketing, advertising, promotion, on social media, live streaming on the internet, for safety and security, for documentation as evidence in a legal or criminal matter or other investigation, for news reporting, and otherwise in an unrestricted manner for legitimate purposes. All property ownership of such materials, and copyright in and to all such materials, shall belong exclusively to park in perpetuity, without any compensation or other consideration to any guest or other person in, on or around the park property.

**Commercial** - Commercial photography of any kind is strictly prohibited (including without limitation, still or moving images, modeling shots, student films, comedy routines, documentaries, commercials, TV news, major motion picture films, internet soap operas, reality TV, actor demo reels, submission videos for reality TV, footage as part of a school project, documentation of stunts and dangerous activities (whether for commercial use or not), promotional videos, music videos, cable programs, etc.), except where prior, written permission has been obtained from the park's owner in the form of a contract signed by an executive within park's corporate office.

In any event where unauthorized video or images has been uploaded to any social media channel, park shall have the unrestricted and exclusive right and authority to have such materials removed. Any materials which defame the park may result in legal action for damages, and the park shall have absolute right and authority to obtain both temporary and permanent injunctions from the further use or dissemination of such material, in

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all channels and all mediums of communications, throughout the world, whether now known or hereafter devised, and to obtain all materials and obtain an order for the destruction of all such materials.

### **Drones – prohibited & illegal**

Use of drones (in, over, or around the park), whether for photographic purposes or otherwise, is strictly prohibited (unless the user has been granted written, contractual permission for that specific instance from an officer of the park or its parent entity). Violations may subject the user to immediate ejection, confiscation of the drone, and referral of the matter to authorities. Drones are a serious safety hazard to ride operations, park operations (including electrical facilities), and to the park's guests and personnel. Use of drones in, over or around the park, also constitutes an illegal trespass, an invasion of the park's privacy, and a tortious interference to our operations.

### **Aquatic Employees**

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#### **Time cards**

All employees are required to check themselves into and out of their shift each day. Employees may not share their PIN numbers or check other employees into or out of shifts. Shift supervisors monitor the time clock entries during each shift.

#### **Uniforms**

Employees are issued a Raging Rivers uniform t-shirt at the beginning of the season. All staff are expected to wear their shirts during each shift. Employees who fail to wear their shirts will be sent home to come back dressed appropriately. Staff are expected to wear appropriate footwear and shorts or pants depending on their role.

#### **Certified Pool Operators**

Raging Rivers management and technical team members are certified by the National Swimming Pool Foundation (NSPF) as certified pool operators and aquatic facility operators. This premier organization has set standards for technical training and testing in the pool and spa industry.

#### **Lifeguards/Aquatics Personnel**

All lifeguards are certified with an American Red Cross certificate. All guards are regularly audited, and have weekly training requirements during their park tenure.