Frequently asked questions regarding Water Works Aquatic Center and community wading pools

- WWFAC Pre-season pass sales price will be extended through Tuesday, June 2. Passes may be purchased at the Cuyahoga Falls Natatorium or by contacting the Parks Department at 330-971-8225.
- WWFAC season passes may be purchased after June 2 but will require full payment up front and will be at a full price with no discounts offered.
- WWFAC opening day for general admission is Wednesday, June 10. Members only are admitted on Monday, June 8 and Tuesday, June 9.
- Anyone wishing to receive a full refund on their WWFAC membership for any reason may do so up until opening day (June 8). Refunds will not be processed after that time.
- All patrons must adhere to COVID-19 related regulations as well as all usual WWFAC facility rules or will be asked to leave the park without refund.
- **Children ages 15 and under will not be permitted in the park without an accompanying responsible adult.** There are NO exceptions to this rule. Individuals wishing to receive a refund on their WWFAC membership pass as a result may do so until Monday, June 8.
- There will be limits on the capacity of WWFAC to allow for social distancing. Patrons are encouraged to enter the park early in the day to ensure admittance. Maximum capacity of the park will be approximately 50% of normal capacity. Membership does not guarantee access once capacity is reached on any given day. Capacity limits include both season pass holders and daily ticket sales.
- Once maximum capacity in WWFAC is reached, the park will begin a “10 people out, 10 people admitted” policy. It is essential that WWFAC not exceed the maximum capacity allowed by public health orders.
- All patrons must check in at guest services after admittance to WWFAC to be directed to their assigned seating area. Patrons must remain at their assigned seating area unless in the water, using restroom facilities, buying food from concessions or for another specific purpose. Groups of people cannot congregate at the park unless they live in the same household. Chairs cannot be moved to another location by patrons. The number of available chairs are limited.
- Masks are encouraged to be worn by patrons unless in the water. Employees will be required to wear masks at all times unless the employee is a lifeguard performing active lifeguard duties or they are in a designated, socially distanced break area.
- The concession stand will have limited offerings and the concession stand will not allow patrons inside. Outside food is permitted in the park.
- Patrons are reminded that public health orders include social distancing in the water.
  Please maintain 6 foot distance from other swimmers who do not live in your
household. The lazy river will have additional flotation dividers to ensure distancing in that water feature.

- All water features will be operational at WWFAC but with limited numbers of patrons able to use each feature at a time in order to maintain social distancing.
- The Creekside Pavilion is not available to be reserved this season.
- Morning water walking will be held but with a limited number of participants each day.
- Staff will be providing extra cleaning and sanitation of equipment after each use.
- Any patron not using a Water Works chair must also check in with guest services to be directed to an open seating area.
- All other park rules remain in effect.
- All policies and procedures are subject to change based on operational need or public health orders.
- Due to public health regulations regarding social distancing and other measures designed to keep swimmers safe, the decision has been made to NOT open the community wading pools this summer. All 6 community wading pools will be CLOSED for the 2020 season.
- The splash pad in Downtown CF near the Pavilion remains CLOSED at this time.
- Patrons are encouraged to familiarize themselves with aquatics guidelines published by the State of Ohio. Guidelines can be found at [https://coronavirus.ohio.gov/static/responsible/Pools-Aquatic-Centers.pdf](https://coronavirus.ohio.gov/static/responsible/Pools-Aquatic-Centers.pdf)