

FREQUENTLY ASKED QUESTIONS

- 1. Can we bring pets? No.
- 2. Can we bring outside food and drinks into park? No, we sell our own concessions
- 3. Do you have a birthday package? No, we do ask that you notify us of your birthday, and an exception to the no food policy will be made for "A" cake or cupcakes.
- 4. Do you give refunds? No, Palmetto Falls has a no refund policy. Once you pay admission, you have agreed to not receive a refund. The only exceptions are military orders (PCS) which a partial refund will be given for season memberships, and non-affiliated civilians who purchase online and fail the background check for Fort Jackson. Refunds will NOT be given for inclement weather, or other unforeseen closings; only rain checks for another visit.
- 5. What is the policy on rain checks? We give rain checks in the case of severe inclement weather resulting in the water park being closed temporarily (more than 2 hours) or for the day. No rain checks will be issued within the first 2 consecutive hours after a closing (predictions will not be made). If the storm clears and patrons return to the water and another delay occurs, the 2 hour clock starts over. In order to receive a rain check you must have your receipt for admission, which a supervisor will sign once two consecutive hours has elapsed. Rain checks cannot be exchanged for cash, and can be used anytime on a regular admission day for the previously purchased number of patrons.
- 6. What are the height requirements for slides? The small slides located in the lagoon, require patrons to be 36 inches tall. The tower slides require patrons to be 48 inches tall. There are no exceptions to height, and children cannot be caught at the bottom of the slides. Other patrons must remain AT LEAST 6 feet away from the exit of the slide.
- 7. Can rafts or lifejackets be worn/used on slides? No, for two reasons. Our slides are not made (high walls) for patrons to be raised off the surface of the slide. Patrons could accidentally be thrown from the slide which could result in injury. The end of the slides are not shaped properly to accommodate the excess "raise" rafts and lifejackets give to swimmers. The rush of water coming off the slide and the impact into the catch pool areas can cause users to be "thrown back" into or under the slide resulting in injuries. Also buckles, belts, etcetera on lifejackets can cut grooves into the slides which could cut other patrons.
- 8. Where do we enter/exit the lazy river? Patrons can ONLY enter and exit the lazy river at the front 0 depth entry, or at the stairs on the backside of the water park. A lifeguard is stationed at the 0 depth entry to assist patrons who may need assistance getting in and out of their tubes. Climbing/jumping in/out of the sides of the lazy river can result in injury (even to adults who can stand).
- 9. Do you have lifejackets or can we bring our own? We do have common use lifejackets for you to use. Any flotation device used at the waterpark must be (and state on it) "US COAST GUARD APPROVED" on the device. Lifeguards will ask you to remove any other device from the facility (to be put in your vehicle). NO non-coast guard approved items are allowed in the park, including blow up rafts. Our inner tubes are industry-standard based rafts specifically for use in lazy rivers.
- 10. What is considered appropriate swim wear? Any baseline swimsuit, excluding string bikinis, thongs, etc. Swimsuits must be family-appropriate and must properly cover the body. Denim, cotton shirts, and cotton shorts are not allowed to be worn in the water. Cotton fibers wash out in the water and clog our filtration system. Polyester, nylon, etcetera are fine for over shirts or shorts if you wish to wear them.
- 11. Why do we have to use an inner tube in the lazy river? The concrete edges, propulsion systems, other patrons in tubes, and other objects can cause injury to patrons. The propulsion systems are strong enough to sweep an adult off his or her feet, and they are required to move the 300,000+ gallons of water around the lazy river.

Palmetto Falls by the numbers!

Only \$0.44
PER DAY

(Based on \$12 daily rate
vs. \$30 per person for season)



800' Lazy River

1 Loopty loop slide

2 Speed slides

1 Kiddie Pool

1 Family Pool

w/ dumping buckets

1 Lap Pool



1,977 square foot spray park
with lily pads, spray cannon,
palm tree and assorted flowers

+ SNACK BAR



68 Days of Fun!

Hours of Operation

- May 26: 11 a.m.-7 p.m.
- May 27: 1-7 p.m.
- May 28: 11 a.m.- 7 p.m.
- June 2: 11 a.m. - 7 p.m.
- June 3: 1-7 p.m.
- June 8 - August 12
- Tues.-Sat.: 11a.m.-7 p.m.
- Sunday: 1-7 p.m.



Dog Days of Summer

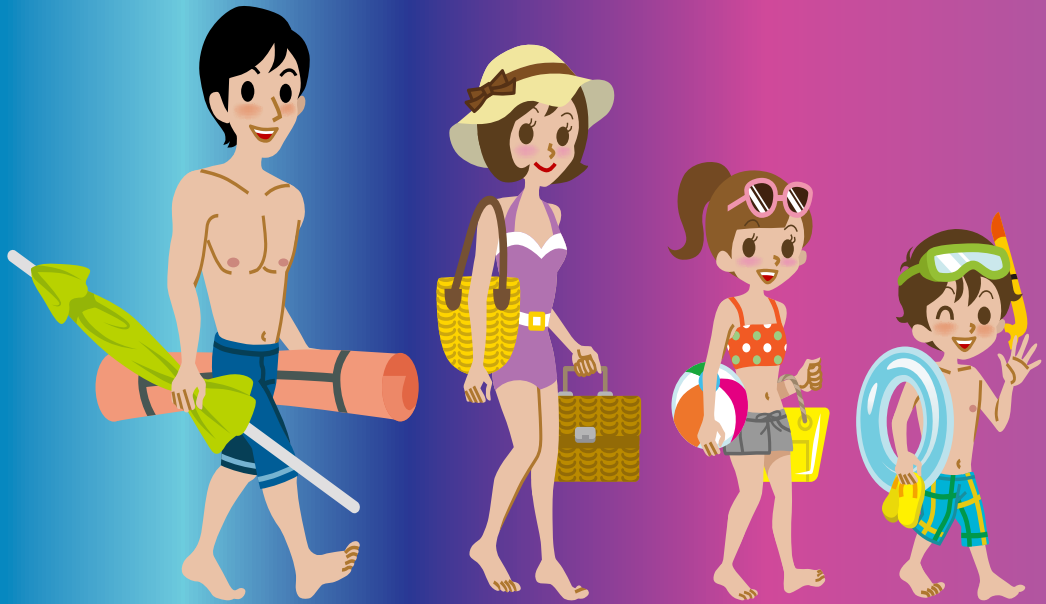
Saturday Aug. 25 - Sunday Aug. 26
12-3 p.m.

After we close for the season, Palmetto Falls members can bring one dog per membership to the park (FREE!)

Dogs can play in the water to their hearts' delight!
Dog handlers must be at least 18 years old.
Dogs must be up to date on all vaccines.

Additional dogs \$5. No humans allowed in the water with dogs.

BRING YOUR FAMILY TO PALMETTO FALLS WATERPARK! 2018



6511 STROM THURMOND BLVD.
FORT JACKSON, SC 29207



WWW.FORTJACKSONMWR.COM



2018 Palmetto Falls Water Park DoD ID Card Holders Membership Application

Only one application per household is required. Household members who do not have DoD ID must complete the background check and get a DBIDS card.

Primary Member's Full Name _____ **Rank** _____ **DoD Civ.?** Y N

Address: _____

City: _____ **State:** _____ **Zip code:** _____

POC Cell Phone Number: _____ **Military Branch:** _____

Email: _____

Secondary Member

Full Name: _____ **Age:** _____ **Male** **Female**

Cell Phone Number: _____ **Email:** _____

Additional Members

Full Name: _____ **Age:** _____ **Male** **Female**

Full Name: _____ **Age:** _____ **Male** **Female**

Full Name: _____ **Age:** _____ **Male** **Female**

Full Name: _____ **Age:** _____ **Male** **Female**

Full Name: _____ **Age:** _____ **Male** **Female**

Full Name: _____ **Age:** _____ **Male** **Female**

* Children 17 and younger, and college students 18-23, can be added using this form. Other household or family members who do not possess a DoD ID card will need to complete a background check.

For Office Use Only	
Amount Paid. \$ _____	Method of Payment\$ _____
Date: _____	El: _____
Input in RecTrac: _____	El: _____

***CHILDREN AGES 2 AND YOUNGER
ARE ADMITTED FREE.**

PURCHASE EARLY AND SAVE MORE

HAVE MORE FUN THIS SUMMER!

Go to Fort Jackson's

Palmetto Falls Water Park

ONLY \$30

Per DoD ID Card holder
for Season Membership

Add a
Legion Pool
Season Pass
for just
\$3!

OPENS May 26, 2018

68 Days of Summer Fun!

Just fill out the application form and take it to Victory Travel.

Purchase 2 or more memberships
by Tuesday, May 22, 2018 and

Get \$10 off

your entire purchase!

PALMETTO FALLS SEASON PRICING:
SEASON MEMBERSHIP: \$30 PER PERSON
DAILY ENTRANCE FEES: \$7 PER PERSON
\$10 FOR GUESTS

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www.fortjacksonmwr.com