

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 do not pass 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 life jackets 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 life jackets 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 life jackets 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 life jackets or can we bring our own?** We do have common use life jackets for you to use. Any flotation device used at the water park 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.

ATTENTION

Have a Bad Weather Plan! Occasionally we are required to close the water park due to thunderstorms. PLEASE have a plan to pick up your child 13 and older you may have allowed to visit the water park alone, or with friends. Don't leave your child stranded because you can not get through the Fort Jackson Security after the water park closes.

FOR SOLDIERS

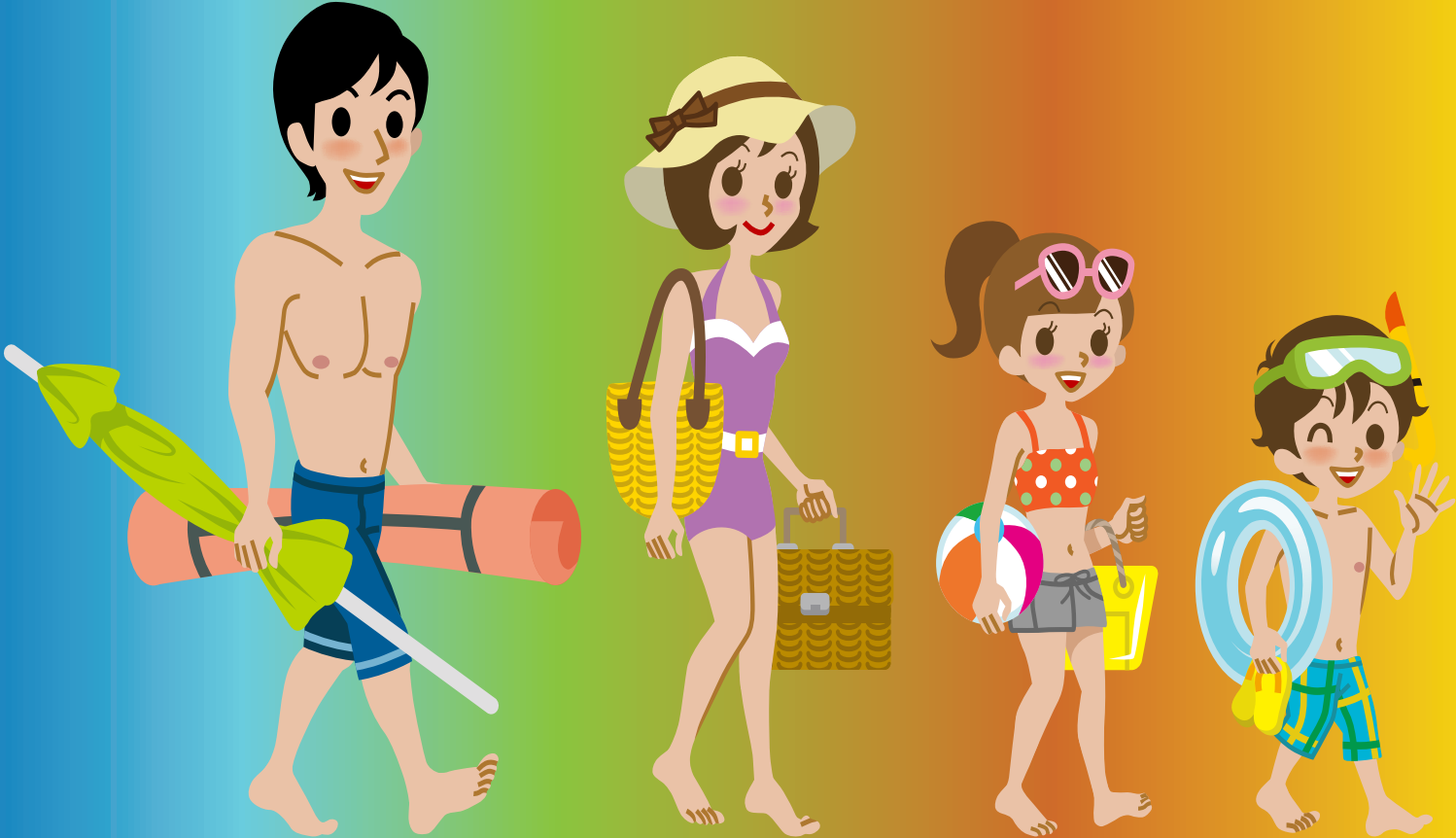
FOR FAMILIES

FOR RETIREES

FOR CIVILIANS

YES! YOU CAN!

ENJOY YOUR SUMMER AT PALMETTO FALLS WATER PARK 2019



WWW.FORTJACKSONMWR.COM

FOR SOLDIERS

FOR FAMILIES

FOR RETIREES

FOR CIVILIANS



2019 Palmetto Falls Water Park Civilian Membership Application

Primary Member

Full Name: _____ Age: _____

Cell Phone No. _____ Email: _____

Complete Mailing Address _____
Street Address _____ City _____ State _____ Zip Code _____

Secondary Member

Full Name: _____ Age: _____

Cell Phone No. _____ Email: _____

Complete Mailing Address _____
Street Address _____ City _____ State _____ Zip Code _____

Additional Members (Any person 18 YEARS OLD or older must complete an NCIC Background Check Form. Those who are 17 and will turn 18 before Aug. 11 will also need to complete an NCIC Background Check Form.)

Full Name: _____ Age: _____

Full Name: _____ Age: _____

Full Name: _____ Age: _____

Full Name: _____ Age: _____

Full Name: _____ Age: _____

Full Name: _____ Age: _____

Children ages 2 and younger are admitted free.

For each season membership applicant 18 and older complete the enclosed NCIC (Background Check) Form, for access to Fort Jackson. Any applicants who are 17 and will have a birthday before Aug. 11, 2019 must also complete the NCIC (Background Check) Form.

MAIL THE NCIC FORM, THIS FORM AND CHECK OR MONEY ORDER NO LATER THAN MAY 20, 2019 TO:

FMWR Operations Division
ATTN: Water Park Application
3392 Magruder Ave.
Fort Jackson, SC 29207

To Pay by Credit Card please call 803-751-4205

If you have questions about completing this form, please call 803-751-4205.

Your receipt and season membership passes will be mailed to you.

On your first visit, bring your receipt And driver's license (or state/federal identification card) to the Visitors' Center at the Forest Drive Gate (Gate 2 to gain access to th post.)

If for any reason you, or any applicant in your party, does not pass the background check you may request a refund by calling 803-751-4205.

If you need more room to add more household members, you may add a sheet of paper with the additional member's full name and age, and mail it with this form. You only need to fill out one (1) form per household.

2 WAYS to Go to Fort Jackson's Palmetto Falls Water Park

1. Purchase a Season Membership!
ONLY \$55 (Per person)
Civilian Season Membership
Complete the season pass application on the left.

**Don't want a season membership?
No Problem.**

2. Purchase a Daily Pass!
on the day of your visit

DAILY ENTRANCE FEES:
\$13 PER PERSON*
*Background check is required for all guests 18 & older. Background check will be conducted at the time of your purchase.

Enter through the Forest Drive Gate (Gate 2)

On the dates listed below, go to the Forest Drive Gate (Gate 2) 30 minutes before opening until 3 p.m. and our cashier will help you.

Hours of Operation

May 25: 11 a.m.-7 p.m.	June 8 - August 11
May 26 1-7 p.m.	Tues.-Sat.: 11 a.m.-7 p.m.
May 27: 1 p.m.- 7 p.m.	Sun.: 1-7 p.m.
June 1: 11 a.m. - 7 p.m.	Holidays: 1-7 p.m.
June 2: 1-7 p.m.	

803-751-3475
www.fortjacksonmwr.com

Palmetto Falls by the numbers!

**Only \$0.86
PER DAY**
(Based on \$13 daily rate vs. \$55 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

Dog Days of Summer
Sat., Aug. 24 - Sun., Aug. 25
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.