

Splashifax Accessibility Statement

Splashifax strives to make each person's experience as fun and safe as possible. If you are in need of any assistance, feel free to let any employee know before you arrive, upon arrival, or at any point during your time with us. You can share any additional accessibility information with us through email at tickets@splashifax.com or you can add information to your Splash Pass reservation.

Splashifax is a giant inflatable water park that is floating on a beautiful lake. Our guests come to play, climb, splash, and swim on and around the park. Splashifax is slippery and bouncy. It moves around as people play on it. These variables make the park relatively unstable which is why we require our guests to wear grippy socks on the park.

We are committed to making our space as accessible as possible. This section describes the on-shore areas of Splashifax and the water park.

Parking: We have accessible parking spaces located near the start of the trail to Splashifax. These spaces are marked with an accessible parking sign. If you require an accessible parking spot, but do not have accessible parking identification for your car, please let us know in advance by email at tickets@splashifax.com or add this request to your Splash Pass reservation. We will do our best to ensure that you have access to a spot that is close to the entrance of the trail.

The trail: The trail from the parking lot to Splashifax is 140 meters. The trail is gravel and navigable by mobility devices (wheelchairs, walkers, etc.). Half of the ground at Splashifax is covered in mulch and half is covered in grass. There is an accessible picnic table located on the grass

Portable toilets: There are 4 accessible portable toilets that are located on the trail between the parking lot and the shore. They are 32 meters from the entrance to Splashifax.

The dock: There is a 6-meter-long ramp with railings on either side to get down to the dock. The dock is made of plastic and is 43 meters (140 feet) long. Guests are allowed to sit on the dock as long as they are wearing a life jacket and have signed a waiver. However, wheeled mobility devices such as wheelchairs and strollers are not allowed on the dock. There are metal ladders to get on and off the dock to get to Splashifax. Please do not jump off the end of the dock.

Swim to park: To get to the waterpark you have to take two swims (or one very long swim) and cross a rainbow runway. The first swim is about 30 metres (or 94 feet), then you get onto a runway (inflatable material just like the park), followed by a second swim that is about 40 metres (or 130 feet) to reach the waterpark.

Splashifax proper: Splashifax guests must swim to get to the park. It is not possible to get onto Splashifax directly from the shore or the dock. Everyone must wear a life jacket (supplied in all sizes) while on the park. There are inflatable ladders guests can use to get onto the park. These ladders have handles and a foot well to step in. Guests should step in the foot well and push their feet back while leaning forward to help get onto the park platforms. Playing on Splashifax is fun and challenging. It takes a lot of upper body strength to navigate the park. Many of the obstacles involve climbing up a ladder with handles and steps which may lead to a slide or a bouncing pillow (or up to the top of the unicorn!). If at any point a guest feels that they cannot complete an obstacle, they can jump in the water, or slide down a slide, and climb on to the next platform. Strong swimmers will have a great time at Splashifax regardless of their ability to climb every obstacle on the park!

Medical emergencies

Our lifeguards and employees are trained in first aid and available to help with any medical emergencies, whether they happen on the water or on shore. Our staff are equipped with first aid kits that have medical supplies as well as epi-pens and glucose tablets in case of allergic reaction or diabetic emergencies. There is also a defibrillator on-shore.

Hearing impairment

If you or your family member are hearing impaired our staff are happy to communicate with you using forms of communication such as text or email. The rules and guidelines for Splashifax are written on big signs for patrons to read and can be found on our [website](#). Please tell an employee if you or your child has a hearing challenge and we will let our lifeguards know in case they need to communicate with you while on the park.

Vision impairment

We understand that those who require glasses to see will need to wear them on Splashifax. We suggest that guests bring/wear an eyewear retainer (a strap to hold your glasses on) to avoid losing their glasses in the water. Unfortunately, it is not possible to retrieve things that have been lost in the water.

Support Workers

Support Workers can come for free with the following codes:

Monday - Thursday code: AccessSupportMT

Friday - Sunday code: AccessSupportFS

Splashifax is scent free

Splashifax is an outdoor adventure, but we understand that scents can still have an effect outside. We ask our guests to not wear perfumes, colognes or other scents to the park and we require our employees to be scent free as well. Although we ask guests to come scent-free, we are unable to control the use of scented sunscreens.

Service animals

Service animals are welcome on shore at Splashifax. Other pets are not allowed on shore at Splashifax, however they are welcome in the parking lot as long as they are on a leash and supervised by a guardian. We ask guests to not leave any pets in the car while they are at Splashifax.