



LOCATION:

- Where is Rock N River Water Park located?
Rock N River Water Park is located at 800 Harrell Parkway in Round Rock, Texas. We are within Old Settler's Park near the Dell Diamond where the AAA baseball team the Round Rock Express play.
- What are Rock N River's days of operation?
Rock N River is **CLOSED EVERY WEDNESDAY** for maintenance. We are open every other day, except for Wednesdays from 12-7pm June 3 through Aug. 21, 2016. We will be open on the weekends after school starts from 12-6p on Aug. 27, 28 and Sept. 3, 4, 5.

ADMISSIONS & PAYMENT:

- What are the admission prices for Rock N River?
Adults (18-49 years) are \$10, Children (2-17 years) \$8, Young Children (2 and under) are \$5, Seniors (50 years and older) are \$8. We ask that seniors identify themselves as such at the admission window to obtain the senior rate. Twilight Admission takes place after 5 PM where all guests enjoy half price fees for admittance to the park. No Refunds.
- What kind of payment do you accept?
We accept cash, Mastercard and Visa. We do not accept checks, American Express, or Discover Card.
- What is your refund policy?
Rock N River does not offer refunds.
- Can I buy tickets in advance?
Admission must be purchased at the door the day of entry.
- Do you have discount tickets or coupons available?
We are very proud of the affordability of our park and the amount of value you get for our ticket prices. To continue to keep our user costs low, we do not offer any sort of discounted tickets.
- Does Rock N River offer season passes?
Rock N River offers season passes at \$60.00 for a Youth/Senior Pass, \$70.00 for an Adult Pass, \$225.00 Family Pass (4 people) and you can add any additional immediate family members for just \$10.00 each. Season passes can be purchased in person at Rock'N River Water Park during park operating hours, at the Parks and Recreation Main Office (512-218-5540, 301 W. Bagdad Suite 250) at the Clay Madsen Recreation Center (512-218-3220, 1600 Gattis School Road) or the Baca Center (512-218-5499, 301 W. Bagdad Ave., Building 2). Season passes are good at Rock N River only. They are not accepted at any other City of Round Rock Pools.
- Do guests that choose not to swim still have to pay admission?
All guests entering Rock N River must pay the admission fee. No refunds will be administered for admissions.
- Can I re-enter the park if I leave?
A wristband can be issued to allow re-entry into the park gates.

ATTIRE:

- Does Rock N River have a dress code?
Proper swimwear is required for all water attractions. Denim and swimwear with zippers, buckles, or rivets are not permitted. Thong bathing suits or attire that is see through will not be permitted. Clothing with offensive material will also not be permitted inside the park. No undergarments are permitted worn as swim attire.
- Are children required to wear swim diapers?
Children who wear diapers are required to wear a swim diaper while in the water. Swim diapers are available for purchase in our General Store where visa, mastercard, and cash are accepted.

FOOD/CONCESSIONS:

- Are guests allowed to bring outside coolers into the park?
Guests may bring outside coolers into Rock N River. Glass bottles/containers, knives, and alcohol are prohibited. Rock N River does not charge for coolers to be brought into the park. Coolers and bags will be searched upon entry.
- Do you allow alcohol?
No.
- Does Rock N River sell concessions onsite?
Rock N River has a swim-up concession area within the pool itself, as well as an adjacent walk-up concession area at The Watering Hole. The Watering Hole serves ice cream, drinks, and snacks. Additionally at our Hitching Post we have 3 food truck vendors for the summer of 2016: a taco truck serving tacos, quesedillas, and other tex-mex fare; a hamburger truck serving burgers, nachos, corndogs, funnel cakes, and the like; and a shaved ice truck serving multiple flavors of frozen treats. Visa and Mastercard, along with cash, are accepted at all of our concession & food truck areas.

WHAT TO BRING:

- Does Rock N River have lifejackets available for use?
Rock N River has a limited number of free lifejackets that are offered on a first come/first served basis. We do not allow floaties or any other non-Coast Guard approved flotation devices.
- Are outside floatation devices and toys allowed in the park?
Outside floatation devices and toys are prohibited. We do allow US Coast Guard approved lifejackets.
- Can I bring in my child's floaties or water toys?
No. You can bring your own US Coast Guard approved lifejacket. Otherwise outside floats and toys are prohibited. We have US Coast Guard approved life vests available on a first come first serve basis at no charge. Also, we provide tubes for floating our lazy river.
- Can I bring chairs, tents or umbrellas into Rock N River?
Rock N River does not allow guests to bring tables, pop up tents, or large umbrellas that must be anchored to the ground. It is very windy out at Old Settler's Park and these items can fly through the air and hit other patrons. Additionally such items can impede flow in our walkways. We do allow fold up stadium chairs as long as they are kept out of walkways and away from the pool's edge. Management reserves the right to move any chairs impeding access to the pools and walkways.
- Is smoking allowed in the park?
Smoking is not allowed inside Rock N River. Tobacco including electronic/vapor are not allowed at any of the facilities.

- Does Rock N River have lockers available?

Locker bins are available for daily rental in the blue container closest to the Hitching Post, our Food Truck Court. Bin pricing is \$1 for a small (enough for a wallet and keys), \$3 for a medium (approximately the size of 2 shoe boxes), and \$5 for a large (the size of a standard cooler). Visa and Mastercard, along with cash, are accepted at The General Store for locker rentals.

- Does Rock N River have items for sale?

Yes, our general store sells swim diapers, goggles, and more. The General Store is located at the blue container past the first aid area. Visa and Mastercard, along with cash, are accepted at The General Store.

RENTALS:

- Does Rock N River have reservable rental areas?

Rock N River has 3 kinds of rental space to accommodate multiple kinds of gatherings and groups. We have 5 rental cabanas that offer plush seating and can accommodate 6-10 guests. We have 7 rental umbrellas that offer 2 standard size picnic tables and can accommodate up to 20 guests. And we have 1 rental octagon umbrella that contains 5 standard picnic tables and can accommodate up to 50 guests.

- Does Rock N River have chairs, tables, and shaded areas?

Rock N River has many tables, chairs, and shaded areas available for use throughout the park. This is provided to users on a first come, first served basis. We do not guarantee anyone specific seating within the park with the general admission price. The only reserved seating available is within our rental cabanas, umbrellas, or the octagon umbrella. If you are interested in reserved seating, we would suggest that you look into our reserving a rental area.

- Is there anywhere else to sit if I don't have a reservation?

We have various umbrellas, picnic tables and chaise lounges available on a first come, first serve basis. To find these locations, please refer to the Park Map on Rock N' River's website.

- How many people can sit at a picnic table?

Our picnic tables are standard size and can accommodate 6-8 adults per table, and 8-10 children per table.

- How much is it to rent a cabana?

Cabana Fees are \$75 Monday-Thursday, \$100 Friday-Sunday and Holidays. There are 5 cabanas available for rental; two located in the Watering Hole and three located in White Stone Beach. Each cabana can accommodate up to 10 guests. Amenities include two club chairs, two chaise lounges, one love seat, and a service counter.

- How much is it to rent an umbrella?

Umbrella Fees are \$35 Monday-Thursday, \$65 Friday-Sunday and Holidays. There are seven large umbrellas available for rental with two located in White Stone Beach, three located in Splashville, and two located in the Watering Hole. Each umbrella can accommodate up to 25 guests. Amenities include two picnic tables.

- Is there anything larger than an umbrella to rent?

Our largest rental space is the Octagon umbrella. Its amenities include five picnic tables which can accommodate up to 50 guests. Fees are \$100 Monday-Thursday, \$150 Friday-Sunday and Holidays.

- Can I have decorations in my rental area? Can I get in early to decorate?
We ask that guests limit their decorations to items that will not blow into the pool or impede other guests. Balloons, confetti, etc., would all be prohibited, as it could easily cause a trash problem in the pool and pool area. Any other similar items would also be prohibited. Access to the rental area will be allowed at the specified rental time with paid admission to the park.
- Is admission for my guests included in the rental fee?
Admission to Rock N River Water Park is not included in our rental fees. Reserving a rental area guarantees you a specific space once you are admitted into the park. Admission to the park requires payment of the daily fee or a season pass.
- How do my guests enter Rock N River for a party?
If you are paying for guests to your party, we suggest gathering all of them at one time to enter the facility at one time. We will not hold credit cards at the gate, or allow entrance from a list. If you have other specific needs, please see a pool manager.

POLICIES:

- Does everyone need to take the swim test in The Quarry to access the jump platform, drop slide and rock climbing wall?
The Quarry contains a 12.5 foot deep pool and has 2 requirements for use. Users of The Quarry must be 48" or taller **AND** must pass a swim test for entry. Children 48" or taller wanting to partake in the Drop Slide, Jump Platform and Rock Climbing Wall will need to take the swim test and prove applicable swimming skills.
- Can I drop off my child and pick them up later?
In order to maintain appropriate supervision, parents/guardians must maintain ACTIVE SUPERVISION of children 12 years and under. All younger children 0-6 require a parent to be within arms reach at all times.
- Does the park ever hit capacity?
Yes, we are limited in the amount of guests we can accommodate. We can safely hold 1600 guests within the park. On very hot days and holiday weekends, the park has hit capacity. We suggest arriving early to ensure entrance. Once capacity is hit, we will not allow guest in the park until other guests leave.
- What is Rock N River's severe weather policy?
Rock N River is an outdoor facility which operates at the mercy of outdoor conditions. Due to severe weather, Rock N River may be forced to shut down attractions for the sake of safety of patrons and team members. Rock N River will offer a rain pass upon request for severe weather shut downs of the entire facility for the day. Rain passes will not be issued when there is a sighting of thunder or lightning causing a short delay in operations. If operations shut down for the entire day due to severe weather, rain passes will be issued upon request. We do not offer refunds. In the event the park is shutting down for the remainder of the day and rain passes will be issued, they will follow the following criteria: If the park shuts down before 3:30pm, a full day rain pass will be issued upon request. If the park shuts down after 3:30pm a twilight rain pass will be issued upon request. Twilight hours are from 5-7pm.
- What if part of the park shuts down?
Even with best efforts and diligent maintenance practices, sometimes things out of our control happen. When unforeseen events force a closure to an attraction we will continue park operations with lowered occupancy rates for our water attractions. This means we may need to limit the amount of people allowed in each attraction at one time to ensure safety. In 2016 Rock N River underwent a multi-million dollar overhaul tripling the capacity of the park. We are able to safely accommodate the following amount of patrons in each area: Splashville – 500, The Quarry – 171, The Watering Hole – 338, Lazy River and surrounding attractions – 600.

- Is Rock N River accessible for the disabled?

Rock N River strives to assist guest with disabilities. Please speak to a manager at the entrance gate about any needs you may have, or call us before your visit at 512-218-5540

- Does Rock N River have lifeguards on duty?

American Red Cross Certified lifeguards are always on duty during operating hours at Rock N River.

- How does Rock N River protect it's patrons and team members from unruly behaviors?

Rock N River is a family environment where we ask all patrons to respect those around them and the team members working at our facility. We have a zero tolerance policy for abusive language or behaviors. Management reserves the right to eject patrons at any time.

JOB OPPORTUNITIES:

- Does Rock N River have any job openings?

We are hiring throughout the summer season for lifeguards and pool attendants. You can apply here at www.roundrocktexas.gov/jobs. We offer lifeguard training to interested candidates. Please contact us at 512-218-5540 for more information about lifeguard training classes.