



FACILITY GUIDE

FOR DAY CAMPS, GROUP OUTINGS, PARTIES & RENTALS

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GENERAL INFORMATION

Lifeguards

The Woodridge Park District Lifeguard Staff will start this season under the top national waterpark safety program, StarGuard. The guard staff undergoes an intense 20-hour training course, including rescue skills, emergency response skills, community CPR, first aid and AED training. The staff must also attend weekly in-service training sessions to review their skills. Throughout the season, auditors from StarGuard will conduct three unannounced visits to audit staff performance. Our Lifeguard Staff has consistently received the prestigious 5 Star Award for exceeding criteria for aquatic safety since 2012.

Supervision of Children

Parents/guardians must be responsible for supervising their children. Lifeguards are on duty only to enforce rules and to respond in emergency situations. Children 9 and under must be accompanied by a chaperone 18 years or older.

Nonswimmers must have a chaperone 18 years or older within arm's reach at all times.

Rain Check Policy – Receipts Required!

The initial entry receipt will act as your rain check if the facility closes due to inclement weather. Patrons should hold on to their receipt in case of inclement weather. If the pool reopens, those issued a rain check must redeem their receipt to enter.

Persons wishing to re-enter must present the **receipt of purchase** with the time and date to the Cypress Cove admissions office. The receipt is only good as a rain check for the season in which the closing occurred. The Park District will not accept receipts for inclement weather on the last two days of the season.

Pool Closings

The pool will be closed if the wind chill is 68 degrees or below, or at the manager's discretion based on inclement weather, low attendance, or unusual circumstances. Refunds will not be given. Please see rain check policy for further details. Sign up for Rainout Line alerts or call the Rainout Line at (630) 206-1722 for Cypress Cove closing information.

Adult Swim/Safety Breaks

Cypress Cove will have safety breaks at 1:00, 3:00, and 5:00 p.m. where all patrons will exit the pools and rest for 15 minutes to prevent any possible distressed swimmers due to exhaustion, dehydration or heat related illnesses. At this time, adults 16 and older are allowed to swim in the main pool, lazy river and program pool.

WATER SLIDE RULES

You must be at least 42" tall to ride the tube slide, drop slide and body slides.

- Only single tubes are allowed on the tube slide. Double tubes are not permitted.
- In order to access the tube slide, all tubers will be guided forward into the slide by a deck attendant.
- All persons must slide down in a sitting position or on their back, feet-first. Sliding down head-first and flipping over are prohibited.
- Only one person is allowed on the slide at a time.
- Stopping intentionally, standing or kneeling on the slide is strictly prohibited.
- Pregnant women and people with head, neck or back problems should not use the slides.
- No glasses, metal objects, keys, goggles, flotation devices or shirts allowed on the slide.
- Catching children is strictly prohibited.
- Hands must be kept inside the slide at all times and each person should exit the pool immediately after each slide.
- Additional rules may be added by the management if necessary.
- Kiddie slides are only for children 42" and UNDER.

RULES

HEALTH & SAFETY RULES

- Park District IDs must be presented to receive resident rates.
- Children age 9 years or under must be accompanied by an adult 18 years of age or older.
- Children not toilet trained must wear swim diapers or plastic pants under their swimsuit. Swim diapers are available for purchase. Swim diapers must have tight fitting elastic around waist and legs or plastic pants will be required.
- All guests must wear bathing suits if they are swimming in any area of the facility. Leotards, cutoffs, unlined shorts, and color T-shirts are not permitted.
- U.S. Coast Guard approved personal flotation devices are allowed. Water wings and other flotation devices are prohibited, except at designated times. Lifejackets are available for use with collateral (i.e. license, membership card).
- Food and beverages are available at the concession stand. Food and coolers may not be brought into the park. Sealed water bottles are allowed and must contain water.
- Chewing gum, oil products and glass containers are not permitted in the park.
- The Park District cannot be held responsible for loss or theft of any personal belongings.
- Lockers are available in the locker rooms, however, patrons must supply locks or purchase one at the General Store. Locks must be removed each day or they will be cut off.
- Children age 6 years and older must use appropriate locker rooms.
- Only clean shoes and sandals are permitted on the deck.
- Patrons must be 42" tall to ride the tube slide, body slides and drop slide.
- Smoking is prohibited inside the park. Smoking is permitted outside of the facility - 25 feet from entrance.
- Aquatic facilities may close if wind chill drops below 68 degrees, if attendance drops below 20 swimmers, or under unusual circumstances.
- Persons violating any personal conduct regulations, either written or verbal, will be subject to eviction without a refund or to other disciplinary actions.
- Rules can be added or waived by management when appropriate.
- All other state and local health laws apply.
- No refunds. Rain checks only given for inclement weather, within guidelines stated in the rain check policy.
- Photographic devices and cell phones are not permitted in the locker rooms.
- No shoes on spray pad.
- No strollers on spray pad safety surface.



FACILITY MAP & ATTRACTIONS



★ RESTROOMS

★ CHECK-IN(GROUPS/CAMPS/PARTIES/RENTALS)

★ DAY CAMP/GROUP OUTING ENTRANCE

★ FIRST AID

★ GUEST SERVICES

★ GROUP MEETING AREAS

★ PARTY AREA (STAGE LOCATION)

★ PARTY AREA (SNACK SHACK LOCATION)

ATTRACTION DESCRIPTIONS

Area #	Attraction	Amenities	Water Depth	Recommended Age or Height Requirement	Recommended Swimming Ability
1	Mud Bug Beach	Sand Play Area	0 Inches	1 - 10 Years	None
2	Bullfrog Bayou	Spray Playground	0 Inches	1 - 12 Years 41" or shorter (Slides)	None
3	Cattail Bay	Zero Depth Pool, Lap Pool, Diving Board & Drop Slide	0 Inches - 12 Feet	All Ages 42" or Taller (Drop Slide)	None - Strong
4	Swamp Shack Café	Full Service Concessions	0 Inches	All Ages	None
5	Cajun Creek	Lazy River	2.5 Feet	All Ages	None (If accompanied by Chaperone) - Moderate
6	Crocodile Isle	Grassy Area	0 Inches	All Ages	None
7	Tabasco Falls	Inner Tube Slide	2.5 Feet	42" or Taller	Moderate to Strong
8	Pelican's Plunge	3 Body Slides, 2 open, 1 enclosed and catch pool	2.5 Feet	42" or Taller	Moderate to Strong
9	Snapper's Snack Shack	Ice Cream Shop	0 Inches	All Ages	None
10	Alligator Alley	6 lane lap pool	3.5 - 5 Feet	All Ages	Moderate to Strong



CHECK-IN PROCEDURES

GROUP OUTINGS & DAY CAMPS

Group Outings arriving by bus are to instruct the bus driver to park at Orchard Hill Park, which is approximately one block south of the Cypress Cove parking lot. BUSES ARE NOT PERMITTED IN THE CYPRESS COVE PARKING LOT. Campers should be dropped off by the gate that leads into Alligator Alley (orange star on the facility map on page 4), as that's where all groups will enter.

Group Outings and Day Camp visitors are to have their group leader check-in and pay prior to entry at the Pass Sales Office Window located thru the black gates to the right of the Admissions Box Office (green star on the facility map on page 4). Nonswimmers will be wrist banded upon entry, please have the number of nonswimmers in your group ready at check-in. The suggested ratio of campers to counselor/chaperones is 10:1. You will receive one free counselor/chaperone for every 10 paid campers

Method of payment accepted is Visa Card, Master Card, Cash or Organizational Check. Personal Checks will not be accepted.

Once the group leader has checked in and paid, a Head Lifeguard will meet with your group to inform them of the following pool rules:

- Running is not allowed.
- All persons in the lazy river must be in an inner tube at all times.
- Safety Breaks are scheduled for 1pm, 3pm and 5pm. When you hear the Safety Break announcement over the intercom, you must exit the water and go to your assigned group area on the hill.
- If you get injured, please go immediately to first aid or the nearest lifeguard
- First Aid is located next to the Swamp Shack Café (Concessions Stand)
- If you hear your group's name announced over the intercom, listen carefully and follow directions.
- If you are not a strong swimmer, you must be wrist banded and are not allowed in the diving well or on the drop slide and diving board.
- Counselors must chaperone campers at all times. Management Staff has the right to contact camp leaders for unattended campers.
- Any campers in lifejackets or other US Coast Guard approved flotation devices must be within arms length or a counselor/chaperone at all times.

The Head Lifeguard will then lead your group into the facility to a group gathering spot. Plan to meet and gather your group at the designated gathering spot during safety breaks and before exiting the facility.

PARTIES & RENTALS

Check-in procedures for Party Leaders are listed below:

1. Check-in at the Pass Sales Office Window located thru the black gates to the right of the Admissions Box Office (green star on the facility map on page 4).
2. Present your party guest list to the staff member checking you in. The guest list will be used to verify number of guests and also to allow you to enter the park separately from guests who may arrive late. You can enjoy yourself in the park, and our staff will happily verify your late guests when they arrive and direct them to you.
3. Give your cake or cupcakes to the staff member checking you in. We will store your cake or cup cakes until your designated party time in our refrigerator. **Due to limited storage capabilities, we can only store cakes or cup cakes.** If you have included the catering option in your party, you are welcome to bring coolers to store your food.
4. Fill out a Credit Card Authorization Form. This will ensure you don't get charged for guests that do not arrive and allow you to easily add concession items to your party. When checking-out, your card will be charged and the form will be shredded.

CERTIFICATES OF INSURANCE

Any organization, agency or company wishing to book Cypress Cove for a group outing, private rental or party is required to provide a certificate of insurance proving maintenance of general liability insurance for bodily injury, personal injury and property damage during time of group outing, rental or party.

Certificates of Insurance need to be received prior to your visit to Cypress Cove. Certificates of Insurance shall name the Woodridge Park District as additionally insured and shall contain no special limitation in the scope of protection afforded the Woodridge Park District.

Below is a sample Certificate of Liability Insurance. Please review and make sure your Certificate of Insurance is properly worded and coverage is valid for the date of your visit.

Please send your certificate of insurance with your signed contract for your event at Cypress Cove.

ACORD CERTIFICATE OF LIABILITY INSURANCE		OP ID BH ROCK101	DATE (MM/DD/YYYY) 01/06/05		
PRODUCER Insurance Correlators, Inc. www.inscor.com P. O. Box 7520 Elgin IL 60121-7520 Phone: 847-695-8200 Fax: 847-695-8760		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
INSURED ABC Park District 123 Park Lane Anytown, IL 60000		INSURERS AFFORDING COVERAGE INSURER A: Travelers Insurance Co. NAIC # 000000 INSURER B: West Bend Mutual 000000 INSURER C: INSURER D: INSURER E:			
COVERAGES					
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
INSUR ADD'L LTR INSUR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
B	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR	NSA0660103	01/01/2014	01/01/2015	EACH OCCURRENCE \$ 1000000
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO- <input type="checkbox"/> LOC <input type="checkbox"/>				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COM/POP AGG \$ 2000000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE \$ RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OR FINDER/NUMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER	6KUB177X7367-04	01/01/2014	01/01/2015	WE STATE: <input type="checkbox"/> TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500000 E.L. DISEASE - EA EMPLOYEE \$ 500000 E.L. DISEASE - POLICY LIMIT \$ 500000
DESCRIPTION OF OPERATIONS / LOGATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS Woodridge Park District is listed as additionally insured.					
CERTIFICATE HOLDER			CANCELLATION		
Woodridge Park District 2600 Center Drive Woodridge, IL 60517			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 10 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE <i>Britt Hage</i>		

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INCLEMENT WEATHER POLICY

If Cypress Cove closes due to inclement weather, you will be refunded for any initial payment you made when booking your event. If Cypress Cove remains open in questionable weather, and you choose to cancel your event, your initial payment will be forfeited.

If weather is questionable, please call Cypress Cove at 630-353-3350. If Cypress has closed for a portion of the day, due to inclement weather, please call the Woodridge Park District Community Center at 630-353-3300. If Cypress Cove has closed due to inclement weather and will not be re-opening prior to your event, you will be contacted by a Manager at Cypress Cove.

STORM PROCEDURES

In the event that bad weather should move into the area, a constant watch for signs of thunder, lightning or tornadoes will be observed.

1. In the event of thunder, everyone must clear the pool for 30 minutes.
2. In the event of lightning, everyone must clear the pool and the pool deck and go indoors to the bathhouse.
3. Anyone age 16 and under is not permitted to leave the property without an adult escort..

Please refer to your contract for specific cancellation, rescheduling and refund information.

FREQUENTLY ASKED QUESTIONS

GROUP OUTINGS & DAY CAMPS FAQs

1. Can we bring our lunches into the park?
No, we do not allow outside food or beverage (with the exception of sealed water bottles) into the park. We do however provide picnic tables outside the facility for groups to eat prior to entry. You are also welcome to get your hand stamped, exit and reenter when finished eating. Cypress Cove is also surrounded by park space, so many groups or camps do choose to picnic in the grassy areas prior to entry.
2. What forms of payment do you accept? Can we be billed for our visit?
Cypress Cove accepts Master Card, Visa Card, Cash and Organizational Checks. We do not bill groups. All payment is due prior to entry. If you have an organizational check for a larger amount than is due, we will refund you via check.
3. Do you provide life jackets?
We do provide life jackets onsite. Lifejackets are first come, first serve. For that reason, we suggest if you have a camper who regularly wears their own lifejacket, you should bring it with you, as we cannot guarantee the number of lifejackets the will be available the date of your visit.

PARTIES & RENTALS FAQs

1. Can I bring decorations?
Yes, however, we do not allow crepe paper, as it can stain the deck. Please note there is 30 minutes scheduled between parties for clean up.
2. Can I bring a cake?
Yes, all parties and rentals are welcome to bring a cake or cupcakes. We can store your cake in our refrigerator. However, due to limited storage capabilities, we can only store 1 cake per party/rental.
3. Can I bring in Food?
Cypress Cove allows Parties and Rentals to bring in outside food and beverage for a small catering fee. If you would like to bring in food, please let a staff member know at time of booking. Cypress Cove does offer a pizza package for parties scheduled during general operational hours. To add the pizza package to your party, please call at least 48 hours in advance.
4. Can I reschedule my party/rental if it rains?
Yes, you can reschedule your party or rental, for no fee, if it is prior to the start of your party/ rental. If more than 50% of your party rental time has passed prior to the start of rain, the party or rental will be considered as having been completed and therefore you will not be able to reschedule.
5. Do you provide plates and/or utensils?
Cypress Cove will provide plain white paper plate and utensils for cake or cupcakes only. If you wish to have a themed plate or plates for your catered food, you will need to provide your own.
6. Do I have to pay for adults that come and don't swim?
Yes. The fee is an admission fee and is charged regardless is someone chooses not to swim.

