



Frequently Asked Questions at the Branson AquaPlex

1. Can I bring in outside food or drinks?

- a. No, outside food and drinks are not allowed inside, with the exception of guests who have purchased a Birthday Party Package. These guests may bring in a cake, donuts, or cookie cake for their celebration. Pavilion-Only rental guests, however, do not have permission to bring outside food or drinks, including cakes.
- b. All other guests are welcome to enjoy our concession stands or, if they prefer, they may temporarily exit the pool area to return to their cars to eat. An empty water bottle is allowed and can be filled at the water fountain.

2. Can I bring in a floatie?

- a. Personal floatation devices such as tubes, noodles, or inflatable floats are not allowed. However, you may bring in a life jacket, as long as it is US Coast Guard approved.

3. When can my private pool party enter the pool?

- a. Sunday-Thursday: Entry at 6:15 pm
- b. Friday and Saturday: Entry at 7:15 pm
- c. This is to ensure that all of the daytime guests have exited the pool before your group enters.

4. Can I bring in food for my private pool party?

- a. Yes! Since we do not have the concession stands open during pool parties, we do allow outside food and drinks. We ask that you clean up after yourselves.
- b. No glass containers or alcohol is permitted on the property.

5. If I am just watching, do I have to pay to get into the pool?

- a. Yes, there is a \$3 spectator fee for those who are just watching and not swimming.

6. What happens if there is rain the day of my party?

- a. In the event of inclement weather preventing the use of the Branson AquaPlex, every effort will be made to accommodate or reschedule your event, including using indoor facilities when available. Weather decisions will be made by staff no



more than 2 hours in advance of a scheduled rental. If the facility is closed, and rescheduling the event is not possible, a refund will be issued.

7. If it rains, do I get a refund?

- a. If we decide to close the pool for the day, we do not give refunds. Instead, we give a rain check to those at the pool. This decision will be made by the Aquatics Supervisor and Manager.

8. If my party is later in the day, can we come in to swim before the party time?

- a. Yes. The party package price includes admission into the pool. For example, if you have the 12:15 party, you will need to vacate the pavilion after the 1.5 hours but can remain in the facility to continue swimming. If you have one of the later party times (2:15 or 4:15) and wish to come to the facility before the scheduled time to swim, then the renter will need to arrive at the facility and request the wristbands at that early time. We will not hand out individual wristbands to party guests. This will be the responsibility of the renter to coordinate these efforts. The only way a person will be admitted into the pool will be by paying the daily fee or having a wristband from their associated party.

9. Can we decorate for pool parties?

- a. We do not supply decorations as part of the package. Guests are allowed to bring in their own decorations (balloons, happy birthday sign, etc). Please do not bring in confetti or small decorations that could end up in the pool. You will be responsible for the clean-up of any decorations from your party.
- b. No staples allowed.