



## Lily Pad Springs Frequently Asked Questions

6200 Farmington Rd, West Bloomfield, MI 48322

(248) 451-1900 | WEATHER HOTLINE: (248) 451-1940 | <https://registration.wbparks.org>

Thank you for your interest in Lily Pad Springs, located in West Bloomfield, Michigan. Please read the questions and answers below covering the topics of: sessions, purchasing, refunds and inclement weather. A complete list of information and rules can be found at: [wbparks.org/lilypadsprings](http://wbparks.org/lilypadsprings)

### Session Times/Prices

**Who needs to purchase admission?** At least one supervising adult 16+ (regardless of entry) and anyone 6 months or older. Children under 8 must have an adult with them on the splash pad and within eye sight and talking distance.

**What if my children are old enough (age 8 -15) to be on the splash pad without me, do I still have to purchase a wristband?** Yes, at least one adult 16+ must have a paid admission with any child and must enter the gated area with anyone under 16 even if you never enter the water zone.

**What is the cost of a session?** Pricing is the same for adults and children: \$4/resident (West Bloomfield Township) or \$7/non-resident

**What are the session times and time limits?** Choose between 11am-1pm, 1:30pm-3:30pm or 4pm-6pm. We also offer a Twilight Session from 6:30-8:30 pm on select Tuesdays. Sessions are for two hours. See website for hours and sessions offered by date. Some weekday sessions are reduced in May, early June and/or late August. Lily Pad Springs closes at 6:15pm or 15 minutes after the last scheduled session time.

**What are the days of the week?** Open seven days a week, Memorial Day weekend - Labor Day.

**What is the session capacity?** Sessions are limited to 200 people

**Do you have to be a West Bloomfield resident?** Residents can purchase 30 days in advance. Non-residents can purchase 15 days in advance.

**How do I purchase enough admission for my group party?** At this time, there are no group sale options. Anyone 16+ (per household) can pre-purchase or purchase on-site up to 10 wristbands, pending session availability. See website for Private and Semi-Private rental reservations.

**Will there be season passes?** Yes, please see our Family Season Pass section on our website.

### Ticket Purchase Information

**How can I buy tickets in advance?**

The ONLINE purchase of wristbands is open to West Bloomfield RESIDENTS only and can be pre-purchased up to 30 days prior to their planned visit.

NONRESIDENTS may purchase up to 15 days in advance of their planned visit by CALLING (248) 451-1900 during business hours (Monday - Friday; 8am - 4:30pm) until 10am the day of their visit.

At least one adult 16+ (regardless of entry) and anyone 6 months or older, who will be on the splash pad must have a wristband.

**Can I purchase on-site?** Customers can purchase wristbands on-site if space exists. The cost is the same.

**Can I add on additional wristbands?** Pending availability, yes, customers can purchase up to 10 per session. If you have not already purchased this maximum, call to add on additional wristbands over the phone.

**Can I purchase more than one session in the same day?** Yes, but customers need to purchase admission for each session and will need to leave the pad between sessions.

## Refunds

**What if my schedule changes, can I transfer my admission to someone else? Or, can I get a refund for my admission?** Yes. Transfers or refunds must be requested prior to noon the day before your scheduled visit. No administration fees will be charged for the first transfer or first refund on your account. Subsequent refunds/transfers will be charged \$10 per transaction.

**Can I get a partial refund?** No partial refunds will be given.

## Inclement Weather

**How do I know if the splash pad will not open due to weather?** The following website will be updated if the facility is closed: [wbparks.org/lilypadsprings](http://wbparks.org/lilypadsprings) Customers who purchased pre-sale will also be notified via email. **Customer can also call the LPS inclement weather hotline: (248) 451-1940.**

**Will the splash pad open if it is too cold?** If the temperature is not expected to reach 70 degrees by the session start time, the splash pad may not open. Temperature, humidity, sunlight and wind all play into our decision to open or close.

**What happens if there is inclement weather predicted?** If Lily Pad Springs is not opening due to inclement weather or the temperature is not expected to reach 70 degrees by 11am, customers who pre-purchased admission will be notified via email and issued a refund. Separate notifications will be sent out according to the timeslot.

**What happens if there is inclement weather during my session?** If there is inclement weather within the first hour of use, patrons may be asked to take a 15 minute weather delay and seek shelter in their cars. The session will resume if weather clears. If the splash pad cannot re-open within 30 minutes, a free visit pass will be distributed per user upon exit of the splash pad. Free visit passes must be used in the same calendar season.

There are no refunds or free passes if you don't show up and we are open for your session. Free visit passes can only be claimed onsite during your cancelled session.

## Know Before You Go

**How early can I arrive?** Arrive no earlier than 15 minutes prior to your session. Parking is limited.

**Is food available on-site?** There are vending machines at Lily Pad Springs. Vending items may include: pop, sport drinks, water, snacks and ice cream. Food is not allowed in the gated area per health code. Food is welcome outside the gated area.

**Can I bring my belongings onto the pad?** Most items will be allowed onto the pad, except for food and drinks. Only water is allowed. Free lockers are available.

**Are strollers allowed?** Strollers are allowed within the gated area but not within the water zone.

**Can I bring my own chair?** You may not bring your own chair within the gated area, however, you may set it up within the grassy area. As a reminder, children under 8 must have an adult with them on the splash pad and within eye sight and talking distance.

**Is there seating provided?** Limited benches and tables are within the splash pad and some are within shade covers. Benches and tables cannot be reserved. Picnic tables are limited to one table per household. Please be considerate and don't overstay if others are waiting for a table. Picnic tables cannot be reserved or rented.

**Can I bring items to set up for my own "party area" in the grass?** Groups over 20 are not permitted in our picnic table area. This area is reserved for individual family use. Customers, including groups, are welcome to use picnic blankets in our grassy area. Groups are encouraged to consider our semi-private rental option which comes with a designated tent space. See [wbparks.org/lilypadsprings](http://wbparks.org/lilypadsprings) for details.

**What items are prohibited at Lily Pad Springs including the parking lot?** Pop up canopy tents (i.e.) 10ftx10ft tents, folding tables over 8ft, BBQ grills, umbrellas.

**What are the "supervision requirements"? What do you mean "actively supervise"?** Children under 8 must have an adult with them on the splash pad and within eye sight and talking distance.

**Can I leave the splash pad during my session and return?** Yes, you will be given a wristband for your session and can come/go on the pad as many times as needed throughout the session. Please see the above supervision requirements.

**If I purchased admission for back-to-back sessions do I have to leave between sessions?** Yes, customers will be asked to wait outside the pad fence or in their cars. Customers may not leave belongings on the pad in between sessions. Free lockers are available.

**When my session is complete can I hangout on-site?** Customers are encouraged to leave after their session as parking can be limited. Lily Pad Springs closes at 6:15 pm or 15 minutes after the last scheduled session time.

### **Still have a question?**

Contact us at (248) 451-1900 or email at [info@wbparks.org](mailto:info@wbparks.org). Staff will respond Monday-Friday, 8am-4:30pm. NOTE: WB Parks Main offices are closed the following Holidays: Memorial Day, Juneteenth, July 4<sup>th</sup> and Labor Day so responses may be delayed.