



Family Season Pass 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

Family Season Pass Information

Who can purchase a Family Season Pass? An adult (18+) would purchase and be listed as primary pass holder.

What is the cost of a family pass? Up to 5 family members - \$100 resident / \$175 non-resident. Add up to 3 more - \$20 each resident / \$25 each nonresident.

Can a secondary person be added as a primary pass holder? Yes, they must be an adult 18+ to be added to the family's account.

Who is eligible to use the family pass? Any family member six months or older must have a wristband under the family pass to gain entry.

- Family pass holders are guaranteed entry.
- There is a limit of 50 family passes that will be sold.

What are the responsibilities of the primary pass holder? Must show photo ID. Must be present at all times

Using Your Season Pass

Can my family stay all three sessions in one day? Yes, but you must check-in at the ticket booth at the end of each session and receive new wristbands for the next session.

Can my family leave their belongings on the pad between sessions? Yes, but each family member will have to exit after each session in order for staff to properly clean the pad and to check-in and obtain new wristbands for the session.

Can I use my family pass to bring friends as a substitute member of my family? Yes, but the primary pass holder must be present at all times.

Entry Process for Season Pass Holders

- Check-in starts 15 minutes prior to the start of each session
- Primary pass holder must be present and provide photo ID
- Wristbands will be provided for up to the max number of members purchased on your season pass.
- You will be able to enter the splash pad area at the start of the session, not before.

Season Pass Purchase Information

How do I purchase a season pass? You can purchase online or call one of our customer service representatives at 248-451-1900.

Do you have to be a West Bloomfield resident to purchase a season pass? Residents will have priority to purchase passes prior to the start of the season. If family passes remain, non-residents can purchase family passes after the start of the season. Contact our main office at 248-451-1900.

Season Pass Refunds

Can I transfer my pass to someone else? Or, can I get a refund for my pass? No transfers. After first use, no refunds will be provided for seasonal passes.

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

Still have a question?

Contact us at (248) 451-1900 or email at 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 4th and Labor Day so responses may be delayed.