My party is not until later in the day. Can I arrive at the park before the start of the party?
Absolutely. You can check-in any time after we have opened to the public. We just ask that you are at your party’s hosting location a few minutes before the start of the party hour.

I have parents and grandparents of some of the birthday guests coming to the party, but not eating the food or participating in the party. Do they have to purchase a ticket?
All guests must have a ticket if they are entering the park, regardless of the amount of time staying and whether or not they will be participating in any water activities. Non-party guests/chaperone tickets are $5 per person.

Can I bring my own cake?
Yes, as long as you have purchased a birthday package. We can store it for you in the fridge until the time of your party. When you arrive in the park, please let the Team Member know you’re dropping off a cake that needs to be stored.

What can I bring?
Decorations such as table covers, balloons, and your own themed party paper goods are allowed. We just ask that you please remove these items before you leave the party space. You may also bring a birthday cake.

Some of the party guests will not arrive at the park when I do. How do they get their ticket?
When you check-in at arrival, all of the tickets for the party guests will be printed at one time. You will take the tickets that you need, and the rest will stay in Will Call for the other guests. They will need to check-in when they arrive, give the Team Member their name, the name of the birthday child’s party, and the time the party will be held.

I want to add-on food and additional items. When and how do I do that?
All additional food and item purchases will need to be made by the main contact of the party, and this will need to be done at least 48 hours prior to the party start time.

What if it rains?
The luxury of a retractable roof is that when it rains we can close the roof! Though, if lightning is within 5 miles of the waterpark all water attractions will close until inclement weather has passed. Retail, arcade and food & beverage areas will remain open for our guests to enjoy.
When can the complimentary tickets that are included in the package be used? (Select party packages only)
The complimentary chaperone tickets can be used any regular-operation day. These tickets are not valid on after-hours parties and special events.

What if the Birthday Child is 3 years or younger?
The Birthday Child is always free, however if the party guests are 3 years old or younger, the eight tickets that come with the party package can be used for the parent(s) of the children. Any non-party guests/additional chaperone tickets are $5 per person.

I have more than 8 guests.
Additional Party Guests (guests that will receive the party food and amenities) are $25 each for the Big Splash package, $25 each for the Grand Splash package, and $35 each for the Epic Splash package.

I'm running late.
Due to the fact that we have a full day of birthday parties, we are unable to begin a party early or extend the time of the birthday party. We will try our best to utilize the time that we have within the party hour, but we cannot offer a refund or partial refund if the full hour was not available due to tardiness of the guest.

Can we stay in the party room after our party?
Since we have a full day of birthday parties, we ask that the guests exit the party rooms after the completion of the party, even if you are the last party for the day.

Can I change the food I originally reserved for the party?
We ask that you give our Group Sales team notice that you are changing or altering your food selections at least two days in advance. If you let us know the day of the party, it must be approved by the Food and Beverage Director.

A birthday guest has food allergies or dietary restrictions.
We always offer vegan food choices, but if the guest has food allergies to things such as gluten or peanuts, we cannot guarantee that our food did not come into contact with the food in which the individual is allergic. After a birthday party is booked online, a representative from our team will call the main contact. Be sure and let the representative know so they can provide you with options. Outside food is not permitted in the park, however, please also ask to speak to a manager when you arrive.

Is there a power source in the birthday rooms?
Yes, there is.

Can I bring my own music?
Epic Waters provides family friendly music with all of yesterday's and today's hits within different genres. Outside speakers and music of any kind are not permitted at Epic Waters Indoor Waterpark.
Can I reserve a party room without booking a birthday party?
Depending on availability, you can reserve a party room by speaking with one of our Groups Sales representatives either at the park or over the phone at 972-337-3131.

Do I have to purchase a birthday package if I want to host my own party elsewhere in the park?
No! Cabanas are available for rent, as well as the party rooms (pending availability). Decorations such as table covers, balloons, and your own themed party paper goods are allowed. We just ask that you please remove these items before you leave the space at the end of the day.

What about tickets if I just host my own party at a cabana or party room?
No worries! If you register your group (10 or more guests) prior to your visit, tickets are $18.50 per person regardless of age or height. As always, children three years and younger are free!

Do I have to wait until the day of the party to pay and pick-up the tickets?
No, you can arrange to pick them up early when the representative calls you to confirm your party details.

I am a Season or Annual Pass holder, and the birthday child has a season pass as well. How does this work for a birthday party package?
The season pass will be used for admission to get into the park, but you would still need to purchase the birthday package for the birthday party guests since they will be eating the food and using the birthday extras.

Are coolers or outside food and drinks allowed in the waterpark?
Epic Waters does not allow outside food, drinks (including bottled water or containers) or coolers into the waterpark. Dietary restrictions, food allergies, and baby formula are exceptions to this rule, but must be identified and labeled with the date of entry once a guest arrives by an employee at our admissions desk. No glass of any kind is permitted in the waterpark, which includes baby formula and baby food.