



## **WATERPARK RULES**

Desaru Coast Adventure Waterpark is managed by TAR Riverwalk Sdn Bhd (“DCAWP”, “we” or “us”).

### **1. Waterpark Operations**

#### **Opening times**

- Waterpark operating hours are from 10am until 6pm daily.
- Operating hours for Surf Wall and Skill Games are from 6pm to 10pm daily.
- Unless otherwise specified rides and attractions end 15 minutes before Waterpark closes.

#### **Peak periods**

- Entrance to the Waterpark is on a first-come first-serve basis.
- At peak times such as holidays and weekends entrance to the Waterpark or access to certain attractions may be restricted for safety and crowd control reasons.

#### **Closure**

- Rides or attractions may be closed at times due to bad weather, repairs or maintenance.
- Advance notice of closure may be given to guests who subscribe to our email notifications, however Waterpark closure may occur without prior notice.
- DCAWP reserves the right to change operating hours, close certain rides or attractions, restrict the number of visitors, or cancel or amend any activity without prior notice.

### **2. Tickets**

#### **General terms and conditions**

- A ticket is valid only for the date of visit specified in the ticket. No date change is allowed after the ticket has been purchased.
- Upgrade of a day ticket to an annual pass is permitted on the day of visit only.
- Tickets or annual passes are non-refundable, non-transferable and not for resale.
- A ticket or an annual pass is valid for use by the person to whom it is issued.
- No refunds are given due to rides or attractions closure, bad weather or any circumstances.
- The prices shown are correct at the time of publishing, updates and corrections remain at the discretion of DCAWP.
- Tickets and annual passes remain the property of DCAWP.

#### **Guests category**

- Child – 3-11 years or up to 121cm in height.
- Adult – 12 to 59 years or over 121cm in height.
- Senior – 60 years and above.

### **Annual pass**

*Applicable to Johor residents only*

- The Johor Splash Pass is an annual pass that is available to residents of Johor.
- Proof of residence is required in the form identity card, utility bills, student identification card or the equivalent.

#### *Validity*

- The Johor Splash Pass must be redeemed within 3 months from the date of purchase.
- The pass is valid for 12 months from the date of redemption, provided it is within 3 months from the date of purchase.
- DCAWP reserves the right to revoke a pass if the passholder misuses or abuses privileges or fails to comply with the Waterpark rules.
- Johor Splash Pass is not valid for use from 15<sup>th</sup> to 31<sup>st</sup> December, first 2 days of Chinese New Year and first 2 days of Hari Raya Aidilfitri.

#### *Lost or damaged pass*

- A lost or damaged pass can be replaced at the Ticketing Counter for a fee of MYR 100.00 with sufficient identification and official receipt.
- The holder should report the lost or damage immediately at +603-22039696 or info@desarucoast.com

#### *Privileges*

- Privileges, benefits and restrictions, price and other terms and conditions currently applicable to the pass holder may differ from those offered at the time of purchase.
- Any programs, admission terms being offered or announced to be offered in the future may be modified, suspended or cancelled at any time with or without notice.

## **3. Admission to Waterpark**

### **Ticket purchase or redemption**

- To purchase or redeem ticket or Johor Splash Pass, present relevant document on proof of purchase (eg voucher, e-ticket, receipt) and proof of identity and age (eg. MyKad, photo ID, proof of Johor residency, if applicable)
- Expired, altered or duplicated vouchers, receipts or e-tickets are not valid.
- DCAWP reserves the right to refuse any redemption of ticket or Johor Splash Pass which appear to be illegally issued, duplicated or tampered. No refunds will be given.

### **Wristband**

- Present a valid ticket or Johor Splash Pass at the Ticketing Counter to redeem a wristband.
- Each wristband is for admission of one person to the Waterpark.
- The wristband is non-refundable, non-transferrable, and not for resale, non-replaceable if lost or stolen, and will not be valid if it is altered or damaged.

### **Cabana**

- Cabana rental is on first-come first-serve basis.
- No refund nor change of cabana is allowed.
- The guest is responsible for the services and equipment provided in the Cabana.
- DCAWP is not responsible for any loss of belongings placed in the Cabana.

## **Children**

- Children must be accompanied by a supervising adult at all times while in the Waterpark.

## **Entry checks**

- Security checks will be conducted on guests, bags and items brought into Waterpark.
- We reserve the right to refuse admittance or suspend privilege of any person failing to comply with any of these rules.

## **Re-entry**

No re-entry is allowed.

## **Security**

- To safeguard the Waterpark, DCAWP reserves the right to ask guests who fail to comply with any of these rules to leave the park.
- DCAWP may not allow certain items to be used at the Waterpark.
- DCAWP may deal with unattended objects in any manner it deems appropriate.

## **4. Prohibited Items**

- No outside food or beverages, except for bottled water, medicine and baby food.
- No outside tubes or flotation toys, no personal life jackets, no surf boards, and no surfing, snorkel or scuba equipment.
- No drugs or alcohol.
- No guns or weapons or items that appear to be used as weapons.
- No animals.
- No glass containers.
- No coolers, personal chairs or radios.
- No skateboards, bicycles, folding chairs, musical instruments, radios.
- No wheel rides i.e. scooters or wheeled shoes, except for stroller and wheelchair.
- No selfie sticks, tripods and use of drones.
- No illegal, hazardous or combustible items.
- Other items deemed unsafe by DCAWP will not be allowed into the Waterpark.

## **6. Health and Hygiene**

- Do not enter the pool or rides if you are feeling ill or have communicable diseases or an open wound.
- Shower before and after using the pool.

## **7. Responsible and Safe Conduct**

- No diving is allowed at all pools.
- Follow lifeguards' instructions at all times.
- No running or horseplay.
- Be mindful when walking as the floors can be slippery.
- Aggressive or abusive or unruly behavior and profanity are not permitted.
- At all times act in a responsible manner and refrain from doing anything which poses a risk to yourself and others.
- Read and obey all signages in the Waterpark. Note restrictions for riding and use of Waterpark attractions.

## **8. Personal Belongings**

- Do not bring jewelry or valuables to the Waterpark.
- We will not be responsible for any lost, misplaced or stolen belongings.
- Lockers are provided. Keep your belongings in the lockers provided at nominal fees.

## 9. Safety on the Rides

### *Observe and understand risks*

- Waterpark safety is a partnership. It is your responsibility to exercise good judgement and act in a responsible manner towards yourself and the people around you, and to obey all verbal and written instructions.
- Waterslides are high-thrill rides. Riders will experience steep declines, inclines, changing directions and high speed. Participation in or on any amusement ride or attraction involves inherent risks.
- Ride restrictions do apply. Please read all signs and listen to lifeguard and ride operator instructions before riding.
- Adhere to height and weight restrictions for your safety.
- Ensure all your safety restraints are fastened properly. Strictly follow ride operator instructions to ensure your safety at all times.
- Only you know your physical conditions or limitations. If you suspect your health could be at risk or you could aggravate a pre-existing condition, PLEASE DO NOT PARTICIPATE!

Do not participate in the rides if:

- You are pregnant;
- You have a heart condition, neck or back injury;
- You have a recent illness or surgery;
- You are under the influence of drugs or alcohol; or
- You have impaired senses, body reflexes and coordination.

Prohibited items on the slides or rides:

- Hands free electronic devices, selfie sticks cameras, phones; and
- Sharp and protruding objects, loose items, umbrellas, eyewear, bags, caps and cameras.

## 10. Appropriate attire

- Dress for safety.
- All clothing must be appropriate for use at a family water amusement facility.
- Proper swim attire is required.
- Loose fitting clothing and accessories are not permitted.
- Clothing that is revealing or has offensive print is not permitted.
- Life jackets are provided for children and adults. We recommend that all guests wear a life jacket at all times unless you are a strong or confident swimmer. Only life jackets provided by DCAWP are authorized in the Waterpark.
- Children who are not toilet trained must wear diapers with waterproof covers at all times.

## 11. Photography and video recording

- We may take images and video of anyone at the Waterpark and use them for any purpose including marketing, promotion, safety and security or for news reporting. By entering the Waterpark, you agree for such images to be used at our sole discretion.
- All copyright to all such materials shall belong exclusively to the Waterpark without any compensation or other consideration to anyone whose image has been captured.
- You may not take photos, video and images of any kind at the Waterpark for use in any publication or commercial purposes without our prior written consent.
- No cameras, mobile phones or any loose objects are allowed in any pools, water slides or rides at any time.

**12. Smoking, alcohol**

- No smoking of cigarettes including e-cigarette except at designated areas.
- Consumption of alcohol is not permitted.

**13. Other prohibited activities**

- No business is to be conducted.
- No distribution of material.

**14. General Waterpark Rules**

- By entering into the Waterpark, you agree to abide by these rules.
- You shall abide by the directions issued by our personnel, announcements broadcast and notices posted in the Waterpark as well as other rules as TRSB may issue from time to time regarding the Waterpark.
- We take all care to ensure a safe environment however we assume no responsibility for any injury sustained through any means within the Waterpark.
- Any provision of assistance that we provide will not be an implied admission of liability in any way.
- DCAWP reserves the right to change or add to these rules without prior notice to you.