

Cherry Hill Resort

Covid-19 New Policies & F.A.Q

Policies and Procedures are subject to change without notice, please check back frequently for the most up to date information. Thank you for interest in Cherry Hill!

Warning

Guest and Employee safety is our #1 priority at Cherry Hill. We have enhanced many health and safety measures to help keep you, our other guests, and our employees safe.

Covid-19 is an extremely contagious disease that can unfortunately lead to severe illness and death. Regardless of preemptive measures, public places where people are present produce an inherent risk of exposure to Covid-19. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable.

By visiting Cherry Hill, you voluntarily assume all risks related to exposure to Covid-19.

What Cherry Hill is doing to Keep our Guests and Employees Safe

1. All Guests and Employees are asked to stay home if showing any symptoms of Covid-19:

Guests that have any of the following symptoms should not come to Cherry Hill; Fever, Sore Throat, Diarrhea, Nausea, Shortness of breath, Cough, Muscle pain, Loss of taste or smell

2. Chairs, Loungers, Tables and Umbrellas Have Been Removed:

To help keep our park safe and sanitized for all guests and eliminate touch points we have temporarily removed all seating for guests. Guests are more than welcome to bring their own camp chairs, loungers, etc. to use. Pop up canopy tents are NOT permitted at Cherry Hill

3. Guests Will be Required to Practice Social Distancing at all Times:

Guests are asked to socially distance themselves by household six feet apart in our pools and all deck areas. Pools will have a regulated capacity limit. Groups of more than 50 are NOT currently permitted at Cherry Hill.

4. Queue Lines & Water Slides:

Unlike pools, Water slide attractions naturally allow for social distancing. Social distancing will need to be maintained by all guests in all queue lines. Tube trains on Cardiac Canyon will not be permitted at this time.

5. Face Masks are Strongly Encouraged:

We will be requiring all employees to wear facemasks. Lifeguards guarding pools will not be wearing masks at their guard stations. Guests are also recommended to wear facemasks. All face coverings must be removed when getting into any water attraction.

6. Attractions or Activities That Will be Temporarily Closed:

- a. Some activities in the Jungle Maze area of the park will be temporarily closed (Aeroball, Hamster Haven, and Battlestar Blasters) due to the hands on nature of these

activities. We are hopeful that we will be able to open more of these activities for our guests soon.

- b. The Pirate ship located in Pirates cove will be closed to eliminate multiple touch points and to keep our guests safe
- c. Cabanas will be closed for Memorial Day Weekend (May 22, 23, 25)

7. Sanitization of Water Attraction Tubes and Mats:

- a. Pools, slides, and water attractions are sanitized with chlorine. Chlorinated water acts as a disinfectant, killing bacteria and viruses very quickly, as such, all tubes and mats used are continuously being sanitized with each use.
- b. Lifeguards will encourage all guests in our Lazy river to flip over tubes before and after use to ensure they are sanitized regularly.
- c. Tubes in Cardiac Canyon are exposed to waterfalls and rapids that cover the tube in chlorinated water every use.
- d. Mats at Double Dragons Waterslide are submerged in Chlorinated water.
- e. Our Employees will also be frequently sanitizing high contact touch points.

8. Increased Sanitization and Cleaning of Restroom Facilities

We are committed to maintaining a high standard of cleaning and sanitization of all restroom facilities. We ask for patience as increased cleaning schedules are implemented to keep everyone safe.

9. Cherry Hill will Continue to Perform Security Checks at Park Entrances

Our employees will not touch or handle your belongings, so please help us by preparing to show us the inside of your bags, coolers, strollers, etc. No alcohol, glass containers, cigarettes/e-cigarettes, or weapons are allowed into the park, **and all children age 3 and under must be properly wearing a swim diaper AND swim diaper cover.** Pop up canopy tents are prohibited.

10. Season Pass Holders are Encouraged to use Digital Passes:

To help eliminate employee touch points on our park, guests need to have a recent picture uploaded to their account in order to use their passes. Season Pass holders can access their online account by [clicking here](#). Please have your barcodes ready to be scanned upon arrival at any ticket window.

Ticketing & Entry Changes

1. **Pre-Purchased Tickets and Reservations will be Required:**

- a. Our park will be operating at limited capacity. To help accommodate for our regular demand in the Water Park, we will be offering two (2) half day passes (Morning and Evening). Guests MUST reserve tickets in advance of their visit, please visit www.cherry-hill.com to reserve your tickets (No Exceptions).
- b. **Ticket reservations are released daily, one week out.**

* **Reservation times will be released daily at 5am, one week out.** *
- c. Guests that are unable to purchase their tickets online are encouraged to call ahead to check availability and make their reservation/purchase over the phone.
- d. **Guests that arrive to Cherry Hill without a pre-scheduled reservation will NOT be able to access the Park if maximum capacity has been reached.**
- e. If we are sold out online, please call to see if we have any cancellations.

2. **Season Pass Holders Need to Pre-Reserve Tickets:**

King of the Hill Season Pass and Season Splash Pass holders need to reserve a time to come to Cherry Hill. Visit www.cherry-hill.com to reserve your time to attend. Season Pass Holders will only be able to reserve a morning or evening time slot (no consecutive bookings). Season passes can only be scanned once every 24 hours, and guests that attempt to return for an evening half day will be denied. Season Pass Holders are encouraged to **reserve no more than 3 bookings per week**. Our goal is to make our park as accessible to as many guests as possible. We thank our season pass holders for their patience in this regard and hope to be able to return to normal operations as soon as possible.

3. **Camping/Pavilion Guests Need to Reserve Tickets for Their Scheduled Stay:**

All guests that have camping/pavilion reservations may call the Camp Office to pre-pay and reserve their tickets to the park. All camping/pavilion guests will be given preference for receiving reserved tickets to the park during their scheduled stay **ONLY** by calling and reserving their tickets as soon as their reservation is booked with us.

4. **Camp Pool**

Guests camping in the Cherry Hill Campground will have monitored access to the camp pool during their stay. Access to the camp pool is limited to the guests staying on their site. Camping guests will need to request passes to the camp pool at Check-in. Specific wristbands will be required for campers to access the pool.

5. **Daily Flow of Operations**

Morning Half Day tickets are valid from 10:00 am – 3:15 pm

10:00 am: Online tickets may be scanned and guests can enter the park immediately.

10:30 am: Guests can begin using the water park activities for the morning half day.

3:15 pm: Morning guests will be asked to exit the waterpark and gather belongings.

Evening Half Day tickets are valid from 4:00 pm – Closing

3:30 pm: Online tickets may be scanned and guests can enter the park immediately.

4:00 pm: Guests can begin using water park activities for the evening half day.

In order to make the park available for as many guests as possible, we would ask that you only reserve one half day ticket per day.

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F.A.Q

1. **Pavilions and large group gatherings:**

In accordance with the Governors directive, gatherings of large groups are to be limited to no more than 50 people. Groups that have reserved pavilions with Cherry Hill that are planning on having more than 50 people are encouraged to contact the Cherry Hill Main Office for further information at (801) 451-5379. Pavilions will be sanitized and cleaned following each use. Guests are encouraged to bring their own disposable table coverings and maintain proper social distancing at all times.

2. **Discounts, Coupons, Pre-purchased or prize tickets won or attached to Season Passes:**

- a. All discounts and coupons that apply to All Day King and Splash passes will not be valid until Cherry Hill is able to return to normal All Day Pass operations. Cherry Hill does not offer discounts on Half Day pass rates. All Day discount rates will resume once we are able return to normal operations.
- b. Any guests who have valid complimentary All Day Passes are encouraged to wait until we can return to normal operations to use their free pass. Any guests that choose to use their All Day pass for one of the Half Day operating days may use their pass for only one (1) Morning or Evening Time slot. Time slots cannot be combined or rolled over if used during this time. This includes free All Day Splash Passes attached to Season Pass guests who purchased their Regular or Senior Season Passes BEFORE January 1, 2020. Please contact the Main office with additional questions.

3. **Miniature Golf and additional King of the Hill Activities:**

- a. Guests that purchase a Morning or Evening Half Day King of the Hill Pass or are King of the Hill Season Pass Holders will have access to play mini golf and access the open activities in the Jungle Maze area anytime during the day of their scheduled pass. These guests will need to stop by the Miniature golf or Jungle Maze office to verify availability and will be allowed to golf as soon as there is an available Tee-Time.
- b. Guests that wish to come to Cherry Hill for just a game of Miniature Golf (King of the Hill Season Pass holders or paying guests) may continue to do so by reserving their Tee Times at www.cherry-hill.com.

4. **Early Park Entrance:**

Guests are encouraged to arrive on time for their scheduled reservation. Entrance gates will be open a half hour before the pools and water attractions (10:00 am for Morning Half Day, 3:30 pm for Evening Half Day) to help eliminate lines at our entrances. Refunds will NOT be issued for guests that arrive late or do not show up for their scheduled reservation time. Please plan ahead and arrive accordingly.

5. **Changes to Online Reservation Procedures:**

Due to a high demand for reservations, Cherry Hill has updated its reservation procedures. Reservations will now be released daily, one week in advance. Reservations will be available beginning at 5 am each day, one week out. Guests that wish to reserve tickets to Cherry Hill are encouraged to do so early as reservations go quickly. We would also encourage our Season Pass holders to reserve no more that **3 time-slots** each week to ensure that all of our guests have an equal opportunity to enjoy our facility.