



Frequently Asked Questions (FAQ's)

RESERVATIONS FOR SNOW PLAY

1. What is an advanced reservation?

A **guaranteed paid spot** so you don't have to wait in a long line...with your kids...*for hours*.

Reservations are made by **HALF HOUR TIME SLOTS** (10-10:30am, 10:30-11am, etc.) This **DOES NOT** mean you get 30 minutes in the snow, it means **the wait in line may be up to 30 minutes**. Snow play time is 10 minutes FOR KIDS ONLY.

2. How do I prepay a reservation?

Over the phone/in person at The Willow Theatre Box Office, 561-347-3948, online with a WebTrac user ID (call 561-347-3900 to get one), or in person at the community center front desk.

3. How is the reservation confirmed?

YOUR RECEIPT WILL BE EMAILED with your reservation time, and we will have a roster when you arrive at Will Call (wristband pick-up). **ID and receipt required**. PLEASE NOTE: a reservation guarantees one time in the snow.

4. Are there refunds or exchanges?

There are no refunds or exchanges.

5. Is this for kids with special needs?

We would be happy to discuss your request and will do our best to make an accommodation for children with special needs. Please call us at 561-347-3901 to discuss it.

6. What happens when we arrive?

Enter the WILL CALL line (pre-paid reservations) outdoors by the basketball courts, **show your ID and receipt, and get your Snow Play Wristband**. Children must be present for the wristband. All additional event activities are included with your wristband.

This is a gated event. **ADULTS WILL NOT BE ALLOWED INTO THE EVENT WITHOUT A CHILD**. If an adult is meeting their party separately (e.g., grandparent is coming later), they must call their party prior to entering the gate.

Wristbands will be worn at all times, for all activities.

SNOW-PLAY CHECK IN

7. What is "Snow Play Check In"

Once inside the event gates, **YOUR ENTIRE PARTY** will either check-in for your snow-play reservation, or go enjoy the other activities. Your time-slot is written on your wristband.

ARRIVE 10 MINUTES PRIOR TO YOUR RESERVATION time (Ex., for 11-11:30 reservation, check in from 10:50-11:30). Your group will go within the 30- minute timeslot, not necessarily first.

Groups will be escorted to the snow. **KIDS WILL PLAY FOR 10 MINUTES, ADULTS MAY WATCH.** If you have multiple reservations, you will leave the snow area and check-in again (not stay for 20 minutes).

8. What if I am early or late?

EARLY- have fun with other activities, and show up 10 minutes prior to your timeslot.

LATE – you may forfeit your reservation. Snow Play reservations sell out, and it may not be possible to accommodate late arrivals for the snow portion. You will still have access to all other activities.

THE SNOW

9. Can adults go on the snow?

THE SNOW PLAY IS FOR KIDS ONLY, AGES 5-10. Adults will be escorted with their kids and be able to watch them play, but they will not be allowed onto the snow.

10. Can kids younger than 5 go on it?

It is strongly recommended for age 5-10 years for the safety of small children, as there is no separate area for them. It is up to you if you feel comfortable permitting your younger child on the snow without a grown-up.

11. How many kids are in a group?

Groups of 35 kids at a time will be allowed on the snow. There is no designated area for smaller kids.

12. Is the snow cold?

YES, IT IS SHAVED ICE. Bring a jacket or layers, closed shoes, pants, jacket, hat, etc. Kids will get wet and cold. We recommend bringing a change of clothes, extra socks and something cooler for later (it could be 85 degrees).

13. What if I come the day of the event without a reservation?

WRISTBANDS MAY BE PURCHASED ON SITE, OUTDOORS.

\$15.00 "Snow Play wristbands" (if space is available), with one free adult event admission; **\$5.00** additional adult.

\$5.00 "No Snow – "Activities Only" wristbands will be available day of only

\$5.00 adult wristbands, accompanying kids with an "Activities Only" wristband (no free adult with "Activities Only" wristband)

ADULTS WILL NOT BE PERMITTED INSIDE WITHOUT A CHILD.