

CRYSTAL SPRINGS FAMILY WATERPARK **FREQUENTLY ASKED QUESTIONS**

General Information

Is there shade in the park?

- Yes, there is plenty of natural and manmade shade throughout the facility. Shady areas tend to be occupied quickly, so if shade is a concern we suggest arriving at the facility earlier in the day.

Do camps utilize your facility?

- We are pleased to give camp groups the opportunity to use our facility. As a courtesy to our season pass holders and daily patrons, we do not allow camp groups to visit Crystal Springs on all Mondays throughout the season. Camps normally visit Crystal Springs Tuesday through Friday from 11am-4pm.

Are any items not permitted at Crystal Springs?

- For the safety of everyone visiting Crystal Springs, we prohibit the use of glass, alcohol, knives, personal grills and sternos within the facility. If these items are found you will be asked to return them to your vehicle.

Do you check bags or personal belongings?

- At Crystal Springs guest safety is our number one priority. All bags, coolers, and personal items are subject to search. We thank you in advance for your cooperation!

How much does it cost to enter Crystal Springs?

- Crystal Springs has two types of admissions: Residents (R) of East Brunswick and Non-Residents (NR). In order to enter Crystal Springs at the resident rate each adult must show valid proof of residency, such as a valid Driver's License.

Weekday admission (prior to twilight hours) is \$11 for residents and \$22 for non-residents.

Weekday admission (during twilight hours) is \$9 for residents and \$18 for non-residents.

Weekend admission (prior to twilight hours) is \$14 for residents and \$28 for non-residents.

Weekend admission (during twilight hours) is \$9 for residents and \$18 for non-residents.

Senior Citizen Discount is \$1 off for residents and \$2 for non-residents.

Holidays count as weekend admissions and are observed on 5/27, 7/4, 7/5 and 9/2.

Can I get a refund if it rains?

- Crystal Springs does not offer rain checks or refunds in the case of inclement weather or the need to close early. Our staff monitors the weather closely and will communicate to you at the Guest Relations window if there is a chance of inclement weather. Please note that all sales are final.

Do you have season passes?

- We offer season passes so you can enjoy Crystal Springs for the whole summer. In addition to daily admission to Crystal Springs, our season pass holders are provided with two pass holder only hours a week, early access to the park on Saturdays and holidays, and special events! To find out more information about our season passes visit our [Season Pass Holder Fees](#) page.

Do I have to pay if I'm not swimming?

- Anyone entering Crystal Springs is required to pay an admission fee regardless of whether the guest will be utilizing the pools. We do not have a spectator fee.

Does my child have to wear a swim diaper?

- Patron health is one of our top priorities. In addition to having two Certified Pool Operators on staff, we like to encourage all patrons to utilize healthy bathing habits. We encourage all non-potty trained children to wear a swim diaper. Swim diapers help to reduce the possibility of fecal matter entering the water. Swim diapers are available for purchase at Guest Relations for \$1.

Are pets allowed in your park?

- We do not allow pets within the facility, however, service animals are permitted.

Are you an accessible facility?

- We are an accessible facility. Our entrance, restrooms, and pools are all handicap accessible. If you require assistance within the facility we ask that you please speak to the nearest staff member.

What are your operating hours?

- Crystal Springs is open on weekends (Saturday and Sunday) from May 25 through June 23 from 11am-7pm. Beginning on Monday, June 24 and continuing through Sunday, August 11, Crystal Springs is open daily from 11am-8pm. Beginning on Monday, August 12 and continuing through Monday, September 2, Crystal Springs is open from 11am-7pm.

What is your address and phone number?

- The address for Crystal Springs Family Waterpark is 380 Dunhams Corner Road, East Brunswick, NJ 08816. Our phone number is 732-390-6833.

Do you allow smoking in the facility?

- As a township facility, we do not allow smoking inside of Crystal Springs. There is a designated smoking area outside of the main gate. Please note that we do not allow any kind of smoking including e-cigarettes, juuls or vapes.

Do you have an ATM?

- No, we do not have an ATM on site. However, Crystal Springs and the concession stand both accept credit cards.

In addition to cash do you accept any other payments?

- Yes, Crystal Springs and CS Poolside (our concession stand) accept credit cards. Please note that Crystal Springs only accepts Visa, Mastercard, and Discover.

Do you offer military discounts?

- Yes, if you are interested in purchasing a season pass to avoid the daily admission line, a discount of 50% will be applied to family passes.

Does it cost anything to park?

- Parking is available for free in our main lot and our auxiliary lot. We encourage patrons to lock their vehicles and keep expensive items on their person. Parking is at your own risk and Crystal Springs is not responsible for your vehicle.

I lost something at Crystal Springs – what should I do?

- We encourage you to speak with Guest Relations at the front of the park. If you have already left Crystal Springs please call 732-390-6833 between 11am and 7pm.

Park Information

Is the water heated?

- Crystal Springs does not heat the pools.

How deep are your pools?

- We have a variety of depths throughout the facility. Our deepest pools (Lap Pool and Sapphire Bay) have a depth of 5 feet. All pools are clearly marked with depth markers on the side of the pools.

What flotation devices are permitted in your facility?

- United States Coast Guard approved life vests are the only flotation devices permitted to be used in the facility. We offer a number of complimentary life vests for daily use which can be found throughout the facility. We ask that you please return the life vest to a Life Vest rack when you are finished using it.

Can I use my drone inside the waterpark?

- Due to patron safety we do not allow drones or any type of flying devices or UAVs within the facility.

How tall does my child have to be to use the water slide?

- In order to use the Slide Tower all patrons must be a minimum of 48" to ride the slides. If a guest is under 48" they are welcome to use the Kiddie Slides located in the front of the park. These height restrictions are determined by the manufacturer of the slides as well as the State of New Jersey.

Where can I sit in your facility?

- All seating at Crystal Springs is available on a first come, first served basis. We offer a number of lounge chairs, beach chairs, Adirondack chairs, picnic tables and grills. These are available to all patrons to utilize. Due to a heavier volume of patrons visiting Crystal Springs during the weekends we encourage patrons to consider bringing their own beach chairs into the facility.

Are there any rules concerning bathing attire?

- As a family friendly facility we require proper bathing attire in order to utilize the pools. We do not allow street clothing to be worn in the pools. Please make sure you have a bathing suit before arriving at Crystal Springs.



What responsibility do I have if I use any of your rides?

- There is an inherent risk in participating in any amusement ride. We expect riders to exercise good judgment and act in a responsible manner. Guests must obey all oral and written warnings and properly use all ride safety equipment provided. Guests who do not comply with ride rules may be ejected from the park without refund. Please follow all posted warnings at the entrance to each ride.

Is there anywhere I can store my belongings?

- At Crystal Springs we offer a number of daily locker rentals. Each locker costs \$5 to rent for the day. You may rent lockers when entering the facility or you may come back to Guest Relations to purchase a locker at any point during your visit.

Can I bring pool toys into Crystal Springs?

- We permit pool toys to be utilized in both of our zero entry pools (Kiddie Pool and Family Pool). Toys are not permitted in any other pools in order to ensure guest safety and comfort. We ask that if playing with pool toys they are kept in the immediate vicinity of the patron playing with the toy.

I'm bringing small children - should I be concerned about their safety at Crystal Springs?

- Patron Safety is our number one priority. At Crystal Springs we utilize the Jeff Ellis and Associates International Lifeguard Training Program (ILTP) to certify all of our lifeguards. On most days we have at least 25 certified staff members working in order to protect you and your loved ones. It is important to remember that lifeguards are not here to supervise or babysit young children. The lifeguard's job is to provide a safe swimming environment by watching their zone and ensuring all guests are safely enjoying our facility. We offer 3 complimentary life vest racks, located near the Kiddie Pool, Brunswick Bay and the Lap Pool.

Are your pools clean?

- We are fortunate at Crystal Springs to have two Certified Pool Operators who work to ensure a clean swimming environment. Our staff checks the chemical levels of all pools every two hours and our pool chemistry is inspected by the state every week. To help keep our pools clean we encourage all guests to shower before entering the water, take breaks every hour or so to use the restroom, and supervise small children.

Eating and Drinking Information

Can we bring coolers?

- Yes, coolers are permitted to be brought into Crystal Springs. Please note that all coolers will be subject to search.

Is alcohol allowed in your park?

- Alcohol is not permitted within Crystal Springs. The Township of East Brunswick Ordinance Number 145.2 prohibits the possession and consumption of alcohol on township property.

Do you have a concession stand?

- Yes, All Around Concessions will join us for their first season!

Can I bring in my own food?

- Yes, you may bring your own food into the facility. We do not allow glass, alcohol, or knives in Crystal Springs.

Group and Rental Information

Do you have any rental areas or birthday packages?

- We offer three shaded rental areas for your use. Please visit our [Rental Area](#) page for more information about rentals or email csrentals@eastbrunswick.org to reserve a rental area.

I want to bring a group to Crystal Springs, do you have any group rates?

- At Crystal Springs we offer camp group rates to resident, non-resident, for profit, and non-profit groups. We allow approximately 300 campers to visit Crystal Springs per day from Tuesday through Friday. Camp groups love coming to Crystal Springs - so make sure you get your reservation in early. For more information on camp groups email csgroups@eastbrunswick.org or visit our [Group Reservation](#) page.