

# Cherry Hill Resort

## 2023 Season Pass F.A.Q.

- **What is the difference between a Premier Season Pass and a Regular Season Pass?**

The Premier Season Pass (King OR Splash) gives you unlimited access to the park every operating day of the season (Monday – Saturday). The Regular Season Pass is a weekday ONLY pass (Monday – Friday) and cannot be used on Saturdays anytime during the season.

- **What is the difference between the King of the Hill Season Pass and the Season Splash Pass?**

The King of the Hill Season Pass is the best value pass to Cherry Hill. It includes unlimited fun from April 1 – October 30! This means you can enjoy unlimited: Waterpark, Mini Golf, Jungle Maze, Battlestar Blasters, The Rock, Hamster Haven, Jr. Jungle Boats, and Scary Hill (height and age restrictions apply for certain activities). You also receive select discounts on Cherry Hill food, camping, gift shop purchases and discounts for friends on Buddy Days. Please note that a Premier King of the Hill season pass provides you access every day of the week (Monday – Saturday), while the Regular King of the Hill season pass can only be used on any weekday (Monday – Friday ONLY).

The Season Splash Pass provides unlimited waterpark activities all Summer long (Memorial Day – Labor Day) and discounts for friends on select Buddy Days. Please note that a Premier Season Splash pass provides you access every day of the week (Monday – Saturday), while the Regular Season Splash pass can only be used on any weekday (Monday – Friday ONLY).

- **What Season Pass should I get for my child that is 3 turning 4?**

Children who will be turning 4 years old ON OR BEFORE May 26, 2023, are required to have a Regular (Age 4-59) Season Pass. Infants or Toddlers (Age 0-3) are required to have an Infant/Toddler Season or Daily Pass when coming to Cherry Hill. Visit our website [www.cherry-hill.com](http://www.cherry-hill.com) for more information about our Infant/Toddler swim diaper AND cover policies.

Children who turn 4 during summer 2023 (AFTER May 26, 2023) AND had purchased an Infant/Toddler Season Pass BEFORE May 26, 2023 can have their child's season pass changed to a Regular (Age 4-59) season pass FREE of Charge for the remainder of the 2023 season.

Please note that if you wait until your child turns 4 to purchase a season pass you will be required to purchase that pass at the current rate (Passes are subject to availability and may sell out at any time).

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## 2023 Season Pass F.A.Q. (Cont.)

- **Will Season Passes sell out for 2023?**

Because of a huge demand for our Season Passes in 2021 & 2022 we unfortunately sold out by the first week of June each year. We anticipate that there will be an equally large demand for 2023 Season Passes and would remind all our guests to purchase early to ensure you get the season passes you want. There **are limited season passes available and any type of season pass may sell out at ANY TIME.**

- **Why does Cherry Hill sell out of Season Passes?**

Season Passes are limited in order to maintain the high-quality family friendly atmosphere that our guests expect at Cherry Hill and, most important, for the safety of everyone who visits. We would strongly encourage you to purchase your season passes early as availability of any season passes are NOT guaranteed.

- **Will I receive a Free All Day Splash Pass when I purchase my 2023 Season Passes?**

Yes! Each Regular or Senior Season Pass purchased during the month of November 2022 (November 24, 2022 – November 30, 2022) will receive one Free 2023 Monday – Friday ONLY All Day Splash Pass that can be used to bring a guest with you any Monday - Friday during the summer waterpark season. **Guests that purchased anytime AFTER November 30, 2022 will NOT receive a Free All Day Splash Pass. Free Splash Passes are non transferrable and can ONLY be used for one (1) FREE Monday – Friday ONLY Splash Pass during our summer waterpark season (Memorial Day-Labor Day). FREE SPLASH PASSES ARE NOT VALID ON SATURDAYS.**

- **Do I need to have a picture for each Season Pass guest?**

Yes. All guests that have season passes at Cherry Hill are required to have an up-to-date picture attached to their Season Pass, no exceptions. Season Passes are non-transferrable and are only valid for the person pictured on their pass. **Guests that do not have a picture attached to their season pass will be required to take their picture at a ticket window before entering.** You can upload your own pictures to your season passes by logging onto your member portal account OR come to any Cherry Hill ticket window and our employees would be happy to take your picture. Season Pass pictures are only used for verification at the time of admission.

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## 2023 Season Pass F.A.Q. (Cont.)

- **Can I get my Season Passes Printed Before Christmas?**

Yes! Please ensure that you have uploaded all pictures of each individual on your account and contact our Main Office anytime before December 23, 2022 and we can print your season passes and have them available for pick up, or mail them to you.

- **What do I need to do if I did not use my 2022 Season Pass(es)?**

Guests that have unused 2022 Season Pass(es) (Splash or King) can have their passes applied to the 2023 season by simply paying the difference for the current season pass prices. Any season passes that were used at any time during 2022 are NOT eligible to be rolled over to 2023. Please contact our Main Office if you think your passes were not used, or if you have any other questions. Please note, unused 2022 season passes WILL NOT be automatically renewed for you and if you contact us after season passes are SOLD OUT you will not be able to roll your pass over for the current year.

- **What if I didn't use my FREE All Day Splash Pass that came with my 2022 Season Pass Purchase?**

Unfortunately, all FREE All Day Splash Passes that came free with the purchase of any 2022 Regular or Senior Season Passes have expired and can no longer be used. Be sure to purchase your 2022 season passes over our Black Friday Sale (November 24-28) to get a FREE 2023 All Day Splash Pass with every Regular or Senior Season Pass purchased.

- **How do I know if my season pass was used during 2022?**

You may contact our Main Office if you have any questions regarding the use of your 2022 season pass(es). Please note, any season pass(es) that were used during the 2022 season will NOT be eligible for rollover to 2022.

- **Can I transfer an unused Season Pass to a different individual?**

Season pass(es) that have not been used are eligible to be transferred to a different guest within your immediate family. Guests will need to contact our Main office to make this change.

- **Can I get a refund on my Season Passes?**

Season Pass(es) that have already been purchased are NON-REFUNDABLE whether they have been used or not. Unused season passes can be applied to next years passes by simply paying the difference in price.