



Online Ticket Purchases FAQs

Is there a limit to how many tickets I can purchase online?

- No, there are no limits on how many tickets can be purchased by a single person. However, there are only twenty-five tickets allocated to online ticket purchases per session.

What if I want to stay for the whole day?

-If there are tickets available for both sessions, you are more than welcome to purchase tickets for each session. You will have to pay for each session, and you will have to leave for the one-hour closure between sessions, but you are free to purchase tickets for both sessions.

If I purchase my ticket online, do I need to print anything out or wait in line with those who did not purchase tickets online?

-If you purchase your ticket online, you can check in directly inside of the park and you do not have to wait in line with those who did not purchase tickets online.

If I miss my session, can I use my ticket for another session?

- No, if you purchase a ticket online for a session and do not arrive within the scheduled session time, your ticket cannot be used for another session. No refunds or Free Admission Passes will be issued.

What if some of the people I purchased tickets for no longer can make it, do I get a refund?

- No, any cancellations not caused by Aqua PARDS will not result in a refund or Free Admission Pass being issued.



I waited in line, but the park reached max capacity before I bought my ticket, can I still get a ticket?

- Unfortunately, we can only have fifty people in the park at one time. If tickets are available for a later session, you are more than welcome to purchase a ticket in person at the ticket booth on the same day as the session you were not able to attend. You are also free to purchase tickets online at any time before thirty minutes prior to the schedule session start time.

I have a group of five, but there are only four more tickets available online. Can I still guarantee a fifth spot?

- No, all of our ticket purchases, whether online or in person, are made on a first-come-first-served basis.

Do I get a refund for online ticket purchases if the park closes for any reason before I arrive?

- If the park closes due to inclement weather or any other unforeseen circumstance before the scheduled start time of a session, all online purchases will be refunded directly to the payment method used to pay for the online order. Refunds are issued on Tuesdays and Thursdays and will post to your account within three business days of being issued.

How will I know if the park closes before I get there?

- If the park closes before the scheduled start of a session, those who purchased a ticket online will be notified via email as soon as possible. Our Facebook page is updated every time the park closes, and we encourage you to follow our page in order to be well notified about your visit. The PARDS Fitness and Aquatic Center is also notified immediately of all Aqua PARDS closures and can be reached at 225-664-8099.

Do I get a refund for online ticket purchases if the park closes for any reason while I am at the park?

- If the park closes due to inclement weather during hours of operation, we will close for a minimum of thirty minutes and for no more than an hour before determining if the park will be closed for the day. When the park closes for the day, our Rain Out Policy will apply. According to the Aqua PARDS Rain Out Policy, “If Aqua PARDS has to close due to weather, any guest who has been in the park for one hour or less from the time of closure will be issued a Free Admission Pass.” We base this time printed on your entry ticket. If the park closes temporarily, and not for the day, no refunds or Free Admission Passes will be issued. Although it happens rarely, unforeseen circumstances such as maintenance, water quality, and other issues do sometimes force the park to close both temporarily and for the day. These situations are handled on a case-by-case basis and Aqua PARDS assures you that our management team will handle each case to the best of their ability to decide the most appropriate solution.