



FAQ's

We've put together a list of frequently asked questions for your convenience, but if you have a question and can't find the answer here, please feel free to contact our water resort front desk during regular business hours at (740) 788-1330.

What is the cost for the CoCo Key Water Resort to a Cherry Valley Lodge guest? Waterpark access is included with the purchase of a waterpark package room. Packages include CoCo Key Indoor Water Resort access for up to 4 people per room.

Are day passes available for the use of CoCo Key Water Resort? The waterpark is available to registered water resort overnight package guests of Cherry Valley Lodge. Day passes will be available on a capacity availability basis.

How long are the wristbands valid? Daily color-coded wristbands will be issued at hotel check-in. They are valid the day you check in, as well as the day you check out.

Can CoCo Key Water Resort be reserved for parties without an overnight guest room? CoCo Key Indoor Water Resort accepts reservations for birthday party packages without an overnight guest room on a space available basis.

Does CoCo Key Water Resort offer lockers? Lockers are available for rent on a first-come, first-serve basis.

Are towels provided or do guests bring their own? Guests are advised to bring their own towels from home. CoCo Key does not provide towels to day pass guests.

Is there any place to get food and beverage at CoCo Key Water Resort? Callaloo Grille features a variety of family friendly food items. Beverages and light snacks are also available at the Wet Rooster Bar (during specific dates and times). Cherry Valley Lodge also features wonderful dining at Sunflower's Restaurant and The Lodge Pub.

Can guests bring their own outside food and drinks into CoCo Key Water Resort? Because CoCo Key Water Resort is concerned about your safety, glass containers, coolers, ice chests as well as food and beverages of any kind are not permitted inside the park.

Can baby food be brought into the water resort? Baby bottles and commercial baby food are welcome. Please be sure to put them in plastic bottles/containers to protect little feet!

What happens if a wristband needs to be adjusted or is lost? Guests with a wristband in need of an adjustment must have the Front Desk remove and replace the wristband for a \$5.00 charge. Lost wristbands will be replaced with a full price fee.

Are there changing areas and locker facilities available at CoCo Key Water Resort? There are men's, women's, and family changing/rest room areas available, complete with lockers as well as showers. Lockers are available for rent on a first-come, first-served basis.

What about water safety? Are there lifeguards? We are vigilant about the safety and security of all guests. Ellis and Associates Licensed lifeguards staff CoCo Key Water Resort at all times during normal operating hours. Safety rules are posted at each pool and attraction. Nevertheless, we urge parents to teach their children about water safety prior to visiting the water resort. Please be sure non-swimmers or weak swimmers wear USCGA approved life vests. Complimentary life vests are available at CoCo Key as well on a first-come, first-served basis. The exercise pool within Cherry Valley Lodge is not staffed with lifeguards and children in the exercise pool must be accompanied by an adult and no person may swim alone.

Are swimming goggles permitted? Swimming goggles are permitted with the exception of on the slides and at the discretion of the lifeguards. Flotation devices of any kind are not permitted inside the waterpark other than those provided inside the waterpark.

Are there any age or height restrictions relative to the waterpark attractions? Kids from all ages can enjoy the waterpark. Some slides, such as the body and tube slides do require a height minimum of 48 inches. Other water park attractions such as the Lily Pad walk, require a minimum of 54 inches. And, for the safety of all CoCo Key guests, children under 14 must be accompanied by an adult at all times.

Are there any health restrictions relative to the waterpark attractions? It is recommended that persons with pre-existing medical conditions and women who are pregnant not participate. Each individual is encouraged to evaluate his or her own ability to participate.

Is there an arcade or game room in the water resort? CoCo Key Water Resort's Key Quest Arcade features over 40 state-of-the-art electronic games and a full-service ticket redemption center.

Are children that wear regular diapers permitted in the water resort? Children who wear diapers are required to wear a swim diaper for health and safety reasons. Water-specific diapers are available in the water resort for a nominal fee. Please use the changing facilities located in the rest rooms to change diapers.

Is there a dress code in the resort? Inside the resort guests wishing to participate in swimming activities must be wearing a lined swim suit. Resort attire is appropriate when inside CoCo Key. Outside of the resort, shirts, Shoes, and shorts are required. This includes all lobby areas, arcade, and hotel common areas.

What are check-in and check-out hours? Check-in time is 4:00 p.m. or later, though every effort will be made to honor early check-in requests. Check-out time is 11:00 a.m. Strict compliance ensures arriving water resort guests timely access to clean accommodations. Departing water resort guests are welcome to make complete use of CoCo Key Water Resort and changing facilities throughout the day of their departure. However, guests must vacate their room by 11:00 a.m. on their scheduled departure date at which time the key card will expire.

Weather Policy: CoCo Key Water Resorts takes the safety of our guests very seriously. As a result we follow specific guidelines with regards to inclement weather. During periods of inclement weather some or all attractions may cease operation temporarily. This includes outdoor attractions as well as indoor attractions which are affected by lightning storms. In the event that some or all attractions are temporarily shut down for inclement weather, CoCo Key will make every effort to re open attractions as soon as conditions permit safe operation.