



Splash Planet Closure 2021/2022 Summer Season

FREQUENTLY ASKED QUESTIONS

Why can't you limit numbers and open to just double-vaccinated people?

There are significant costs to operate Splash Planet every year. Reducing the number of visitors to align with the current restrictions would risk the venue running at a loss to rate payers, particularly if we have to shut it due to a case of COVID in Hastings. Even though adults might be double-vaccinated, 40 per cent of the people who come to the attraction each year are children under 12 years old, who are not able to get vaccinated at this point.

Why can't we wait until more people are double-vaccinated, or they have vaccine passports and then open a bit later?

Even though adults might be double-vaccinated, 40 per cent of the people who come to the attraction each year are children under 12 years old, who are not able to get vaccinated at this point. The vaccine passport system is still not operating until 90 per cent of people are double vaccinated – it takes a lot of preparation to open Splash Planet each year, including hiring staff. If we were to open the facility later it would result in a financial loss, which would go back onto ratepayers. We don't want to put this burden on ratepayers.

Aren't venues allowed to operate as long as people are one metre apart?

We carefully considered whether we could open and manage people so they could safely be one-metre apart. However, the layout of Splash Planet, and the fact it is such a large facility with so many different activities on offer means it would have been too challenging, if not impossible, to ensure we could meet these guidelines.

Why are you not opening when we don't have COVID in Hawke's Bay?

Splash Planet is one of the main attractions for tourism in Hawke's Bay bringing many visitors from out of the region. Opening the facility and therefore encouraging travel from other areas to Hawke's Bay was one of many risk increasing factors that led to the decision.

Isn't there less risk with it being an outdoor venue?

Yes, however, the reduced risk in this area did not outweigh that of other risks.

What's the difference between Splash Planet and the other Hastings outdoor pools like Havelock North and Frimley – how can they stay open?

At our other venues, we are able to manage the numbers of people to adhere to the Alert Level 2 guidelines that there only be 100 people in a venue at any one time. This unfortunately means we can't always let everyone come in when they want to.

Why is Splash Planet closing yet other big events like concerts, rugby matches and the races can go ahead?

Splash Planet is fairly unique in New Zealand as a water based theme park that opens on a seasonal basis. Due to the recruitment and training needs it does not have the ability to operate like an event venue.

Will you be increasing your prices next year to cover the loss of income from this year?

A decision on pricing strategy for the 2022-2023 season has yet to be made. HDC reserves the right to increase pricing at Splash Planet if deemed necessary.

What about the passes that we received at the Super Saturday vaccination event at Splash Planet?

These will still be valid for the 2022/23 season. At the time of the Super Saturday event it was still hoped that Splash Planet could open.

Will 2021/22 gift vouchers still be valid for next year?

Yes, vouchers have a two year expiry.

If I bought a pass for my child and they qualify as an adult next year, will that pass still be valid?

Please contact info@splashplanet.co.nz.

Where will we be able to swim now?

During the summer months there are four pools operational across Hastings - Flaxmere, Clive, Frimley and Havelock North. Flaxmere and Clive Pools are open all year round, including at the current Alert Level 2 setting with gathering limits and other protocols in place. The outdoor pools in Frimley and Havelock North are scheduled to open at the end of November. For more information, visit: www.aquaticshastings.co.nz.

These pools are able to be open because our staff can manage the facilities to comply with the Level 2 guidelines limiting visitor numbers to 100 at any one time.

Why isn't Splash Planet open all year round?

Sufficient demand for opening the facility cannot be met year round. The financial demands of running Splash Planet are mostly met during the peak period of the school summer break.

Why can't you open just part of the facility?

We considered whether we could open parts of the park and make different entranceways to gain access, so we could limit the numbers to comply with the Alert Level 2 guidelines. The costs and difficulties of managing this, however, were significant.

Why can't you have a booking system and open it to limited numbers for short amounts of time throughout the day?

There are significant costs to operate Splash Planet every year. Reducing the number of visitors to align with the current restrictions would risk the venue running at a loss to rate payers, particularly if we have to shut it due to a case of COVID in Hastings.

Can we get refunds for tickets bought online?

Tickets are non-refundable. Please contact info@splashplanet.co.nz with any extenuating circumstances.