

# Coco Key Hotel and Water Resort

7400 International Drive, Orlando FL 32819



## What are the Check in/Check out times of the hotel?

Check-in time is any time after 4:00pm. Check-out time is 11:00am. Guests will continue to have access to the water park from opening time day of check in to closing time day of check out.

## What is the cancellation policy?

Hotel room reservations must be cancelled 48 hours prior to arrival to avoid any cancellation fees.

## Is CoCo Key Water Resort easily accessible from my hotel room?

Yes, the water park is built within the hotel. Many rooms overlooking the water park are available for an upgrade. Check with reservations for details about booking these rooms.

## Is there a pool separate from the water park that is for hotel guests only?

Yes. CoCo Front Pool is CoCo Key Orlando's exclusive guest pool and hot tub. Hotel guests are requested to stay with children while they are in the hotel pool as there are no lifeguards on duty. The pool is open from 8.00am to 10.00pm which is prior to the water park attraction opening hours.

## Does the hotel have a business center?

Yes. There is a business center located in the hotel's main lobby with complimentary use of computer and printing.

## Does my hotel stay at CoCo Key Hotel & Water Resort count towards a hotel reward point system?

CoCo Key Orlando does not participate in any hotel reward programs as we are an independent hotel.

## Are pets allowed on property?

Only service animals are allowed for persons with disabilities and proper documentation.

## Do you have shuttle service to Disney World?

Yes. We have an on-site transportation service that will take you to Walt Disney World for a small fee. Please visit Vanstar website here.

**How far is the nearest pharmacy?**

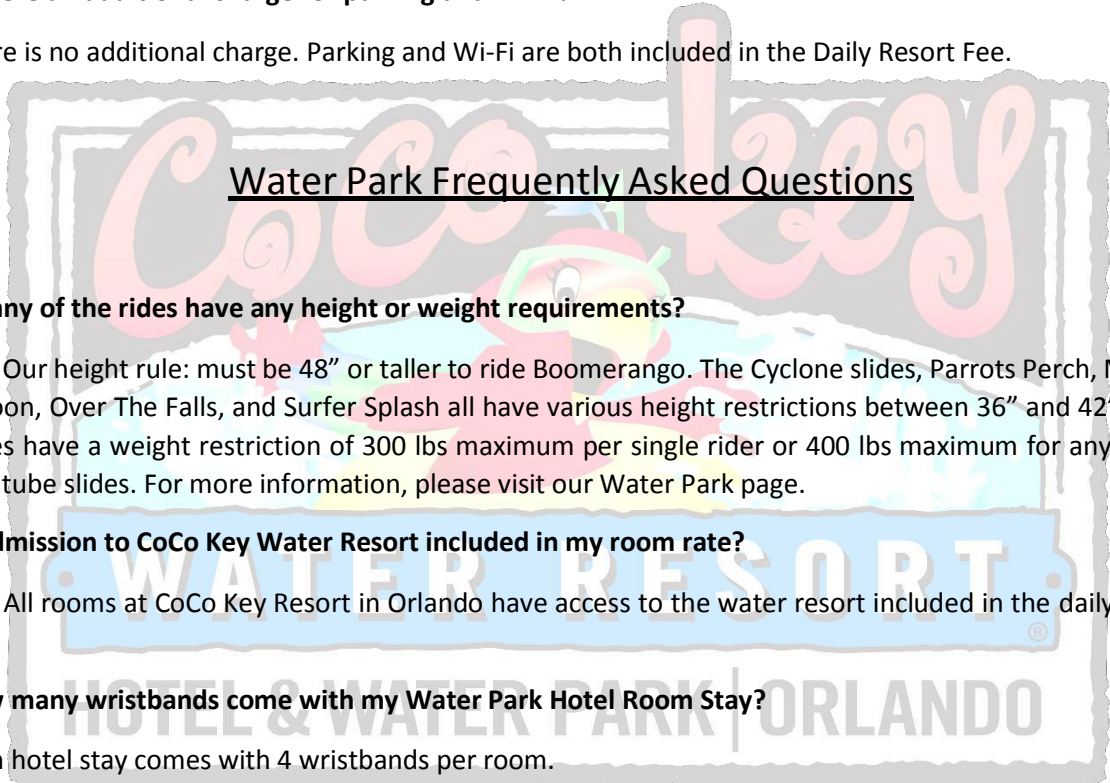
There is a Walgreens Pharmacy located on International Drive within ½ mile of our hotel. For more information and directions visit Walgreen.com.

**How far is the nearest grocery store?**

There is a Publix Supermarket located within 1.5 miles. There is also a Walmart Supercenter located within 2 miles.

**Is there an additional charge for parking and Wi-Fi?**

There is no additional charge. Parking and Wi-Fi are both included in the Daily Resort Fee.



Water Park Frequently Asked Questions

**Do any of the rides have any height or weight requirements?**

Yes. Our height rule: must be 48" or taller to ride Boomerango. The Cyclone slides, Parrots Perch, Minnow Lagoon, Over The Falls, and Surfer Splash all have various height restrictions between 36" and 42". Many slides have a weight restriction of 300 lbs maximum per single rider or 400 lbs maximum for any double ride tube slides. For more information, please visit our Water Park page.

**Is admission to CoCo Key Water Resort included in my room rate?**

Yes. All rooms at CoCo Key Resort in Orlando have access to the water resort included in the daily resort fee.

**How many wristbands come with my Water Park Hotel Room Stay?**

Each hotel stay comes with 4 wristbands per room.

**Can I purchase additional wristband for my room?**

Each room may add on up to 2 water park wristbands for \$9.95 per pass.

**From what age are children's day passes free?**

Children that are under 36" tall receive free admission.

**Can I go to the water park if I am not a guest of the Hotel?**

Yes, day passes are available for those not staying at the hotel. The water park does sell out, so please consider your arrival time in the event the water park does reach capacity.

**Are there appropriate activities for children of all ages?**

Yes, we offer a wide variety of activities for all ages. Check out our activities page.

**Is the water park indoors or outdoors?**

Our CoCo Key Water Resort is an outdoor and partially canopy-covered facility. Please be sure to check the local weather the morning of your visit to ensure a comfortable visit.

**How many lifeguards are on duty at all time?**

On average 15 lifeguards are on duty during hours of operation.

**What is the water park capacity?**

The water park capacity is 670 people.

**How large is CoCo Key Water Resort?**

The water resort is 54,000 square feet.

**Are there food and drinks available inside the park?**

Yes. We have a Pizza Hut, Callaloo Grill and Wet Rooster Tiki Bar. Parents can enjoy adult beverages by the pool. A breakfast Buffet is served at Tradewinds every morning. Room service is also available. For more information and hours of operation, please visit our Dining page.

**What is the average cost of food at the Water Park?**

Food options start at \$4.00-\$15.00. Feeding a group? Contact our sales office at 321.206.4380 for more information and group rates.

**Can I bring my own food and beverages?**

Unfortunately, we are unable to accommodate outside Food and Beverage unless approved for a dietary need.

**Are there group rates?**

If your group has 25 people and more, we offer special rates. Please call our sales office at 321.206.4380 for more information. You can also email our Event Manager at [events@cocokeyorlando.com](mailto:events@cocokeyorlando.com).

**Are children in standard diapers permitted in CoCo Key Water Resort?**

No, we require all little ones to wear appropriate swim diapers, available for sale at the convenience store Gator's Grab'n'Go.

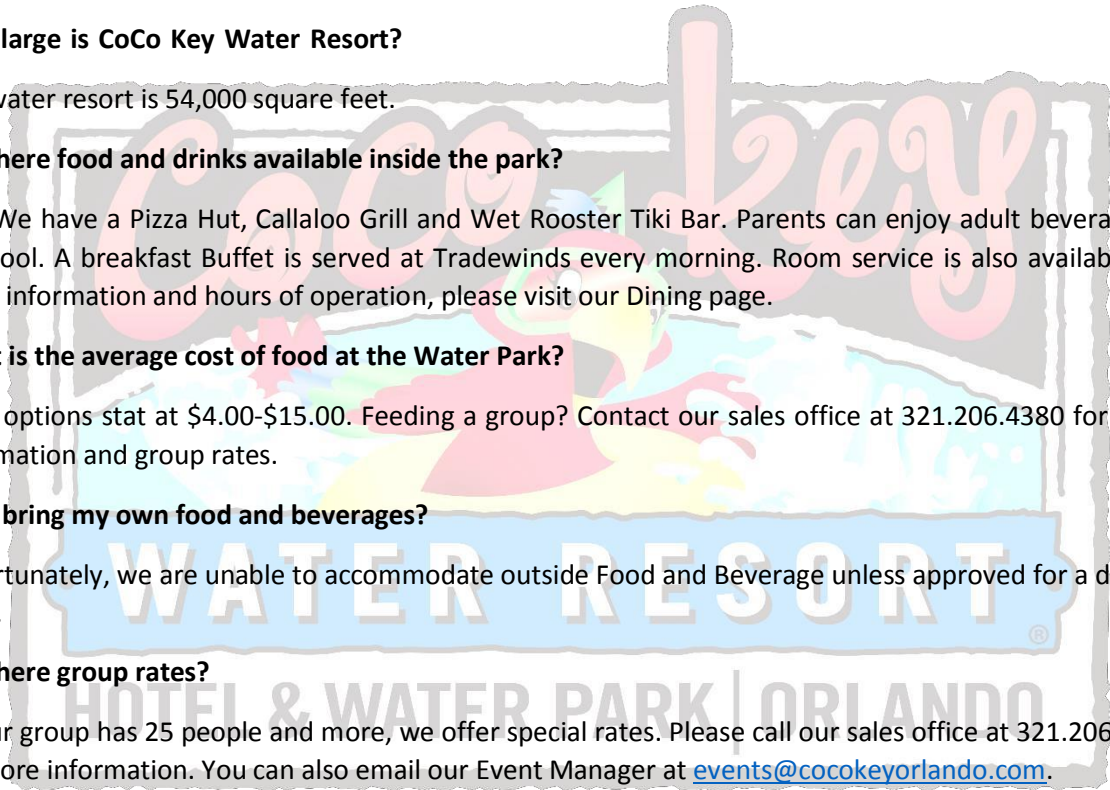
**What is the cancellation policy for the water park?**

All day pass tickets are non-refundable.

**Are changing rooms and lockers available?**

There are private changing areas on site that provide showers. A family restroom with baby changing table and shower is also available for use.

**Can I use the park before and after I check in/out?**



Arriving guests may begin utilizing CoCo Key Water Resort on the day of their arrival unless otherwise specified. Departing Water Park guests are welcome to make complete use of CoCo Key Water Resort and changing facilities until closing on the day of their departure. However, guests must vacate their room by 11 am on their scheduled departure date at which time the key card will expire and all belongings must be stored with our Front desk in a storage unit.

**Can I bring my own flotation devices?**

No. Rafts, flotation devices, snorkels and toys are prohibited in the water park. Complimentary life jackets are available for use throughout the water park.

**Are casts allowed on the slides?**

Casts are prohibited on slides. However all casts are allowed in the pool areas, but must be covered and protected at all times.

**Can I bring my own water toys?**

Water toys are not allowed in the water resort, but you may use them in the hotel pool.

**What age can my child go to the water park without an adult?**

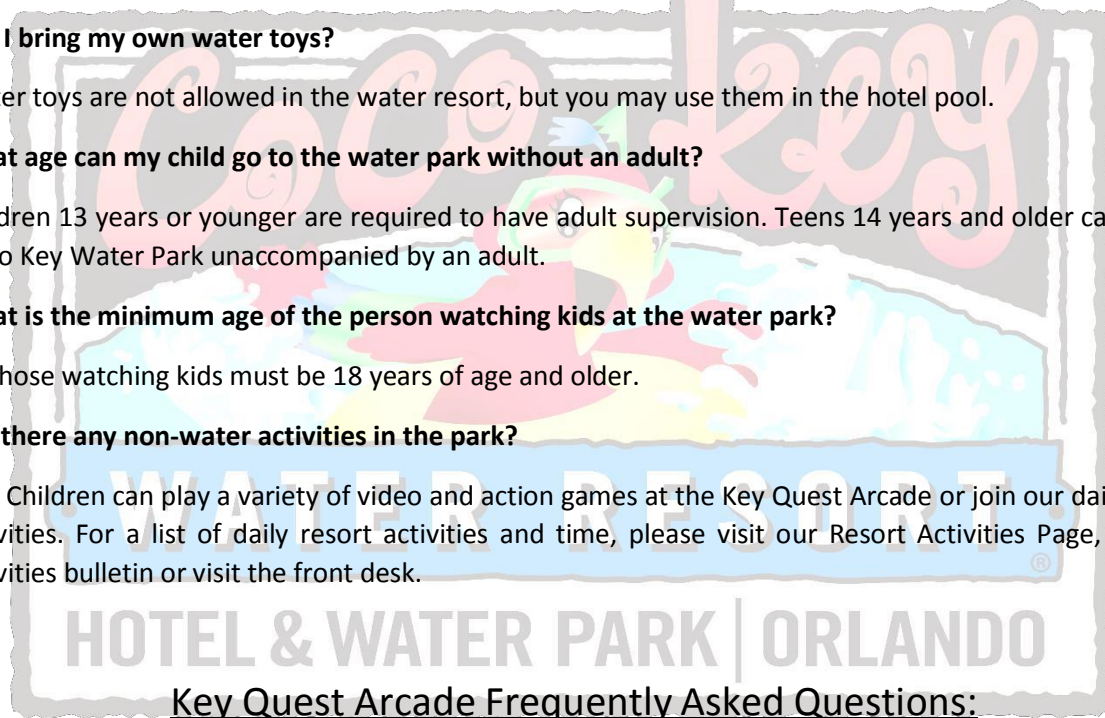
Children 13 years or younger are required to have adult supervision. Teens 14 years and older can enjoy CoCo Key Water Park unaccompanied by an adult.

**What is the minimum age of the person watching kids at the water park?**

All those watching kids must be 18 years of age and older.

**Are there any non-water activities in the park?**

Yes. Children can play a variety of video and action games at the Key Quest Arcade or join our daily resort activities. For a list of daily resort activities and time, please visit our Resort Activities Page, see our activities bulletin or visit the front desk.



**Key Quest Arcade Frequently Asked Questions:**

**What are the operating hours of the arcade?**

The arcade is typically open daily from 7.00am to 10.00pm. However, the redemption counter is only open during normal water resort operation hours. These times are subject to change. For more information about Key Quest Arcade, please visit the Arcade page.

**How much the arcade games cost?**

Guests can purchase arcade cards to use in the Key Quest Arcade kiosks. There is a minimum first card purchase of \$5 that is equal to 30 credits. Games range from 2 credits to 16 credits. All games that issue tickets do so by adding the electronic tickets back to the game card. The tickets and credits will remain on

the cards and can be redeemed throughout your current visit or saved and combined for future visits to CoCo Key Water Resort and Key Quest Arcade.

**What types of games are at the arcade?**

The Key Quest Arcade offers more than 50 state-of-the-art electronic games and has full service ticket redemption center. Games include: Guitar Hero, Dance Dance Revolution, Terminator, Jurassic Park, Pirate Deadstorm, Flying Tickets, Deal No Deal, Candy crush, Nascar, Super Trivia, Laser Maze, Basketball, miniature Bowling lanes, Pool tables and much, much more.

