

FREQUENTLY ASKED QUESTIONS WORLD FAMOUS HOT POOLS

Q: What are your prices for the Hot Pools? – A: Go to www.lavahotsprings.com and click on rates and hours. You can also download and print the prices for your convenience. Price sheets are for separate facilities. Family Pass day is Wednesdays only for parents & dependent children under 18 (up to 6 people).

Q: Can I bring food & drinks into the Hot Pools? – A: YES, We do allow outside food and drinks into our facilities. For the safety of others, we DO NOT allow Glass or Alcohol or BBQ's. We check every cooler that enters our facilities. We do not allow food in the pools.

Q: Can I come into the hot pools after having alcoholic beverages? – A: NO, the combination of alcohol and the hot water can cause a dangerous drop in blood pressure leading to fainting, vomiting and other possible life threatening conditions.

Q: Do you have Lockers to lock up your personal items? – A: YES, we provide lockers for your use and are \$0.50 cents per use. We are not responsible for items left, lost or stolen.

Q: Can I bring in Shade Tents, Tables & Chairs? – A: Yes, we DO allow you to bring in these items. We have a few lawn chairs and picnic tables at the hot pools and are first come first serve. If you bring your own shade tent we ask that you please do not use stakes to anchor down the tents due to our sprinkling system. Please use weights. We do not have pavilions in the Hot Pool area.

Q: Do you allow flotation devices? – A: YES, We do allow floatation devices for children in the hot pools lifejackets, arm bands or water rings up to 24" in diameter. We do not allow large tubes, layout inflatable devices or water noodles.

Q: If my child is potty trained do I need a swim diaper? – A: Entry fee for children under the age of 3 is required to pay the \$1.50 which includes a complimentary swim diaper. Potty trained or not.

Q: Can a non-Swimmer come into the facility without paying? – A: NO, Every person entering the Hot Pools is required to pay the regular admission fees, no exceptions.

Q: Can I drop my kids off at the pool without adult supervision? – A: Non-swimming children must be accompanied by an adult at all times.

Q: What is the temperature of your hot pools? – A: The hot pools start at 112 degrees down to 102 degrees. The temperatures are always the same because they are all natural mineral hot springs and we do not regulate the temperature. Over 2.5 million gallons of water flow through the hot pools in 24 hours.

Q: Do you close the hot pools due to inclement weather and can I get a refund? A: No, refunds are not given due to inclement weather – Rain, thunder, lightning, and snow etc., no exceptions. The hot pools rarely close due to weather and we are open every day of the year except Thanksgiving Day and Christmas Day.

Q: Do you have group rates? – A: Yes, Monday through Thursday only (excluding holidays). On our Home page click on Rates & Hours for group pricing. You DO need to contact the administrative office if you plan to take advantage of the group rate so we can let our cashiers know to when to expect your group.

Q: Do you have parks that we can reserve for a family reunion or party? – A: Yes, We have 4 parks we reserve for family reunions etc. you can find pictures on our website. Those park names are: East Park, West Park, Majestic Park and Garden Park, all other parks in town are first come, first serve. All our parks have pavilions except the Garden Park. All our parks have port a potties and volleyball nets for your use. Our parks do not have power, water, fire or BBQ amenities; you are welcome to bring generators if needed. These parks are not inside our pool facilities and are located in the City of Lava Hot Springs. The cost to reserve a park is \$75 per day. We accept reservations each year starting January 1st for the current year. Contact 208-776-5221 x100 for reservations.

Q: Do you offer Scout group rates? – A: We do not offer Scout group rates at the Hot Pools.

Q: Can I rent a tube for the river from you? – A: No, The river tubes are not affiliated with our facility and there are tube stands in town that you can rent tubes from.

Q: Can I bring in my dog? – A: No, pets are not allowed inside our facilities except licensed service dogs. You can tie them to the outside of the fence while swimming but would need to provide shade for them.

Q: Can I park my Trailer/Camper or Semi-Truck in your parking lots? – A: No, We have it posted that NO Trailers/Campers or Semi-Trucks are allowed to park in our parking lots or on our streets adjacent to the pools.