

FAQ's before you visit our summer facilities

Q: **Who's First Aid & CPR/AED Certified?**

A: Approximately 90% of our Seasonal Employees ARE! If there's an EMERGENCY or you or someone you know needs HELP locate the nearest staff member immediately. All Staff are wearing Derry Parks & Recreation Shirts (Red, Blue, Orange, or Gray).

Q: **Why can't my child wear arm "swimmies" or water wings?**

A: Due to new safety standards across the country and a recommendation from the CDC we're no longer permitting arm wings or "swimmies" at Hood Park or Galliens Beach. The consequences are too great for us to take the risk. Everyone's safety is our first priority. We appreciate your support and understanding.

Q: **What do I do if someone is missing and/or not at our meeting spot?**

A: YELL out their name LOUDLY! If you see a staff member tell them immediately. Staff will ask you a brief description of the individual and begin searching. Whatever you do, don't hesitate or wait before alerting the staff!

Q: **Do you permit Tubes, Noodles, Boogie Boards, etc.?**

A: These items are permitted every TUESDAY and THURSDAY at Galliens Beach and Hood Park! Patrons who choose to use these devices are required to stay within a designated area. Please see the concession attendants to explain the boundaries at each specific facility. *The use of these items is at the discretion of the staff.

Q: **Can my child wear a lifejacket, PFD, or life-vest?**

A: If it's Coast Guard certified than ABSOLUTELY! You can tell by looking inside the jacket. Some bathing suits have the same recommendation. But please remember, a lifejacket doesn't replace the need of a parent or guardian who is actively supervising their child. There are other dangers than drowning. Safety is our first priority!

Q: **Are both Adults and Children required to take a swim test before using the boats?**

A: YES! Also, everyone is provided and required to wear a Coast Guard certified PFD (lifejacket) while boating. The swim test is brief and you only need to do it once a season! An off duty Lifeguard would be happy to assist you. You also must follow all rules and procedures that are posted on your permission form, Rules and Regulations sign, and put forth by the assisting Lifeguard.

Additionally Galliens Town Beach: There is an hourly fee to use any of our watercrafts. We don't reserve any boats, but do offer kayaking lessons multiple times throughout our season. For more information about boat rentals or kayak lessons please contact Galliens Beach at (603) 432-6139

Q: **What do you do if it's thundering or lightening out?**

A: If you hear thunder or see lightening please inform a staff member immediately. At the first sign of a storm you will hear 3 whistles. Employees will require everyone to safely exit the play

structures, waterfront, and splash-pad. You should make sure your family has a central location to meet in the park or your vehicle. Please don't assemble under a tree or in an open field. The facility will close for the day if the storm doesn't let up. For your own safety we strongly recommend that you leave the park in the event of a storm. Please be aware that each facility is open weather permitting and may close at any time in the event of poor weather conditions. We apologize for any inconvenience.

Additionally At Galliens Town Beach: Rain tickets are available to any paying customer if the facility closes due to inclement weather. For one of these tickets please see a concessions attendant.

Q: What is a R.E.D Drill? And what should I do if one should happen while I'm here?

A: R.E.D. Drills give the staff and patrons the practice needed "in case" there's ever an emergency. If you should hear 3 or 4 whistles blown you should make sure you and your family have a central location to gather in the park. This could be your beach chair, picnic table, or blanket.

At Galliens Town Beach: Lifeguards will require everyone to exit the water. The concession stand, bathrooms, and dressing rooms will be closed. Also, the facility will be closed to incoming and outgoing traffic. We ask that everyone remain calm and stay in one location.

At Hood Park: Lifeguards will require everyone to exit the water. The concession stand, bathrooms, arts & crafts, and boat house will be closed. We ask that everyone remain calm and stay in one location.

At Don Ball: Employees will require everyone evacuate the play structures. The concession stand and bathrooms will be closed. We ask that everyone remain calm and stay in one location.

The Rescue Emergency Dramatization (R.E.D) Drill should only take 30 minutes.
This is Just a Drill!

Q: Why do you ONLY ALLOW DERRY RESIDENTS at Galliens Beach?

A: We feel that OUR DERRY residents come first and due to parking and staffing restraints believe our residents should have first priority! We permit two- non residents per one -Derry resident at a cost of \$4.00 per person no matter the age of the non resident (this includes ages infant to 50+). We do require proof of residency at our check in window from every resident and guest. We apologize for any inconvenience this causes to our DERRY residents.

We do offer another non-gated facility called Hood Park and can provide you directions on how to get there. Hood Park has certified Lifeguards, Water Safety Instructors, and an abundance of FREE daily activities for local youth and families.

Q: Can you make change to break a \$20 (or larger)?

A: We apologize that we can't make change for \$20's. We also can't put your order on a "tab". We highly recommend bringing small bills and change for your next visit to any of our summer parks!

Q: Do you take Credit (Debit) Cards or Checks?

A: We don't take Credit (Debit) Cards but we do accept checks for any purchase of \$10.00 or more. The check must have your name address and phone number on it and can't be a starter check.

Q: **Do you offer Swim Lessons?**

A: YES at Hood Park! They are also very reasonably priced and taught by a Red Cross certified Lifeguard and Water Safety Instructor.
Registration forms are available at all our facilities, but feel free to ask for a supervisor who can better answer those questions or contact Hood Park at (603) 432-6138

**Did we miss something?
Feel free to ask our concessions attendants or supervisors.**