Kids Summer Splash - FAQs

Be kind Respect each other Enjoy the event

Where is Kids Summer Splash?
Kids Summer Splash is in the Royal Docks, in East London. Located close to the Emirates Cable Car on the embankment of Royal Victoria Dock. We're only a short walk away from Royal Victoria or West Silvertown DLR stations.

What time does Kids Summer Splash open and close?
Opening hours are 10am to 6pm every day.

What time is entry to Dock Pool?
Entry is from 10am, last entry to the pool is at 5.30pm.

Will I have to queue?
At busy times, to enter the Dock Pool, we will operate a 1 group in, 1 group out policy and therefore you may have to wait at peak times. This is for safety reasons.

Can we buy food and refreshments inside?
Not directly inside the Kids Summer Splash event site, but Perky Blenders is very close by to purchase snacks, water, coffee and other refreshments.

Are picnics or BBQs allowed?
Yes, picnics are allowed but no BBQs.

How deep is Dock Pool?
At its deepest point the Dock Pool is approximately 1.5 meters deep. A lifeguard will be present at all times, but it is the responsibility of parents and guardians to supervise their children. We ask all swimmers to adhere to the Dock Pool rules.

Is there an age restriction to use Dock Pool?
No there is not an age restriction, however children must be supervised by an adult at all times. Under 8 year olds must be accompanied by an adult – it is a 1 adult to 1 child ratio in the pool if your child is under 8 years old. This is for safety reasons as it is open dock water.

Do you have showers?
Yes, rinse showers are provided and we recommend that everyone rinses after swimming in Dock Pool. Please note that no products or soap can be used in the showers.

Are there any fish or animals in the dock?
It is a river water dock and there are fish and other water related animals.

Are there any lockers?
There are no lockers available, but there is shelving for bags - items are left here are at your own risk. Organisers do not accept any responsibility for damage, accident or loss.

Are pets allowed?
No pets are allowed in Kids Summer Splash except assistance dogs.

What security measures do you have in place?
We have security at Kids Summer Splash 24/7.

Is there parking available?
There isn't any on-site parking for Kids Summer Splash. We recommend traveling by public transport please visit https://tfl.gov.uk/plan-a-journey/ to help plan your journey.

Is Kids Summer Splash wheelchair accessible?

Kids Summer Splash is both wheelchair and pushchair friendly with accessible toilets. Even the Dock Pool is wheelchair accessible via an electric lift. Please note that there isn't any on-site parking. For information on blue badge parking in Newham please visit http://adultsocialcare.newham.gov.uk/pages/Blue-badge-parking.aspx#can

What if it rains or the weather is bad?
In adverse weather conditions Kids Summer Splash will be closed. Please check @yourroyaldocks for updates.

Can we book the area for a corporate event?
Kids Summer Splash cannot be booked for corporate events.

What are the rules of Kids Summer Splash?
Please see below:

- Bikes and scooters will not be permitted on site. Public bike racks are provided nearby.
- You must look after your own valuables on site.
- No glass.
- Security reserve the right to search any member of the public.
- No dogs, except assistance dogs.
- No weapons.
- Children must be supervised by an adult at all times.
- Large non-family groups may be refused entry.
- Anyone exhibiting unruly behaviour will be asked to leave.
- Anyone suspected of being under the influence of drugs or alcohol will be prohibited from entering the event.
- At peak times the event will operate a one in one out policy
- We reserve the right to refuse admission

Specifically in the Dock Pool:

- To enter the dock pool you must register with at the registration desk and complete the safety check list.
- All children in nappies must wear waterproof nappies.
- Anyone suspected of being under the influence of drugs or alcohol will be prohibited from entering the Dock Pool.
- At peak times Dock Pool will operate a one in one out policy.
- Children under 8 years old must be accompanied by an adult and supervised at all times – one adult per child.
- Children must be supervised at all times.
- Do not swallow Dock Pool water.
- Lifeguards are responsible for enforcing safety rules and responding to emergencies. Parents or guardians must supervise under 8's.
- No food & drink in the Dock Pool area
- To use the deep end of the Dock Pool you must be a competent swimmer, able to swim 25 metres.
- Wearing water shoes is recommended as the dock floor is uneven and can be jagged.
- You must wear your safety wristband at all times.
- We reserve the right to refuse admission.