

Refund Policy

Lagoon does not offer refunds or rainchecks.

Rain, Inclement Weather, Power Failure. Lagoon does not offer rainchecks, refunds or price adjustments for tickets purchased on an inclement weather day. Some rides will close due to weather conditions, particularly rain, high winds, and/or lightning. Specifically which rides will close or remain open depends on the varying degrees of inclement weather and its effect on each ride. Those rides affected the most are the roller coasters and high rides. We make every effort to reopen the rides as quickly as possible after adverse weather conditions cease, safety being the first priority. Lagoon reserves the right to shut down rides, close the Park, and cancel any events or shows due to inclement weather. Upon an interruption of utility service, the first 15 to 30 minutes will be dedicated to necessary ride evacuations and identification of the cause. Following this initial period, it may require over an hour to determine appropriate corrective action to restore utility service. Should Lagoon experience total failure of utility service for more than one and one half hours, we will offer guests another day at the Park for the face value of their ticket receipt. This offer is good for the earlier of 14 days from the date of the utility failure or the end of the season. Guests must present their ticket receipt in order to take advantage of this offer. For an interruption of utility service causing partial closure of Park facilities, Lagoon does not provide refunds, rain checks, or price adjustments.