



## SEVEN FALLS FAQs

We look forward to serving you at Seven Falls! In advance of your visit, the following reminders are in place for your safety and enjoyment while visiting the Park. Included you will find fun facts surrounding Seven Falls, and also information regarding the most current State and Local mandates.

For further facts regarding COVID-19, please reference the [CDC Website](#). Following are the recommendations and requirements for park protocol.

### HEALTH & HYGIENE PRACTICES:

- Masks are required within any indoor facility, to include the shuttles, Gift Shop, restrooms, elevators, and/or if social distancing is not possible.
- Employees are required to wear masks at all times within the Park.
- Social distancing is strongly encouraged throughout the Park and maintained through the use of signage and employees.
- Our commitment is to provide high standards of sanitation by utilizing professional products and tools by EcoLab, a global leader in hygiene, that are hospital-grade and approved by the EPA.
- As an extra layer of protection for our guests and employees, we are also using electrostatic sprayers to apply [Penetrex](#), an antimicrobial coating, to high touch areas, including: The Park shuttles, trams, interior spaces and exterior seating and handrails, stair handrails, restroom facilities, and the elevator.
- Hand sanitizer is available for guest use on every shuttle and stations are positioned throughout the canyon for visitor accessibility.
- Shuttles operate in full compliance with State and Federal mandates, including the appropriate number of riders based on size of vehicle, and requiring all guests and staff to wear masks during transport.
- Based on State Mandates surrounding COVID-19, a contact name and number for each party will be recorded.
- State occupancy mandates apply to the Mountain Elevator to Eagle's Nest and the In-Park tram usage.

### PARK INFORMATION:

- Tickets can be purchased at the Seven Falls Park entrance for admission.
- The in-park tram is handicapped accessible; however, it is **unable** to reach the base of the Falls. There is a 50-yard transition from the drop off point to the base of the Falls.
- Eagle's Nest is available to view Seven Falls, with a 300-ft transition from the drop off point to the elevator.
- Walking the length of the Park (8/10 of a mile) is highly recommended and is the best way to enjoy the beautiful canyon and creek.
- Visits average from 1-1.5 hours. If you choose to hike to the nature trails, expect additional time within the Park.
- The shuttles and Park are pet friendly. All pets must remain on a leash.
- Restroom facilities are at the top of the canyon near the Seven Falls Shop with additional facilities mid-way.
- Rain ponchos, jackets, and umbrellas are available for purchase at the shops.
- Rain checks or refunds based on inclement weather are only authorized when the Park is closed by Management.

### HOW MANY STEPS ARE THERE?

- 185 Steps (Eagle's Nest Stairs)
- 224 Steps (Main Falls Stairs)
- 4 miles of hiking trails above Falls