



Customer Services Guide

(Revised on 01/2023)

This guide is designed to give you information about the park's policies and to assist you in planning your visit to Cliff's Amusement Park. Please review this information; if you have any additional questions or require assistance, visit the Guest Services building. Safety is our #1 concern. The park is committed to providing a safe, fun-filled environment for our guests and we strictly enforce all state and manufactured regulations. Also, please note the rules and regulations posted around the park and at the attractions. These rules are in place for safety's sake; please follow them to ensure a safe, enjoyable visit.

General Information

Parking: We provide free parking for our guests. Parking for guests with disabilities is available near the Admissions Gate at the south end of the parking lot on a first-come, first-serve basis. Please do not leave valuables in your vehicle. Cliff's Amusement Park will not be responsible for damage, or loss to personal property.

First Aid: The air-conditioned First Aid Stations are located near the Kiddyland Ticket window and next to the Icee Stand in Watermania.

Lost and Found: All items found in the park are turned in at the Guest Services building. If you lose an item while on a ride, we will search for the item as soon as possible, but an immediate search may not be possible. Please visit Guest Services to report any lost items; you will receive a handout with the lost and found website, this is where you can enter all the information for the lost item and if the item is found you will be contacted immediately. Watermania closes before the rest of the park and some areas will be closed off. Items left in those areas will be removed at closing and taken to Guest Services lost and found. All found lost items can be collected before the park closes at Guest Relations, you will need an accurate description of the item before it is returned to you. Management reserves the right to not return items if they suspect the person collecting the found item is not the rightful owner. Cliff's is not responsible for any personal belongings; do not leave any items unattended. For your safety, rent a locker located in Watermania or next to the Gift Shop. If the lost item is not turned in to Guest Services or is not picked up before the park closes all those items will be transferred to the Administrative offices for retrieval at a later date during office hours.

Restrooms: Our restrooms are accessible to the disabled and are located directly south of the Galaxi Rollercoaster, behind the All-American Cafe, and in Watermania. Baby Changing stations are located in all the women's and men's restrooms.

Guest Services: Please visit the Guest Services building, located just inside the main entrance to speak with someone about guest services. Or ask one of the park employees- they'll point you in the right direction.

Smoking/Vaping: Smoking/vaping is allowed in the park (as always, we do ask all guests who smoke to be courteous of other guests). **Smoking/vaping is not permitted on rides.** Smoke-free areas include the following:

- Ride queue lines
- Seating areas
- Restrooms
- Concession stand queue lines
- Kiddyland
- Under covered structures

Electronic/vaping devices are included in the same policies as smoking.

Attraction Queue Line Closing: Certain attractions may have a late opening or early closing. Due to major popularity, it is necessary to close some queue lines prior to park closing.

Weather: For the safety of our guests and employees, Cliff's Amusement Park will close certain attractions during inclement weather. Many attractions will remain open during very light rain. Depending on the weather situation, some or all attractions may close until the inclement weather passes. Cliff's Amusement Park will reopen rides as soon as safely possible. Return Passes will be issued according to the rain policy.

Rain Policy: In the chance of rainstorms and other severe weather conditions, some rides may be temporarily closed. If the majority of the rides are closed for more than 45 minutes, we will gladly offer a 'Return Pass'. Return Passes are not distributed after the storm has passed or within 2 hours of the scheduled park closing time. **Cliff's does not offer refunds (NO EXCEPTIONS).** When the rain stops and the rides reopen, the distribution of return passes will end. If it rains later on in the day, the process will begin again. Group food services provided by Cliff's in the picnic pavilions will continue during the inclement weather in accordance with their prearranged agreement. If the guest is with a group, they will need to contact the group organizer to receive their return pass.

You must present your original Cliff's Amusement Park admission receipt for the day to a Guest Relations window in order to receive a Return Pass for inclement weather. Season Pass holders are not eligible to receive a Return Pass.

Wagons, Wheelchairs, Lockers, and Strollers: Wagons, wheelchairs, lockers, and strollers are available for daily rental on a limited, first come, first served basis. Please visit Guest Relations for rentals.

Cash in the Park: Cliff's Amusement Park is a cashless park. Instead of cash, guests can purchase a Cliff's Fun Card for any desired amount, which can be used for purchases anywhere in the park. Fun Cards may be purchased at Guest Relations or a Fun Card Kiosk. Any amount remaining unspent on the Fun Card when you leave the park may be used on the next visit. Cash can be used at the ticket windows and in the gift shops. Fun card locations are located throughout the park.

Security: We reserve the right to inspect all persons and articles on Cliff's Amusement Park property. Any guest whose actions jeopardize their own or another guest's safety may be dismissed from the property. Guests who do not comply with park rules, policies, and guidelines will be required to leave the premises. Alcohol and illegal substances are not permitted. Theft, shoplifting, and vandalism will not be tolerated and violators will be prosecuted.

Concealed Handgun Carry (CHC): Cliff's Amusement Park allows persons with either a valid State of New Mexico concealed handgun carry permit, Police Officers, or State or Federal Officers to carry their firearm on the property only if they show proof of proper and current ID. No Open Carry permitted. Guests must declare to security at the checkpoint of his/her weapon. Either the Security Supervisor or Manager on duty must validate the ID and/or license. Guests may NOT ride any attraction while a firearm is on their person.

Sharp Objects: Guests are allowed to have one pocket knife as long as it is concealed in a pocket.

Service/Companion Animals: Service/Companion Animals are welcomed in Cliff's Amusement Park. Animals must be declared at the entrance of the park. The animal must remain in the owner's control at all times and **MUST** be on a harness or leash, no longer than four feet. Owners are responsible for cleaning and disposing of animal waste. **Service animals are not permitted on attractions. Animals are not permitted to be left unattended in the parking lot, or inside of an unattended vehicle while guests visit the park. Animal Control will be notified.**

Oxygen Tanks: Guests with oxygen tanks are not permitted to board any attraction with the oxygen tank. Cliff's Amusement Park will not be responsible for storing oxygen tanks.

Hearing Devices and Other Electronic Devices: Hearing devices and other electronic devices may be damaged by water on water attractions. Please take the necessary precautions to protect these items. Due to the fact that many rides vibrate, guests should take necessary precautions to protect their hearing and electronic devices on all attractions. Cliff's is not liable for any lost or damaged items while riding. Cliff's provides lockers to rent for your convenience.

Prosthetic Devices: Guests with any type of prosthesis should ensure it is properly secured before riding any attraction and should refer to Guest Relations to determine their specific ability to ride.

Braces and Casts: Guests with full body casts or braces of any kind may not be permitted to ride certain attractions.

Conduct/Attire: We ask that our guests dress appropriately for our family-friendly environment. Shirts, shoes, and shorts/pants are required at all times in the ride section of the park. Clothing with offensive materials, logos, or symbols (including drug symbols) are not permitted and we will ask that it is removed, covered up, or turned inside out. Proper swimwear is required for all Watermania attractions. Swimwear must be modest in design, no revealing or thong swimsuits allowed. Denim and swimwear with zippers, buckles, or rivets are not permitted on the Watermania attractions. For safety, diaper-aged children must wear swim diapers (swim diapers are available for sale at the Watermania Gift Shop). Women and girls are allowed to wear bikini tops in the dry park but must wear shorts to cover bikini bottoms. Men and boys must wear a shirt in the dry park. While in the dry park, shoes are mandatory. On certain attractions, you may be asked to remove your shoes if they are not securely fastened to your foot with a strap or laces.

Loose Articles: Loose articles such as bags, hats, and eyewear will be asked to be removed while on an attraction. Many rides have certain bins and places for your items to be left. The employee may ask you to move your loose articles into the specified bins if it could obstruct the operation of the ride. If you have a strap for your glasses or hat in use you will not be asked to remove said articles. Cliff's is not liable for any lost or stolen items. Cliff's provides lockers to rent for your convenience.

Guests of Exceptional Sizes: Due to the design of restraint systems, including lap bars, shoulder harnesses, and seatbelts must be positioned and fastened properly to allow guests to ride. There are some rides in our park that our larger guests may experience difficulties with.

Food and Beverage: (1) single soft sided 12x12x12 cooler may be permitted per family. Small snacks, and beverages are permitted. **Special dietary needs will be accommodated**, and guests should coordinate with the Admissions Supervisor at the admissions gate or Guest Relations for allowances. Cliff's Refillable cups are permitted for the year it was sold only.

Dining: Dining facilities within the park provide nearby seating arrangements for guests. Guests with food-borne allergies should note any food allergy warnings posted at the dining facilities.

Re-Entry Into Park: Guests who leave the park and plan to return the same day must obtain a re-entry stamp from a Guest Relations attendant before leaving through the exit gate. Re-entry stamps are only valid for use on the same day. To re-enter the park, you must present your re-entry stamp at the security checkpoint at the VIP entrance. Bags will be checked upon re-entrance.

Photography/Videography: Cameras and video equipment are not permitted on attractions without the expressed permission of management. **Guests are not permitted to photograph or capture videos of employees or other guests without their expressed permission.** Professional photographers may inquire at Guest Relations for further information.

Guidelines for Guests with Disabilities

Before participating on any attraction, guests should evaluate the attraction during its loading, running, and unloading cycle. From this evaluation, they should consider their own individual capabilities. This evaluation should include

1. The ability to withstand the forces resulting from the actions of the attraction.
2. The ability to comprehend how to load, unload, and participate on the attraction.
3. The ability to brace, as needed, against certain g-forces.
4. For your safety, please contact management for assistance regarding attractions that may not be accessible to certain disabled individuals.

There is always a remote chance that a situation may arise which requires participants to be removed from a vehicle during the course of the ride. Although these occasions are rare, be aware of this and use discretion and good judgment. Guests have a duty to act in a responsible manner before boarding any ride or attraction and to obey all verbal and/or written warnings prior to/during participation. On some rides, guests must be mobile enough to evacuate themselves using catwalks or stairs on the ride lift hills. Guests with disabilities and the person accompanying them should enter at the exit and wait for instructions.

Patron Responsibility

There are inherent risks in the participation in or on any amusement ride, device, or attraction. Patrons of an amusement ride, device, or attraction by participation accept the risks inherent in such participation of which the ordinary prudent person is or should be aware. Patrons have a duty to exercise good judgment and act in a responsible manner while using the amusement ride, device, or attraction and to obey all oral and/or written warnings prior to and/or during participation.

Patrons have a duty to not participate in or on any amusement ride, device, or attraction while under the influence of drugs or alcohol and a duty to properly use all ride or device safety equipment provided.

Attraction Safety

Before riding, please inform the ride attendant of specific needs or extra time that may be required to board or exit the attraction. The safety of our guests and employees is the #1 priority at Cliff's Amusement Park. Safety is a shared partnership between the park and our guests. Guests are asked to review and use good judgment when considering the attraction guidelines. The management of Cliff's Amusement Park reserves the right to refuse to allow any guest access to an attraction that management deems inappropriate for the individual.

Access Entrances & Disability Access Pass

Cliff's Amusement Park Admission Policy and Disability Access Entrances are designed to help you safely experience our facilities and provide equal access to able guests. Safety is a shared responsibility between Cliff's and our guests. Not everyone can safely enjoy every attraction due to height requirements, though we strive to accommodate as much as possible. Guests are asked to review and carefully consider the attraction's restrictions using their best judgment. However, Cliff's Amusement Park management and employees reserve the right to make final decisions regarding the eligibility of a rider based on a person's size, weight, willingness to comply with rules, ability to evacuate, and possible disabilities. If a guest requires the use of disability access, please have them visit Guest Relations. An accessibility guide provides specific information related to each attraction as well as the height restrictions and the physical requirements. Disability access entrances are intended to accommodate guests with mobility restrictions or other special needs disabilities and designated companions.

To provide equal access for all guests, we have developed a Disability Pass program that allows guests with mobility restrictions, or other disabilities, to access rides via the disability access entrance (the exit of the attraction) in order to avoid crowds and waiting in the regular lines. One person in the party will wait in the regular, or main, line and the person with disabilities will be worked into the line when the designated companion arrives at the front of the line.

Disability Access Program "DAP" Pass:

- The guest with a mobility impairment or other disability will receive, upon request, the Disability Access Program "DAP" pass at Guest Relations from a supervisor or manager. Heights will be properly measured to ensure the guest meets the height requirements in order to safely experience the attractions and a Disability Access Pass will be issued for the guest in question and two designated riding companions. The designated riding companion must be able to assist the guest with loading and unloading procedures. Designated riding companions may only use the Disability Access Pass when riding with guests with disabilities. In addition to the Disability Access Pass, the guest will receive a Guest Accessibility Guide that lists the rides and restrictions of the rides.

Use of the Disability Access Program "DAP" Pass:

- The guest with a DAP pass will report (with one authorized riding companion) to the attraction's exit and present the DAP pass to the ride attendant, ride supervisor, or rides director.
- The 2 designated riding companions will present the DAP pass which entitles those individuals to ride along with the disabled guest for assistance and companionship.
- Designated companion(s) must be able to assist the guest, with disabilities, with loading, unloading, and with any safety restraints.
- All additional guests that are accompanying the guest with disabilities must board the attraction through the standard queue lines. Special accommodations for groups and families that are not issued the DAP pass cannot be provided.

Attraction Descriptions



The safety and attraction descriptions have been designed to assist guests in selecting attractions best suited for their physical conditions. All Cliff's Amusement Park attractions include movement and changes in direction at varying speeds and intensities. Guests with back or neck injuries, heart conditions, high blood pressure, pregnancy, or recent surgeries are cautioned against riding the attractions. In some cases, guests are not allowed to ride depending on their particular disability or condition.

Cliffhanger: This is a free fall type of attraction that drops 12 passengers 110 Ft. in a complete uncontrolled freefall, stopping gently with magnetic brakes. This ride takes approximately 1 minute and 2 seconds for a complete cycle. This ride has a maximum height of 120 Ft. and a maximum speed of 47 MPH.

Height Restriction: There is a 48" height requirement for this ride.

Physical Requirement: Must sit upright, be stable, and be restrained by a shoulder harness. **Not wheelchair accessible.**



New Mexico Rattler: This is a wooden rollercoaster that features 4 drops, some twists, and turns, with strong forces from all directions. There is a brief trip through a dark tunnel. It also has a maximum height of 80 Ft. and a maximum speed of 50 MPH.

Height Requirement: There is a 48" requirement to ride

Physical Requirement: Must sit upright, be stable, and be restrained by a lap bar. Guests must be mobile enough to evacuate themselves using catwalks or stairs on the ride-lift hills.



Rocky Mountain Rapids: This is a water attraction that allows guests to be guided by a water current in a water current in a boat until it reached a lift that takes the boat up approximately 35 Ft. and then plunges down into a splash pond. This ride does not have any seat belts or lap bars.

Height Restrictions: There is a 36” minimum height requirement to ride. If the guest is between 36” and 48” must ride with a responsible guest over 54”.

Physical Requirement: Must sit upright, grasp, and be stable. Guests must be mobile enough to evacuate themselves using catwalks or stairs on the ride lift hills



Sea Dragon: This is an attraction that swings back and forth in a pendulum-like motion. It swings to a maximum of 63 degrees in each direction at a maximum speed of 25 MPH. The maximum height of this ride is 44 Ft. The ride last approximately 3 minutes.

Height Restriction: There is a 48” requirement to ride

Physical Requirements: Must sit upright, be stable, and be restrained by a lap bar



Galaxi: This is a family rollercoaster that has a maximum height of 45 Ft., consists of two drops, and has a maximum speed of 30 MPH.

Height Restriction: There is a 48” requirement to ride. If the guest does not meet the 48” requirement, they must ride with a responsible guest over 54”.

Physical Requirements: Must sit upright, be stable, and be restrained by a lap bar. Not wheelchair accessible. Guests must be mobile enough to evacuate themselves using catwalks or stairs on the ride-lift hills.



Sidewinder: This attraction seats 24 passengers who sit facing outward on a spinning disk that also swings back and forth in a pendulum motion reaching a 120 degrees angle in each direction. The ride has a maximum height of 56 Ft.

Height Restriction: There is a 48” requirement to ride

Physical Requirements: Must sit upright, be stable, and be restrained by a shoulder harness/lap bar.



Demolition Disco: This is a bumper Car attraction that provides strong front-to-back, and side-to-side motion and frequent bumps from the side, front, and back.

Height Restriction: There is a 54” requirement to ride

Physical Requirements: Must sit upright, grasp, be stable, be restrained by a harness, operate car, and sustain minor impact.



Musik Express: A fast, high-capacity attraction that moves in a fluid up-and-down circular motion first forward and then backward at a maximum speed of 18 MPH

Height Restriction: There is a 54” requirement to ride

Physical Requirements: Must sit upright, and be stable and grasp



Tilt-A-Whirl: This is an attraction where the platform moves in a horizontal circular motion, with slight elevation changes, which each individual carriers spin

Height Restriction: There is a 48” requirement, if the guest does not meet the 48” requirement, they must ride with a responsible guest over 54”

Physical Requirements: Must sit upright, be stable and grasp



Fireball: An attraction with a vertically oriented, circular loop track, that continually moves in a vertical circle turning upside down first forward, then backward

Height Restriction: There is a 48” requirement to ride.

Physical Requirements: Must sit upright and grasp. **Not wheelchair accessible.**



Falling Star: This attraction has a swing action with riders facing forward. It swings up to a height of 68 ft., with both negative and positive G-forces.

Height Restriction: There is a 48” requirement to ride unaccompanied. If the guest does not meet the 48” requirement they must ride with a responsible guest over 54”

Physical Requirements: Must sit upright and grasp



Windrider: This aerial attraction is 115 Ft. tall. It has 12 chairs that hold 2 passengers for a total capacity of 24 passengers. The ride moves in a clockwise direction at a speed of 15 MPH. As the ride turns it slowly raise to the height of 115 FT., then returns to the bottom

Height Restriction: There is a 48” requirement to ride

Physical Requirements: Must sit upright and grasp



The Big Flush: This is a water ride with two slides, one black, and one green. Guests will be placed in a raft at the top of the ride and will then slide down the tube of their choice. Each raft holds two people. The loading platform is approximately 38 ft. in height.

Height Restriction: There is a 48” requirement to ride unattended. If the guest does not meet the 48” requirement, they must ride with a responsible guest over 54”

Weight Requirement: 350 Lbs. per boat

Physical Requirements: Must sit upright and grasp. **Not wheelchair accessible.**



Downdraft: This is a family ride that lifts guests up to the maximum height of 40 Ft. and rotates for 2 minutes. This ride has a 30-rider capacity.

Height Restriction: There is a 48” requirement to ride

Physical Requirements: Must sit upright and grasp. **Not wheelchair accessible.**



Kiddie Bumper Cars: This is a kiddie bumper car ride that provides front-to-back and side-to-side motion and frequent bumps from the side, front, and back.

Height Restriction: A guest must be between 36” and 54” to ride, but it is required to be a minimum of 42” to drive. Any guest who is less than 36” or taller than 54” will not be permitted to ride.

Physical Requirements: Must sit upright, be restrained by a seat belt, and grasp and operate the car



Spin-O-Rama: This ride is a roller coaster ride for families. It has 4 cars that seat 4 each, a total of 16 seats. This ride follows a figure 8 track while each car spins. This ride is approximately 2 minutes long

Height Restriction: There is a 48” requirement to ride unattended. If the guest does not meet the 48” requirement, they must ride with a responsible guest over 54”. Guests under 36” will not be permitted to ride.

Physical Requirements: Must sit upright and grasp. **Not wheelchair accessible.**



Carousel: This is a low-speed circular motion gentle ride intended for young children.

Height Restriction: There is a 48” requirement to ride unaccompanied. If the guest does not meet the 48” requirement, they must ride with a responsible guest over 54”

Physical Requirements: The child must sit upright without back support, and grasp. An adult may stand and assist a child.



Balloon Wheel: This is a ride that consists of 5 carriers that can fit 4 children or 1 adult and 2 children. This ride takes guests up in the air at approximately 23 ft at a maximum speed of 5 MPH.

Height Restriction: There is a 36” requirement to ride unattended. If the guest does not meet the 36” requirement they must ride with a responsible guest over 54”

Physical Requirements: Must sit upright and grasp. **Not wheelchair accessible.**



Cliffs Swing Set: This ride swings back and forth. The carrier has two sides 6 seats on each side. With a total of 12 passengers with a maximum of 4 adults.

Height Restriction: There is a 36” requirement to ride unattended. If the guest does not meet the 36” requirement they must ride with a responsible guest over 54”

Physical Requirements: Must sit upright and grasp



Train: This is a ride that allows guests to ride around the park and relax

Height Restriction: There is a 48” requirement to ride unattended. If the guest does not meet the 48” requirement they must ride with a responsible guest over 54”

Physical Requirements: Must sit upright and grasp



Doggie-Go-Round: This ride consists of 6 dogs that go up and down while the ride moves in a circle. The capacity per dog is 2 guests with a maximum of 1 adult

Height Restriction: There is a 36" requirement to ride unattended. If the guest does not meet the 36" requirement they must ride with a responsible guest over 54"

Physical Requirements: Must sit upright and grasp



Cliff's Amusement Park reserves the right to refuse service to anyone. Issuance of refunds is at management's discretion.

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