

NRH20 Family Water Park Transforms Guest Experience with Gatemaster Technology



The Challenge:

NRH20 Family Water Park faced operational hurdles hindering the guest experience. Long queues at ticketing and concessions, cumbersome add-on purchases, and inefficient group booking processes were leading to frustration and lost revenue.

The Solution:

NRH20 partnered with Gatemaster Technology, and implemented our all-in-one waterpark management suite. Gatemaster's comprehensive system addressed various pain points and provided the following solutions:

- Seamless Online Ticketing
- Paperless Refunds
- Fast and Efficient Check-In
- Self-Service Concessions
- Simplified Group Bookings
- Increased Revenue
- Enhanced Customer Service
- Operational Efficiency



Results:

The park saw a marked improvement in guest satisfaction, operational efficiency, and ultimately, revenue. The partnership between NRH20 and Gatemaster is a resounding success.

Frank Perez, *General Manager of NRH20*, states:

"Gatemaster has made for a very easy online purchasing experience and a much smoother entry process for our park. We appreciate Gatemaster's commitment to new ideas and helping us achieve our goals."



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