



SeaWorld[®]
ORLANDO

**2023-2024
Instructional
Field Experience
Confirmation Packet**

WELCOME

Thank you for making a reservation to participate in our Instructional Field Experience! SeaWorld is committed to delivering high quality, standards-based programs and we look forward to helping you meet your educational goals!

Please read through the following confirmation materials thoroughly to familiarize yourself with our program policies and procedures. These materials contain all the information you need to ensure you are prepared for your upcoming field trip.

Help connect your students to the natural world around them. Come enjoy a self-paced field trip program at SeaWorld that will bring education and fun straight to the palm of your hands. We have animal experts throughout the park that can assist your students in uncovering amazing animal adaptations and learning about exciting conservation efforts to protect the world around us! Students will embark on a journey of discovery they won't forget as they explore all of SeaWorld's attractions and world class shows.

This program is only eligible for **Florida-based** educational institutions and home schools.



ARRIVAL

Groups are recommended to arrive 30 minutes before park opening. Please review our website for operating hours. Education Staff will be available until 11:30 am to check in groups and distribute tickets. The Field Trip Check-In Booth closes at 11:30 am. Late arrivals must contact us at **407-363-2398** to arrange a time to pick up their tickets. Early arrivals cannot be accommodated.

Park operating hours can change without notice.

Please check www.SeaWorldOrlando.com within one week of your visit date to confirm.

BUS PARKING

All buses must follow the signs to SeaWorld Bus & Taxi Parking which is located off Sea Harbor Drive. The Bus Parking zone is utilized for bus unload only until 11:30am. Complimentary bus parking is located across the street from SeaWorld in the Turtle Lot (see map on page 9). It is recommended to arrive 30 minutes prior to park opening.

INDIVIDUAL VEHICLE PARKING

Individual vehicles (cars, vans, trucks) must follow the signs to the SeaWorld main entrance and toll plaza located off Central Florida Parkway. **All individual vehicles will be charged the daily parking fee.** SeaWorld recommends consolidating your transportation to help the environment and to reduce the amount of parking fees assessed.

The toll plaza opens 15 minutes prior to park opening. Please review our website for operating hours.

Individual vehicle parking fees are not discounted or refundable.

FIELD TRIP CHECK-IN & TICKET DISTRIBUTION

The Field Trip Check-In Booth opens 30 minutes prior to park opening and will remain open until 11:30 am. Please review our website for operating hours.

The field trip check in booth is available to group leaders who need to complete the following:

- Pick up admission tickets and/or meal vouchers
- Add or remove admission tickets from group's reservation
- Process refunds
- Assist group leaders with any day-of questions or concerns

***Teacher Pass redemption is not available at the Field Trip Check-In Booth. Teachers must take their vouchers to the Self-Service Kiosk located in the front plaza.
(see Annual & Teacher Passes section for more details)***



ANNUAL & TEACHER PASSES

Students and chaperones with Annual Passes must bring their annual pass for admittance into the park. A copy of their pass is not acceptable. Annual passes must be presented and scanned at the entrance.

SeaWorld offers a complimentary SeaWorld Florida Teacher Card to all active and certified K-12 Florida grade school teachers.

To review details on eligibility requirements, restrictions, expiration dates, and how to redeem, please visit us at: <https://seaworld.com/orlando/tickets/free-florida-teacher-card/>.

SeaWorld recommends registering and redeeming teacher passes prior to the day of your visit. Teacher Pass registration is only available online.

SECURITY CHECK POINT

After distributing all tickets, groups proceed to the security check point. All participants are subject to security bag checks and metal detectors. Please plan and pack accordingly.

***Weapons, glass bottles, sharp objects, straws, hard or soft coolers,
and hazardous items are not permitted in our park.***

All participants exit through SeaWorld's Main Entrance. Please meet your bus in the Bus & Taxi parking lot (which is located to right of the main entrance).

REGISTRATION & REFUND POLICY

ELIGIBILITY

Groups must meet the following criteria to be eligible for this program:

- Must be a Florida-based educational institution or home school
- Have a minimum of 10 paid students
- Students must be registered in grades Kindergarten through 12th grade

CHAPERONE RATIO

Groups will receive one free chaperone for every 10 paid students.

Any additional chaperones are permitted at the rate their group's student rate and cannot exceed a 1:1 chaperone to student ratio.

DEPOSIT & PAYMENT DUE DATE

A deposit is not required to make a reservation for this program. After making a reservation, the Group Leader will receive an invoice. Please review the invoice to see your balance due. If any information needs to be updated, please email us at SWFEDPrograms@SeaWorld.com.

The full payment for your group is required **three weeks prior** to your program date.

Groups not paid in full three weeks prior may forfeit their reservation.

TYPES OF PAYMENTS

We accept **one** check or credit card for the entire group payment. No cash or purchase orders.

PAYMENT OPTIONS

Groups may pay for their program by email, phone, mail, fax, or in-person. Upon booking a program, a SeaWorld Ambassador will contact the Group Leader to provide any necessary documents and discuss payment options.

PARTICIPANT NUMBER CHANGES

Education Staff will be available 30 minutes before the park opens until 11:30 am the day of your field trip to assist with any participant number changes. All groups must check-in by 11:30 am.

If a group requires adding any last-minute participants, the group **must not exceed the 1:1 chaperone to student ratio.**

LUNCH OPTIONS & SUPPLEMENTAL MATERIALS

Education Staff will also be available at the Field Trip Check-In Booth to process any refunds for participants who were unable to attend the field trip until 11:30 am. The following criteria must still be met to be eligible for a refund:

- Groups must still meet the 10 paid student minimum
- Groups' number of chaperones cannot exceed the 1:1 chaperone to student ratio
- Group Leader must return **unused tickets** by 11:30 am at the Field Trip Check-in Booth on the day of their field trip to receive a refund. Refunds will not be processed for any tickets that have been used or not submitted prior to 11:30 am.

SUNNY DAY GUARANTEE

The safety and welfare of all field trip participants is of the utmost importance. The enjoyment of our park attractions, shows, and exhibits is contingent upon the proximity and nature of weather factors such as lightning or high winds.

Our commitment is that if inclement weather impacts your students' visit, we are happy to rebook the group for a complimentary revisit to SeaWorld within the same semester of the original date booked.

To redeem, group leaders must email us at **SWFEDPrograms@SeaWorld.com** within three days of the day of their program. A member of our Education team will contact the group leader to arrange the group's revisit date. Please note the following:

- Rebooks will only be for the exact number of paid participants in the original reservation, and individual participant requests cannot be accommodated.
- Any additional upgrades purchased, including parking, meal vouchers, lockers, Quick Queue®, and animal experiences from initial visit are not included in 2nd visit and would need to be purchased again.

Sunny Day Guarantee Policy enactment is at the discretion of SeaWorld Education Leadership.

BRING YOUR OWN

Groups are permitted to bring their own lunch in small individually stored containers/bags. **Hard-sided coolers, large bags, or large boxes are not permitted.** Lunch storage is unavailable, and each student must carry their own lunch into the park. Lunches will need to be carried in small, portable individual containers like paper bags by the students. Please plan and pack lunches accordingly.

MEAL VOUCHERS

Single meal and All Day Dine (ADD) meal vouchers are available for purchase. If you would like to add meal vouchers, please email us at **SWFEDPrograms@SeaWorld.com**.

SUPPLEMENTAL MATERIAL

Visit us at <https://seaworld.com/orlando/educational-programs/field-trips/> to review our pre and post visit supplemental material to maximize your students' opportunity to learn the role they play in protecting the world we share.

Dive even further into learning by visiting us at www.seaworld.org, an online database full of information and activities about the animals you will see at SeaWorld! Here, you and your students can take an in-depth look at animals all over the world and have access to quick resources, interactive and engaging videos, teacher resources, and more!



BUS & PERSONAL VEHICLE PARKING

Bus directions to Bus & Taxi Parking:

- If coming from International Drive, turn left into the outermost bus/tram lane.
- If coming from Central Florida Parkway, turn right into the intermost bus/tram lane.
- If Bus Parking is full, busses are also permitted to park in the Turtle Lot, directly across the street from Bus Parking

All individual vehicles follow the signs to SeaWorld Toll Plaza located off Central Florida Parkway:

All individual vehicles will be charged the daily parking fee at the Toll Plaza and park in the general parking section of SeaWorld's parking lot. **There is NO discount on parking for individual vehicles coming on a field trip.**

