

SeaWorld®

RESCUE

SeaWorld Rescue Experience Orientation

To help you prepare for your day, please read this orientation sheet carefully.

1. **All participants must bring a signed Liability and Photo Release form in order to participate.** Minors (13-17 years of age) **will not** be able to participate without presenting this form signed by their parent or legal guardian. **A refund will not be issued because of failure to provide this mandatory documentation.**
2. **Guests of this program must at least 13 years of age at the time of participation. There will be no exceptions.**
3. **IMPORTANT:** Having purchased this program you acknowledge you have read and understood that, for your safety, this experience requires all participants to: kneel, bend, climb and descend stairs, have the ability to lift 20 lbs., and navigate quickly over uneven, wet surfaces without assistance. **Requests for accommodations must be made in writing at least two weeks in advance of event date.** Please visit the "Contact Us" seaworld.com/orlando/contact-us/ section of the event webpage for more details.
4. **Check in is at 7:00 am at SeaWorld's Bus and Taxi Lane.** For detailed directions for parking and drop-off, please follow the directions for parking at the bottom of this page.
5. **Please be on time. Your program starts promptly at 7:00 a.m.** Late arrivals must call the Rescue Experience host at **407-461-7329** to coordinate a pick-up time. Please note: this may cause participants to miss out on important activities. **Refunds will not be issued for missed components due to late arrivals.**
6. **Your experience will last approximately 4.0 hours.** After which time, participants who have not paid separately for park admission, will be escorted back to the Bus and Taxi Lane. **Please note: Minors must be picked up by a parent or guardian at this time. Please be prompt.**
7. **Proper attire. This program will be taking place outdoors in all weather conditions.** Please wear comfortable, closed-toed shoes and socks that can get wet; comfortable, loose-fitting clothing, which may get dirty (including fish blood); sunscreen and/or a hat for sun protection or rain gear for inclement weather. All other necessary work garments (boots, gloves, etc.) will be provided. For the safety of the animals, you cannot wear loose jewelry or dangling earrings. If you wear glasses, please bring a lanyard or other type of tether.
8. **Personal phones/cameras are permitted but their use may be restricted** when it interferes with the health and safety of the animals in our care, causes a delay in the timely progress of the work at hand, and/or impacts the well-being of our employees. No underwater cameras are permitted. **Your program host will have final say on the use of personal devices.**
9. **Conduct Agreement.** Due to the nature of this program, all participants are expected to act in a responsible and courteous manner at all times. If a behavior problem arises, the SeaWorld staff will first discuss the problem with the individual. If the problem continues, the individual will forfeit participation in program activities and be escorted out of the park. If the participant is a minor, the parent or legal guardian will be contacted to discuss the problem. If the problem is not rectified, the parent or guardian is responsible for making arrangements for the minor to leave the program and park. **A refund will not be issued if a participant is dismissed because of poor conduct.**
10. **Cancellations.** Date changes or cancellations within 24 hours are non-refundable.
11. **Program subject to change:** No two days are exactly alike in the course of this experience. While every effort will be made to deliver the program as advertised, no activities, procedures or specie-specific animal contact can ever be guaranteed.
 - a. **NOTE:** *The SeaWorld Rescue Experience is for registered participants only. No additional guests can be accommodated.*
 - b. **Directions to SeaWorld Bus and Taxi Lane drop-off and parking** (see below or reverse side for map)
 - c. **From I-4 going West (towards Tampa):** Get off I-4 at Exit #72 (State Road 528). Take Exit #1 for International Drive off SR528 and turn left at the traffic light on to International Drive. Take your third left into SeaWorld's Bus and Taxi lane.
 - d. **From I-4 going East (towards downtown Orlando):** Get off I-4 at exit #71 (SeaWorld/Central Florida Parkway). Turn right on to Central Florida Parkway and proceed straight to the second traffic light – Sea Harbor Drive. Turn left onto Sea Harbor Drive. Take your 4th right into SeaWorld's Bus and Taxi Lane.
 - e. **If you are dropping off participants,** please continue forward to the bus and taxi shelters at the end of the lane.
12. **IMPORTANT: if you are dropping off Minor participants (ages 13-17)**
 - a. Ensure they are arriving on time with all required participant paperwork filled out by a parent or legal guardian.
 - b. Remain with your dependent until you meet your SeaWorld host.
 - c. Ensure your pick-up plan, for the conclusion of the program, is discussed and understood.
13. **If you are parking your vehicle,** please turn left into Lot B (the gate arm should be up and ready for your arrival). Park your car and proceed to the Bus and Taxi shelters at end of the lane.
14. **If you get lost, or find yourself running late on the morning of your program,** please contact your SeaWorld Rescue Experience Host at **407-461-7329**. An alternative number, should you need assistance, is our SeaWorld Security office at **407-363-2168**.