



Uplift

Uplift is a third party provided payment option that gives you the freedom to purchase what you want now and pay over time with fixed installments. Uplift makes travel more accessible, affordable, and rewarding. Select Uplift at checkout, complete a short application, and learn about your monthly installment payment options in seconds.

Frequently Asked Questions

Who can apply?

To qualify for Uplift, applicants must:

- Be a U.S. resident (unavailable to residents of IA and WV)
- Be 18 years old or older
- Have a debit card (for the first payment)
- Have a mobile phone
- Provide personal information that matches their credit report

How is my installment offer determined?

- We look at a number of factors, including your credit information, trip details, and more.

Can I travel before paying off my trip?

- Yes! You do need to allow a few days between booking and your departure date for things to process. Other than that, you are free to travel - even before you're all paid off.

Will applying for Uplift affect my credit?

- When you check your rate, a "soft" credit inquiry occurs to verify your identity and determine your eligibility for financing. A soft credit inquiry doesn't affect your credit score.

Is my personal information secure with Uplift?

- Uplift has the industry's highest level of data security (PCI Level 1). We encrypt all sensitive data – including your social security number. We also maintain physical, electronic, and procedural safeguards to protect your information.

Applying for Uplift

How do I apply for installment payments through Uplift?

- When you are ready to confirm your reservation with your travel agent, tell your agent you would like to use Uplift. Your agent will send you an email with a link to the payment

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page. On the payment page, select Uplift and complete a short application. You'll see your monthly payment options in seconds. You can accept the offer or proceed with a different form of payment. You are not locked in until you select "complete booking." If your application is denied, we'll send you an email explaining why.

Why wasn't my installment loan approved?

- If your application is denied, we'll send you an email with the specific reason(s) why. That information will also be available in your account at pay.uplift.com.

How do I cancel a purchase I made through Uplift?

- Call 407-401-8477 or if booked through a travel advisor, cancel your purchase directly with your travel advisor. SeaWorld Parks & Entertainment will then send Uplift the refund and the amount will be applied to the outstanding balance of your installment loan. If the refund amount is less than the balance, you will still be responsible for the outstanding balance. If the refund amount is more than your outstanding balance, we will refund that money to you. Your account will be updated in 48-72 hours.

Can I make changes to travel I made through Uplift?

- Call 407-401-8477 or your travel advisor to discuss any changes in travel. The effect of any changes on your loan balance depend upon the nature, type and dollar amounts involved in the change made.

Are all itineraries eligible?

- If your vacation package is between \$300 - \$15,000 and you are booking at least 11 days in advance, you may be eligible for installment payments through Uplift.

When do I pay for travel insurance?

- Your first installment loan payment will include the cost of travel insurance, if purchased.

When does interest start to accrue?

- Interest accrues once your installment loan processes. (3-4 business days from your booking date).

Making payments

When do I make my first payment?

- You make your first payment at booking.

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Where can I review my installment loan details?

- To see your installment loan details and payment history, sign in to your account at pay.uplift.com and click on the Loans tab.

How do I make my installment payments?

- You can make a payment anytime by visiting pay.uplift.com and clicking the Loans tab. From there, click the Make a Payment button.
- We recommend that you enable AutoPay at time of purchase so that your payments are automatically deducted each month. Uplift can automatically process your payments and notify you with email and text messages.

Can I make additional installment payments?

- Yes, you can make additional payments to pay down your balance or pay your trip in full. You can pay off your loan at any time without paying a penalty or a fee.

If I make additional loan payments, will my monthly payment change?

- Making additional loan payments won't change your monthly payment amount, but it will decrease the total amount of interest you pay over the life of your loan.

Are there any penalties for paying my installments early?

- No, there are no pre-payment penalties.

Can I update the form of payment that I have on file at Uplift?

- Yes, simply sign in to pay.uplift.com and click on the Accounts tab. Under Manage Payment Methods, you can edit an existing payment method or add a new one.

Does Uplift send payment reminders?

- Yes, we send reminders via both email and text message.

When are my payments due?

- Your monthly due date is the same as the day you booked your trip. So if you booked on the 10th, each payment is due on the 10th. In shorter months, due dates on the 31st, 30th, and 29th fall on the last day of the month.

What happens if I don't pay?

- While we don't charge late fees, interest on a missed payment accrues daily, and your trip may be canceled if loan repayment goes too far behind schedule.

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How do I update my phone, email or home address?

- To update your contact information, reach out to customer service at **(844) 257 – 5400** or support@uplift.com. We're available 24/7/365.

For more information about Uplift, visit www.Uplift.com.

Actual terms are based on your credit score and other factors and may vary. Not everyone is eligible, and some states are not served including IA and WV. Most loans offered through Uplift are issued by CBW Bank, Member of FDIC. Loans made in Colorado may be issued by Uplift, Inc.