



SeaWorld®
SAN ANTONIO

SELF-GUIDED ADVENTURE



Introduction

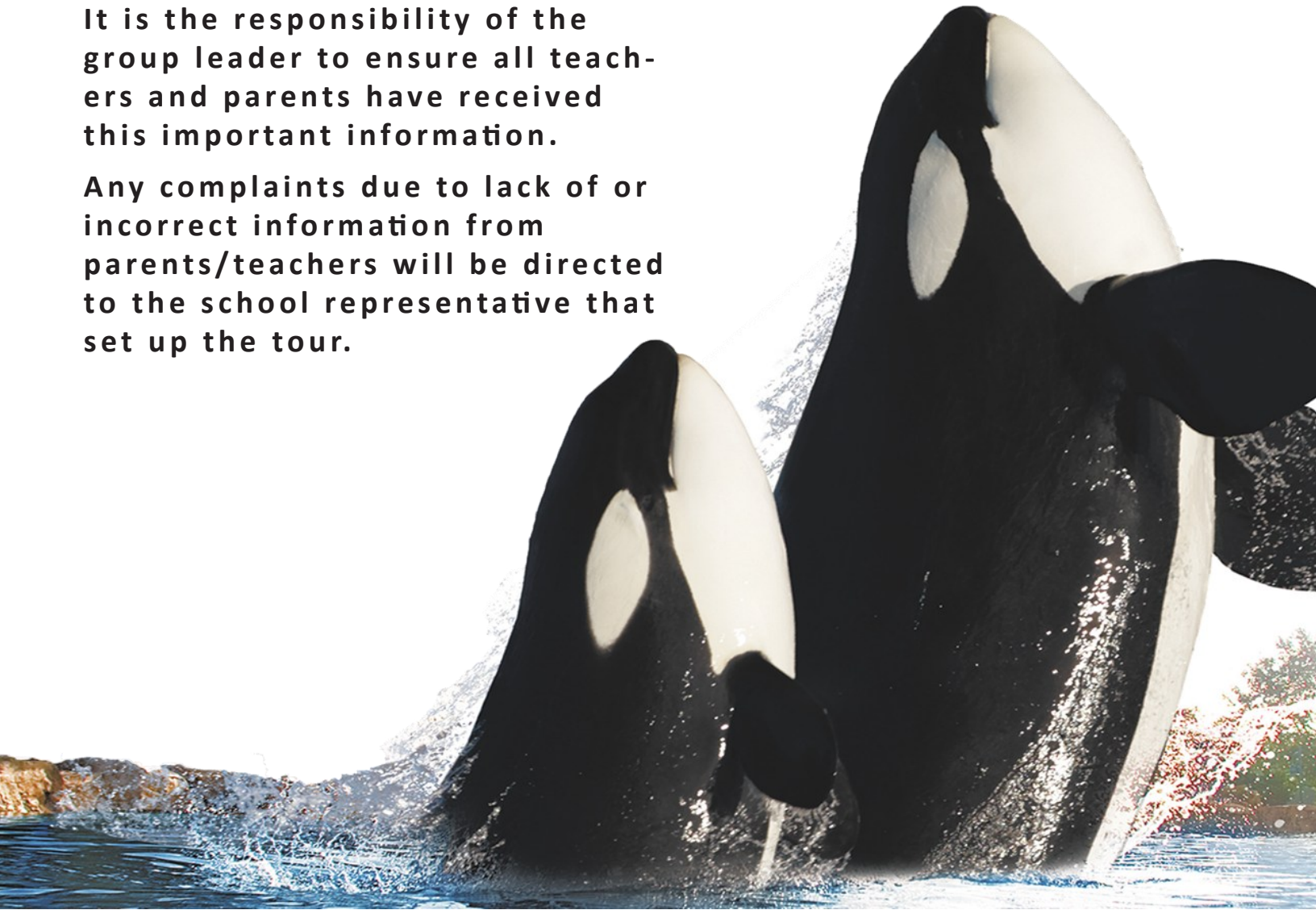
Thank you for choosing SeaWorld San Antonio for your field trip experience. We are excited to have your group in attendance for our upcoming Self-Guided Adventure (SGA)! Please read through this packet in its entirety for helpful information regarding your upcoming visit.

The SeaWorld Self-Guided Adventure is an educational experience that focuses on ocean animals, their habitats, adaptations, and conservation. The program begins at **9:30AM** and concludes at **1:30PM**.

The gates will open at **8:30AM** for check-in, and close at **11:00AM** to secure the parking lot. The gates will reopen at **12:20PM** to allow buses to re-enter and exit.

It is the responsibility of the group leader to ensure all teachers and parents have received this important information.

Any complaints due to lack of or incorrect information from parents/teachers will be directed to the school representative that set up the tour.



What is Available During Your Visit?

The Self-Guided Adventure offered only on days the park is closed to the public. Our animal areas will be open and staffed by educators for an assortment of animal talks and activities. Please be aware that during your trip, attractions such as rides, midway games, Rescue Jr., etc. will **NOT** be available during this program. Restaurants will also not be open. Some snack and beverage locations may be open (based on availability). Please plan accordingly, by bringing water and lunches/ snacks for your group.



Pricing

Pricing for the Self-Guided Adventure are as follows:

Attendee Type

Students - \$12.00

Teachers, Staff, Chaperones - \$12.00

(The above referenced attendees must be included in the form of payment from the school)

Chaperones and siblings (3 and up) not included in the form of payment from the school, or extra adults will be able to pay the **\$12** fee by **credit card** on the morning of the trip at the designated ticket booth in the entry plaza.

Pass Holders

Chaperones, teachers, students, and siblings with a valid Sea-World annual pass may present their pass at the turnstiles for entry to the park with their group.

Schools must let us know how many students and teachers will be using passes. You must present the pass or a scannable picture or printout for each pass at the turnstile

Special Education

Groups are permitted to bring one adult for each paid student. If your group is designated Special Education, please be sure to include this information in your request form.

PARKING

Parking is free for everyone.



Forms of Payment

IMPORTANT NOTICE – SeaWorld is **CASHLESS**. This applies to all purchases and payments made prior to & during the trip, and to all attendees.

Pre-Trip Payments

If you would like to bring payment in person to SeaWorld ahead of time, you may do so by connecting with our team to coordinate a date and time for drop off. **We cannot accept starter checks or purchase orders.** Due to the needs of our operation, hand delivered payments will only be accepted by appointment only.

Card payments can be taken over the phone by calling our Education office at 210-523-3608.

SeaWorld is no longer accepting checks sent by mail. If your school has visited us previously and has SeaWorld listed as a vendor, please ensure that all vendor information is up to date for this school year.

In-Person Payments

We will have marked ticket booths open from 8:30 AM to 11:00 AM on the morning of your visit for in-person payments. We kindly ask our schools to please pay with only one check, money order or credit card.

NO CASH OR PURCHASE ORDERS WILL BE ACCEPTED. Checks or money orders should be made payable to **SeaWorld San Antonio**. While personal checks are accepted, School/Organization checks are preferred.

(Please note if a personal check or credit card is used for payment, tax will be applied to the payment. The State of Texas does NOT allow exceptions).



Tax Exemption

If you are tax exempt, please complete a Texas Sales and Use Tax Exemption Certification form and email it back PRIOR to your trip date.

Please send this along with your confirmation number from the confirmation receipt sent when your request was formally booked.

For groups paying day of, this form should already have been submitted.

Any individuals paying for themselves the day of the trip will not be tax exempt.



Arrival and Check-in

Our main entrance gate (gate 1) will be open 8:30am – 11:00am.

Buses should follow the perimeter road of the parking lot to the bus drop off zone. Drivers should follow signs to bus drop off (past bus/RV parking) and remain in the lane to the FAR RIGHT. This is to prevent students from walking between multiple rows of buses during pick up and departure.

When unloading the bus, please have all students move immediately towards the center of the plaza.

GROUPS ARE NOT PERMITTED TO REMAIN IN THE UNLOAD ZONE TO GROUP OUT. YOU MUST DO THIS PAST THE CANOPIES IN THE ENTRY PLAZA.

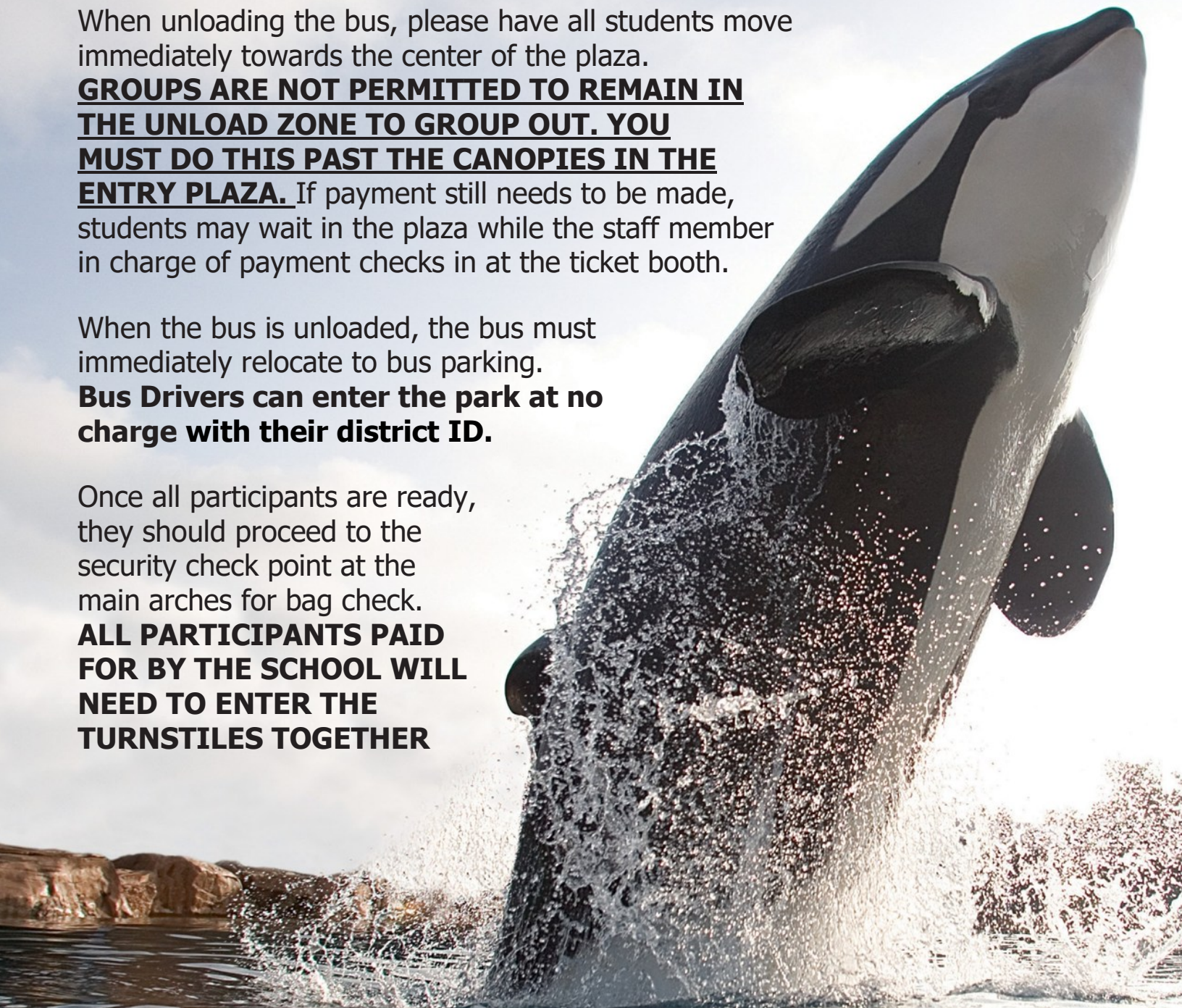
If payment still needs to be made, students may wait in the plaza while the staff member in charge of payment checks in at the ticket booth.

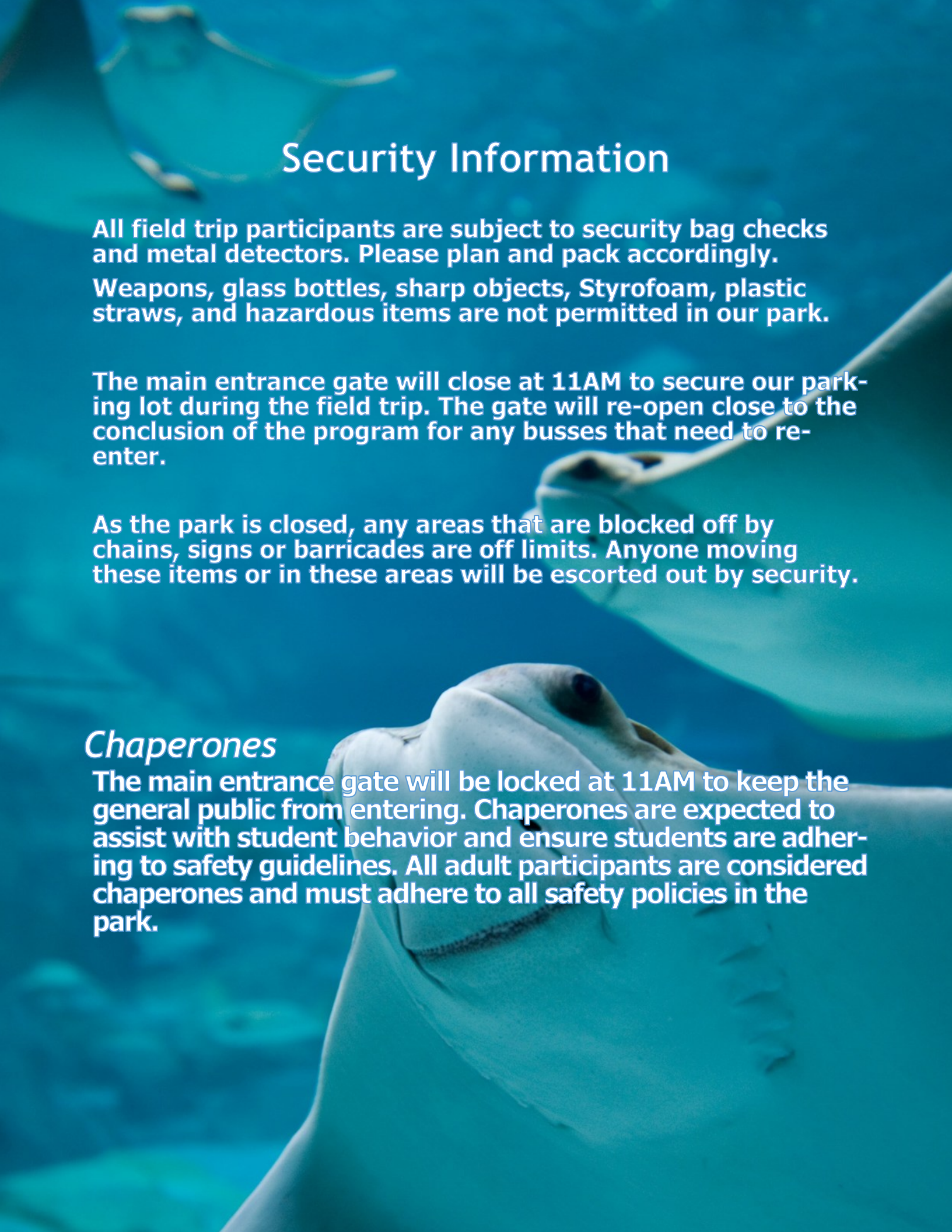
When the bus is unloaded, the bus must immediately relocate to bus parking.

Bus Drivers can enter the park at no charge with their district ID.

Once all participants are ready, they should proceed to the security check point at the main arches for bag check.

ALL PARTICIPANTS PAID FOR BY THE SCHOOL WILL NEED TO ENTER THE TURNSTILES TOGETHER





Security Information

All field trip participants are subject to security bag checks and metal detectors. Please plan and pack accordingly.

Weapons, glass bottles, sharp objects, Styrofoam, plastic straws, and hazardous items are not permitted in our park.

The main entrance gate will close at 11AM to secure our parking lot during the field trip. The gate will re-open close to the conclusion of the program for any busses that need to re-enter.

As the park is closed, any areas that are blocked off by chains, signs or barricades are off limits. Anyone moving these items or in these areas will be escorted out by security.

Chaperones

The main entrance gate will be locked at 11AM to keep the general public from entering. Chaperones are expected to assist with student behavior and ensure students are adhering to safety guidelines. All adult participants are considered chaperones and must adhere to all safety policies in the park.

Field Trip Guidelines

It is the responsibility of the group leader to share the following information with all members of their group.

1. To ensure that all participants have an equal opportunity to benefit from the program, we require participants to use appropriate behavior while visiting our park. SeaWorld San Antonio reserves the right to remove participants who exhibit inappropriate behavior.
2. Guests should refrain from climbing on buildings, statues, fences, and other structures within the park to avoid chance of injury.
3. Please dress appropriately for the outdoors and forecasted weather. All education programs spend time outdoors and involve a **considerable amount of walking**.
4. It is highly recommended that you bring water bottles for your group so they will have water throughout the program. There are water fountains located throughout the park to refill water bottles.
5. To ensure safety and security for all, guests' bags are subject to inspection.
6. Students must be always chaperoned and adhere to all school behavior and dress codes.
7. Conduct problems are referred to SeaWorld security and will be reported to school principals and district officials.
8. SeaWorld will **NOT** move or store group & school lunches. Any coolers, large bags, or boxes of food will have to be carried by your group. For this reason, we suggest students carry their own lunches in individual sized containers.

Departure

1. Buses should line up in the lane to the **far right** to prevent students from walking between multiple lanes of buses.
2. All participants will exit through SeaWorld's exit gate to the left of the main arches.
3. Please notify your bus driver when your group is ready to depart. It is the group leader's responsibility to have the bus driver's contact information.

BUSSES MAY ONLY ENTER THE PICK-UP LINE WHEN YOUR SCHOOL IS THERE AND READY TO BOARD.



Weather Statement

SeaWorld management balances the components of the program with the current weather conditions. Weather conditions are monitored closely by our Security department. The enjoyment of the park elements is contingent upon the proximity and nature of weather factors such as lightning or high winds. Rain and afternoon thunderstorms are common in Texas and may affect some outdoor activities. In the event of lightning or tornado warnings in the immediate vicinity, guests will be asked to move to the closest indoor location until the threat has passed.

Our Park observes strict weather protocols. When lightning has been spotted within 3 miles of our park, for everyone's safety, guests and team members are required to seek shelter. Once the weather passes, we can resume activities.

Departure may proceed as normal during inclement weather but be advised that groups' arrival at the pick-up area may be delayed. You are welcome to wait until the inclement weather passes before proceeding to the departure area as dismissal will be extended to ensure everyone's safety.

During more severe weather or weather that may impact the entire day, Education management will decide about canceling a field trip on a case-by-case basis. Once a field trip is canceled, it cannot be rescheduled for the original date, even if the weather clears or other factors change. Field trips are not canceled for rain.

If your group decides to leave due to weather, there will be no refund.

If SeaWorld decides to end the program early, refunds will be given dependent on the time of cancellation.



Frequently Asked Questions

Can payment be made on the day of the field trip?

If payment cannot be made in advance, you may complete payment using check, money order, or credit card at the marked **“TEACHER’S CHECK-IN”** booth. If the group is tax exempt, the completed tax-exempt form must have been sent in prior to your trip. **For tax exempt payments, only a School/Organization check, or card can be used.**

Are rides and shows included on the field trip?

Self-Guided Adventures **EDUCATIONAL** field trips and are hosted only when SeaWorld is closed. Rides, games, playground, and attractions will not be available. An animal presentation will occur at some point during the program.

Does this program go behind-the-scenes?

This program does not go behind-the-scenes at any of our animal habitats.

What is included in the Self-Guided Adventure?

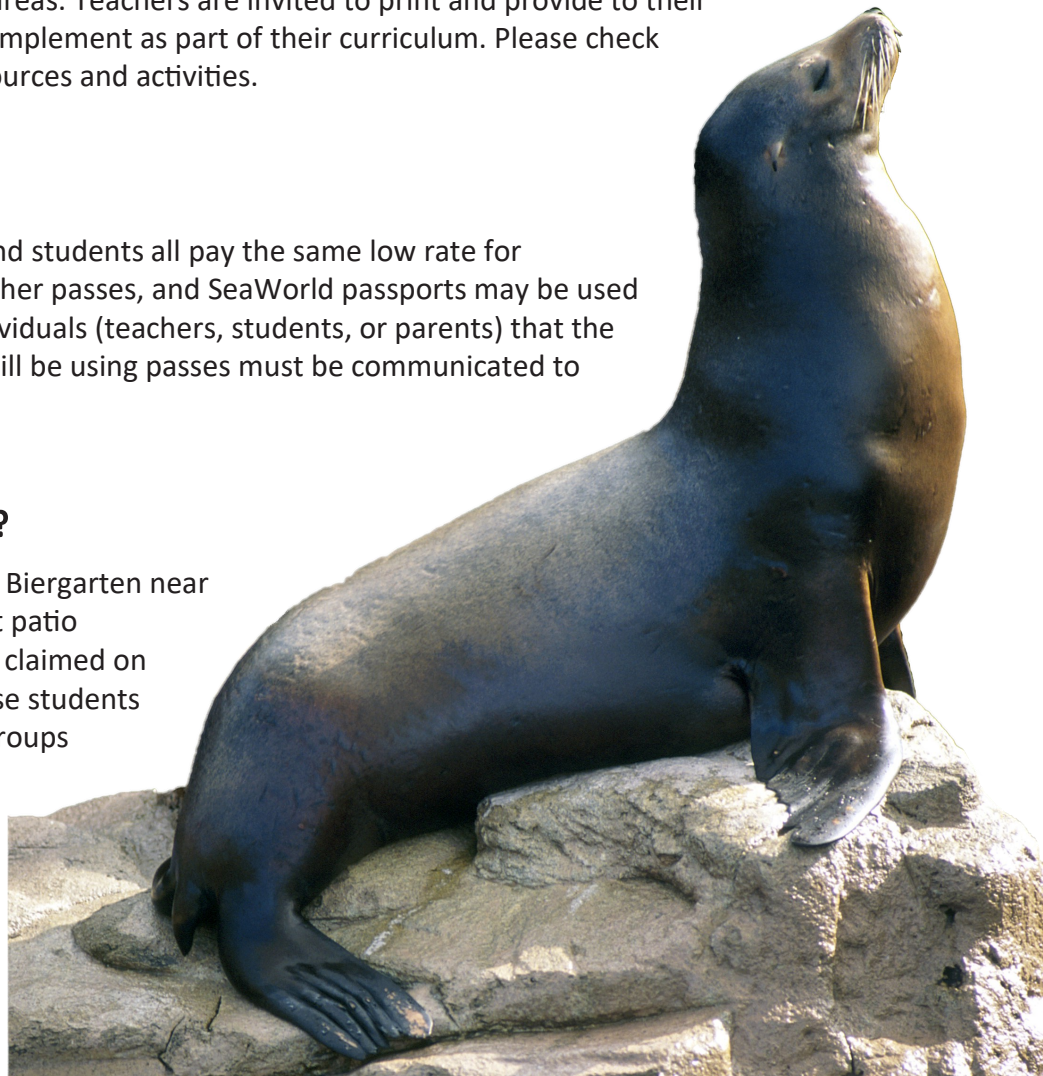
Self-Guided Adventure will have a variety of educational activities placed throughout the park. A **BINGO** game will be on the maps you can pick up the day of the trip to encourage students to speak with our staff in the animal areas. Teachers are invited to print and provide to their students any supporting activities to implement as part of their curriculum. Please check out seaworld.org for educational resources and activities.

Are teachers free?

No. Teachers, chaperones, siblings, and students all pay the same low rate for educational programs. However, teacher passes, and SeaWorld passports may be used for admission to the program. All individuals (teachers, students, or parents) that the school is paying for **AND** those that will be using passes must be communicated to us during your registration process.

Is there a designated lunch space?

We will have some tables available at Biergarten near Orca Stadium, and the Harbor Market patio for seating during lunch. Seats will be claimed on a first come, first served basis. Because students will be spread throughout the park, groups are welcome to picnic wherever they would like. Groups should not impede walkways. **Please ensure your chosen lunch space is cleaned after use, and trash is discarded in the proper receptacles.**



Frequently Asked Questions, Continued

Can I reschedule my fieldtrip?

Please be sure to check your school calendar and bus or transportation availability before reserving your trip to avoid any conflicts with the trip date. Rescheduling is possible and is subject to availability.

I paid for a group of participants that did not show up. Can I get a refund?

The Self-Guided adventure will take place rain or shine (see Weather Statement above) and refunds may not be granted for inclement weather. If you have already paid and have a change to your numbers, please come to the **“TEACHER’S CHECK-IN”** booth to communicate that **BEFORE** you start the program. Numbers **will not** be adjusted after 11:00am when the **“TEACHER’S CHECK-IN”** booth closes.

Can my group feed the animals?

Field trip participants are welcome to purchase fish trays to feed our California Sea Lions and Harbor Seals at Pacific Point Preserve. In person purchases can be made only with credit card, google, or apple pay.

Are there any giftshops available?

The SeaWorld Store near the main arches will be open until 1:30 PM. Purchases may be made using only credit card, google, or apple pay. **A 5% surcharge will be added to all card and digital transactions with SeaWorld Parks & Entertainment.**

Are there cash to card exchanges available?

Yes, there are a few cash to card machines located throughout the park. Funds loaded onto the cards are non-refundable. We strongly recommend asking parents to send their child with a pre-paid gift card to avoid lines and lost cash. **A 5% surcharge will be added to all card and digital transactions with SeaWorld Parks & Entertainment.**

