



SeaWorld®

SAN ANTONIO

*Self-Guided Adventure
Information Handbook*



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 closer to the conclusion of the program to allow buses to re-enter and exit.

It is the responsibility of the group leader to ensure all participants and their adults (Whether attending or not), have received this important information.

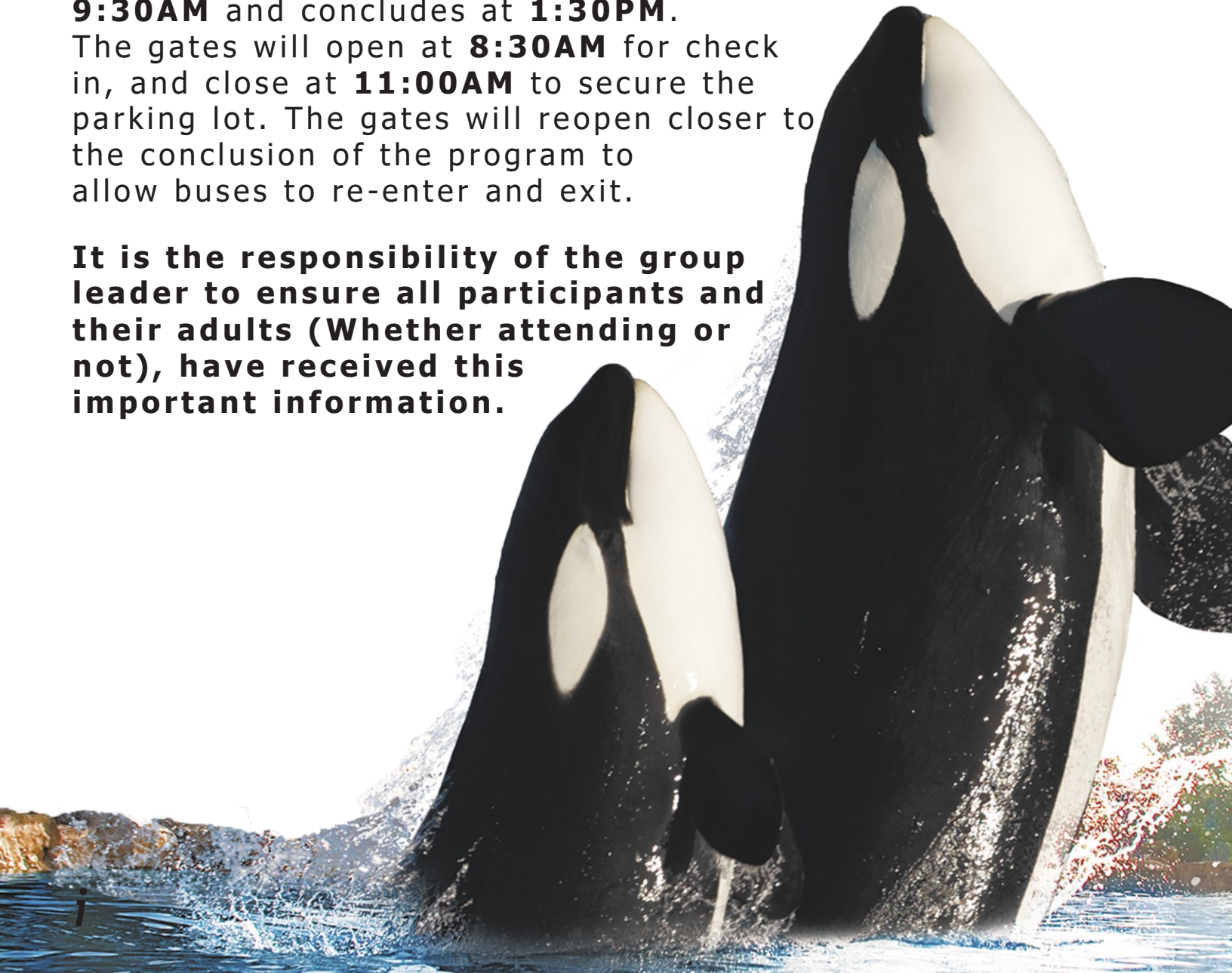


Table of Contents

Contents

<i>Introduction</i>	<i>i</i>
<i>Park is Closed to the Public</i>	<i>1</i>
<i>Booking your Trip, Payment, Pricing, Forms of Payment, Tax Exemption</i>	<i>2-5</i>
<i>Arrival and Check-In, Security Information</i>	<i>6-7</i>
<i>Field Trip Guidelines</i>	<i>8</i>
<i>Weather Statement</i>	<i>9</i>
<i>Sample Itinerary for Self-Guided Adventure</i>	<i>10</i>
<i>Frequently Asked Questions</i>	<i>11-12</i>
<i>Important Contact Information</i>	<i>13</i>

Park is Closed to the Public

The Self-Guided Adventure is being offered only on days the park is closed to the public. Please be aware that during your trip, restaurants will not be open. Some snack and beverage locations may be open (Based on availability). Please plan accordingly, by bringing water and lunches or snacks for your group. Attractions, such as roller coasters, midway games, bay of play, etc. will **NOT** be available during this program.



Booking your Trip

To request a Self-Guided Adventure for your school, if not already done, please submit a request form by clicking [here](#).

On the request form, you will find a list of available upcoming dates for the current semester. You will provide your school's name & district, basic contact information, grade level, and number of students & teachers/chaperones which will be paid for by the school. Lastly, you will be able to select your first and second desired date(s) for the trip, as well as provide any additional information you would like us to know about your trip.

Once your request form has been submitted, our team will do their best to connect with you within 2 business days to finalize your reservation, and to answer any outlying questions you may have.

Please note your field trip is not officially booked until you have received a confirmation receipt from our offices.

Payment

We understand numbers may change as your trip approaches. Therefore, payment is not due at the time of booking. We strongly encourage your school to complete payment a minimum of one month prior to your field trip to prevent delays when entering the park.

The final deadline for payment will be two weeks in advance of your trip. If there are any outlying circumstances which would prevent your school from providing payment two weeks in advance, you must communicate with the School Program Supervisor to seek approval.

[\(See contact information on page 13\).](#)



Pricing

We have streamlined our pricing to simplify the information and payment for our teachers and schools. Pricing for the Self-Guided Adventure are as follows:

Attendee Type

Students - \$10.00

Teachers, Staff, Chaperones - \$10

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

Chaperones not included in the form of payment from the school, or extra adults will be able to pay the **\$10** fee on the morning of the trip at ticket booths **6-11** on the left side of the entry plaza.

Group Add-On Option

\$4 fish tray at Pacific Point Preserve. Pre-Purchase for Groups available!

Passport Holders

Chaperones, teachers, and siblings with a valid SeaWorld passport may present their pass for entry to the park with their group.

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.



Forms of Payment

IMPORTANT NOTICE – SeaWorld has gone **CASHLESS**. This applies to all purchases and payments made prior to & during the trip, and to all attendees. **A 5% surcharge will be added to ALL credit card transactions with SeaWorld Parks & Entertainment.**

Pre-Trip Payments

Checks or money order send ahead of time should be sent to the following address:

SeaWorld San Antonio
ATTN: Education Department
10500 SeaWorld Dr.
San Antonio, TX 78251

We kindly ask our schools to please pay with only one check, money order or credit card. **NO CASH CAN OR 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).

If you would like to bring payment to SeaWorld ahead of time, you may do so by connecting with our team ahead of time to coordinate a date and time for drop off. Please bring the completed count sheet and full payment. You may use a check, or money order made out to SeaWorld Education, or credit card. **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.



Day of Trip Payments

Schools needing to pay **MUST** check-in and make payment at the Animal Interaction Center. This is located just past the main arches to the right.

Please only send the group leader who will be making the payment to the Animal Interactions Center.



We kindly ask our schools to please pay with only one check, money order or credit card. **NO CASH CAN OR 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.

Animal Interactions Center at front of park.

(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.

To request a copy of this form or to send a completed form, please email SWSAFieldTrips@SeaWorld.com. 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 be brought and provided at the Animal Interactions Center to complete your payment.



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.

Once your bus has reached the unload zone near the canopies, an ambassador will board your bus **before your students unload** and share any important information you may need for your trip.

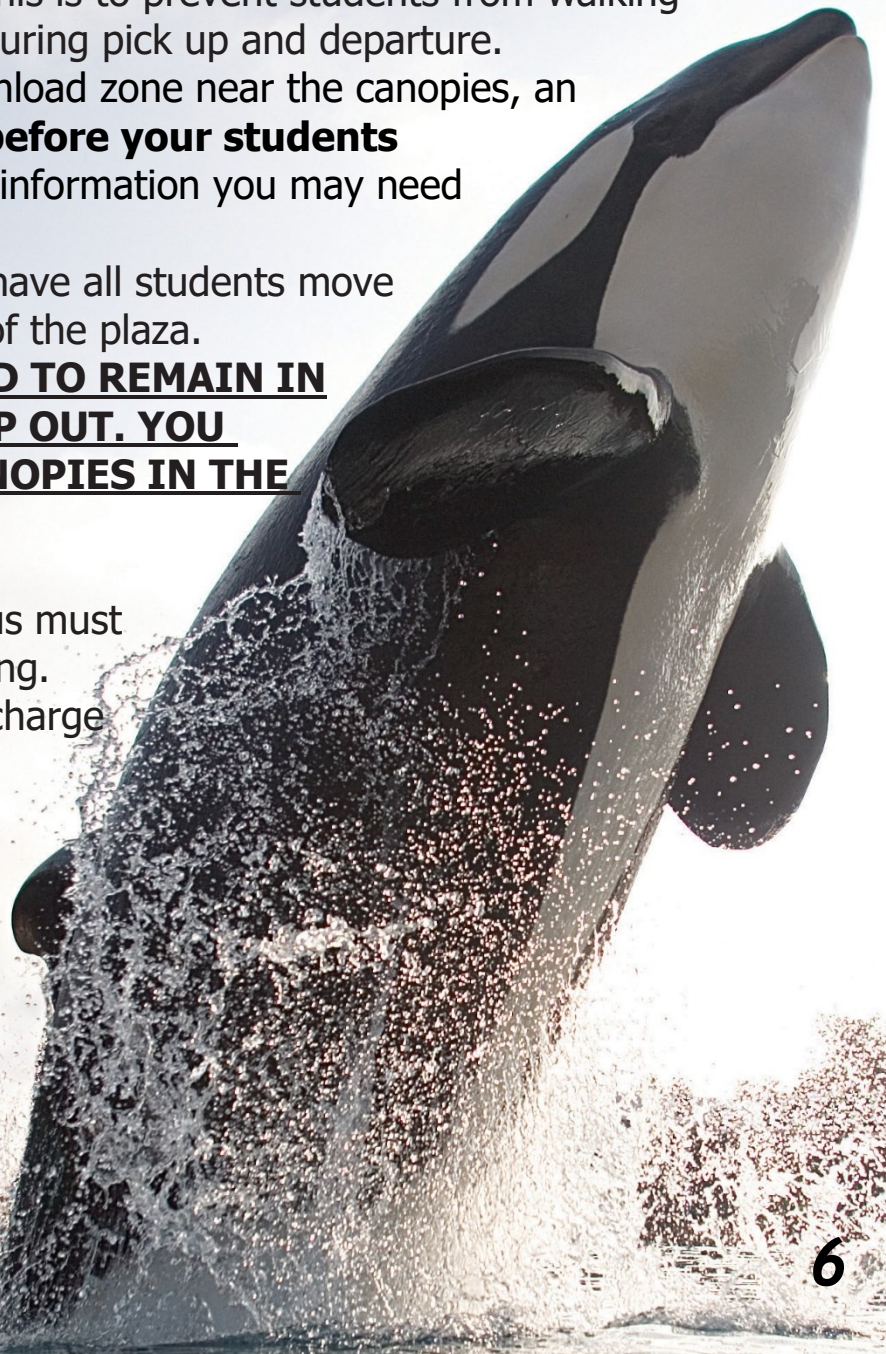
When unloading the bus, please have all students move immediately towards the center of the plaza.

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

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

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.



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, plastic cups, 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.

**If you will be delayed getting to the park,
Call our Animal Interaction Center at
210.523.3752**

Chaperones

Chaperones must stay for the entire program. The main Entrance and exit 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.

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. Please dress appropriately for the outdoors and forecasted weather. All education programs spend time outdoors and involve a **considerable amount of walking**.
3. 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. Please do not bring drinks with straws, as they may be hazardous to the animals.
4. To ensure safety and security for all, guests' bags are subject to inspection.
5. Students must be always chaperoned and adhere to all school behavior and dress codes.
6. Conduct problems are referred to SeaWorld security and will be reported to school principals and district officials.
7. SeaWorld will **NOT** 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 SeaWorlds' exit gate to the left of the main arches.
3. Please notify your bus driver when your group is ready to depart.
4. It is the group leader's responsibility to have the bus driver's contact information.



Weather Statement

SeaWorld management and Education Teams balance 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. Group leaders will be contacted in a timely manner should such an event occur. Field trips are not canceled for rain. In the event of dangerous weather (i.e., hurricane) we will notify you the day before about field trip cancellations.



Sample Itinerary for Self-Guided Adventure

Sample Schedule

Schools will have access to a variety of animal habitats, and activities throughout the park. You can use this sample schedule to prepare your group for their field trip experience. Please be aware that daily offerings may change or cancel at any time with or without prior notice.



Welcome to the
2023 Self Guided Adventure

9:30AM-1:30PM



Today's Offerings	
Animal Presentation Learn about SeaWorld's commitment for animals in our care, leaving you inspired to care for the wonders of our natural world.	12:30 TBD
Beluga Animal Viewing	9:45-1:30 Beluga Stadium
SEAWORLD STORE Visit the SeaWorld Store for various merchandise.	9:00-1:45
LUNCH AT NAUTILUS AMPITHEATER	11:00-12:45
SNACK STANDS Visit the snack stand locations to purchase culinary items. <ul style="list-style-type: none"> • Orca Cart 	11:00-1:00

Attention:
Please be respectful of closed off areas of the park, do not remove or move barricades for the safety of yourself and others. Thank you.

ANIMAL CONNECTIONS	
EXPLORER'S REEF at Discovery Point An amazing display of sharks, rays, tropical fish and a breathtaking coral reef!	Continuous Viewing 9:30-1:30
DOLPHIN LAGOON at Discovery Point Home to a playful pod of bottlenose dolphins with underwater & shore-side viewing.	Continuous Viewing 9:30-1:30
PACIFIC POINT PRESERVE An immersive experience that has the look and feel of a Pacific coast town where guests can feed sea lions & seals.	Continuous Viewing 9:30-1:30
ALLIGATOR ALLEY Live gators cruise the pond & bask in the sun.	Continuous Viewing
PENGUIN ENCOUNTER View penguins & puffins swimming & playing in their polar habitats.	Continuous Viewing 9:30-1:30
TURTLE REEF Enables guests to get an up-close look at endangered and rescued sea turtles.	Continuous Viewing 9:30-1:30
FLAMINGO COVE View beautiful tropical pink birds.	Continuous Viewing 9:30-1:30

All connection times are subject to change and availability, weather permitting.

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 Animal Interaction Center. If the group is tax exempt, the completed tax-exempt form must be provided at this time. For tax exempt payments, only a School/Organization check, or card can be used. Please note – a 5% surcharge will be added to ALL card transactions with SeaWorld Parks & Entertainment.

Can we use annual passes and Fun cards for the Self-Guided Adventure?

Yes, season passports can be applied toward any entrance fees on SGA days. Passports must be valid and in good standing for admittance. Bring a friend free pass will not be accepted.

Are rides and shows included on the field trip?

Self-Guided Adventures are hosted only when SeaWorld is closed to the public. Rides and attractions will not be available to participants. 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. In addition, schools will be emailed an educational scavenger hunt they may print to send with the students. Teachers are invited to print and provide to their students any supporting activities to implement as part of their curriculum.

Can we arrive late to the program?

Arrivals after 11 AM may see program components altered, abbreviated, or omitted. If you anticipate a delay in arrival, please contact our Animal Interaction Center at **210.523.3752**.

Are teachers free?

No, teachers, chaperones, 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.

Is there a designated lunch space?

We will have some tables available at Biergarten near Orca Stadium, and the Harbor Market patio open 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?

Refunds are not issued for no-show participants. The Self-Guided adventure will take place rain or shine (see Weather Statement above) and refunds may not be granted for inclement weather.

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.

Because SeaWorld is a CASHLESS park, you can add trays of fish to your reservation at the time of booking for \$4 each.

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 and can only be used at SeaWorld Texas. 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.**



Important Contact Information

Day of calls should go to the

Animal Interactions Center - 210.523.3752

Email- SWSAFieldTrips@SeaWorld.com

If you have any pre-trip questions or concerns, please call the Education Department at 210.523.3608.

