



## Welcome to the SeaWorld® San Antonio Pass Member website!

### Register a New Pass

- **Step One:** Go to [www.SeaWorldSanAntonio.com](http://www.SeaWorldSanAntonio.com) and click on [Pass Members](#)
- **Step Two:** Enter your email address within the Pass Member Log In module and click the LOG IN button to proceed for Pass registration
- **Step Three:** Page will reload for Pass Member to enter a password, barcode, and zip code.

A screenshot of the "Pass Member Log In" page. The page has a dark blue header with the text "Pass Member Log In" in yellow. Below the header, the text "Register a New Pass" is centered. There are five input fields: "Email", "Password", "Forgot password?", "Barcode" (with a question mark icon), and "Zip Code". A teal "Log In" button is positioned below the input fields. At the bottom, there are two links: "Check A Pass" with a person icon and "Pass Member Benefits" with a pass icon. A yellow circle highlights the entire registration form area.

- **Step Four:** Click on **Log In**

A screenshot of the "Pass Member Log In" page, identical to the previous one. A yellow circle highlights the teal "Log In" button.



## Frequently Asked Questions

- 1- General
  - 2- Login
  - 3- Renewals or New Pass Purchase
  - 4- Pass Member Communication
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### 1- GENERAL

#### **Who can use the Pass Member website?**

Active and Expired SeaWorld and/or Aquatica Pass Members, including:

- 1-Year (full paid and EZpay)
- Platinum

Note: Expired Pass Members can access the website to renew their Passes, but will not have access to all information or offers on the site until their Pass has been renewed. Teacher Fun Card, Preschool Fun Card and 1 & 2 park Fun Card holders can also access the website, but will have limited access to website elements. At this time, non-US Pass Members are unable to access the Pass Member website.

#### **What's available to Pass Members on the site?**

The Pass Member website is the key to maximizing any SeaWorld and/or Aquatica Membership. Pass Members will have access to all the following and more:

- Benefits
- Exclusive Offers & Discounts
- Events Calendar
- List of Passes on account
- Renewal offers
- Community: Stay connected with us

### 2- LOGIN

#### **I just purchased a Pass. How do I access the website?**

If you purchased your Pass online, you will need to redeem your eVoucher for a Pass with a barcode at the park before being able to login. Once you receive your Pass (with the barcode included) or if you purchased your Pass in the park, you can follow the steps above to register your Pass and access the website.



**I have a Pass for multiple SeaWorld Parks. Do I need to create a profile on each website?**

Multi-park members only need to create one online profile. Once created, the same profile can be used across all SeaWorld Parks Pass Member websites, including:

- SeaWorld Orlando
- SeaWorld San Antonio
- SeaWorld San Diego
- Busch Gardens Tampa
- Busch Gardens Williamsburg
- Sesame Place
- Aquatica Orlando
- Aquatica San Antonio
- Aquatica San Diego
- Adventure Island Tampa
- Water Country USA Williamsburg

**I can log into SeaWorldSanAntonio.com but my email and password combination isn't working on the Pass Member website.**

The Pass Member website requires a separate login and account to access it. You may have an account created for SeaWorldSanAntonio.com, but you will need to create an account for the Pass Member website as well. To do this, please follow the steps above located on page 1.

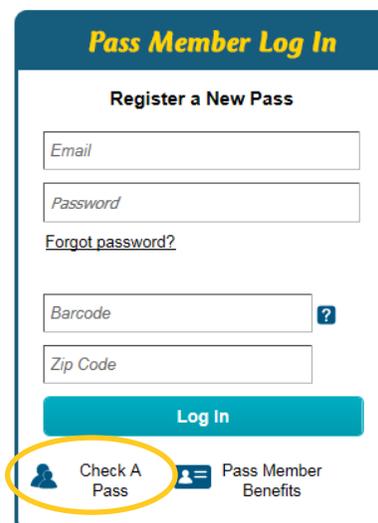
**I can log into the EZpay website but my email and password combination isn't working on the Pass Member website.**

The Pass Member website requires a separate login and account to access it. You may have an account created for the EZpay website, but you will need to register your barcode, an email address and password in order to access the Pass Member website. To do this, please follow the steps above located on page 1.

**I have multiple Passes on my account. Can I redeem offers for the other Passes?**

Yes, Pass Members can access offers for other Passes on their account. When an offer is restricted to one redemption per active Pass, you may redeem offers for other Passes in your household by registering each Pass individually OR by following the steps below:

1. Go to SeaWorldSanAntonio.com and click on **Pass Members**
2. Under the login module, click **Check A Pass**





3. Enter the barcode and zip code for the other Pass in your household. Then click **Go to My Benefits** and all Passes linked to the Pass household's account will be shown.

**Check A Pass: Enter the Barcode and Zip Code** ✕

### Check A Pass

Complete your account to access your account details, events, and Pass Member exclusive offers online.

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Go to My Benefits

### Registration Restrictions

Pass Members under the age of 13 cannot register an email address to their barcode or save any profile information. They will, however, have access to specific renewal offers for their Pass when logged in. To access and purchase a renewal offer specific to a child's Pass, the Pass Members and/or their family members will need to login using the **Check A Pass** link under the login module.

Pass Member Log In

#### Register a New Pass

[Forgot password?](#)

?

Log In

👤

Check A  
Pass

👤

Pass Member  
Benefits

### Why can't I update my profile?

If you logged in using your barcode and zip code, you will be unable to update any profile information. You will need to register your Pass and login using your email and password to update account information.



### **3- RENEWALS OR NEW PASS PURCHASE**

#### **I have an expired Pass (or my Pass is about to expire) and want a new one, what do I do?**

- If you already registered your expired Pass through the Pass Member website, then login using your email address and password. Then click the *Renew* button next to your Pass information. On that page, you can choose from the provided renewal options while the Pass is within the renewal period.
- If you did not register your expired Pass through the Pass Member website, then register your expired Pass' barcode. Then click the *Renew* button next to your Pass information. On that page, you can choose from the provided renewal options while the Pass is within the renewal period.

#### **I just bought a Pass and I want to link it to my previous Pass Member profile.**

Any new Pass purchased on a park website, front gate or over the phone will not be tied to the previous online profile. You will need to create a new profile with a different email address. Only Passes purchased through the online renewal system will be linked to current profiles.

#### **How do I know when I expire and if I am in good standing with an active Pass?**

Upon site log in, you will see the *My Passes* module on the left-hand side of the page. The green, yellow or red icon will let you know if: Your pass is active (green), Your pass is expiring soon (yellow) or Your pass is expired (red). Additional information can be found by rolling over each pass, or selecting the *View all my passes link* located at the bottom of the module, or selecting *My Passes* in the site navigation bar located at the top of the page.

Note: Passes purchased on EZpay that have reached their original year commitment will remain yellow after the initial purchased period.

#### **How do I know if I'm within my renewal window?**

You will receive emails from Sea World San Antonio within the time frame in which your Pass will expire. Most important is to check your Pass expiration date and review the information upon login (to the left of the homepage) on the Pass Member website or by calling 210-520-4SEA for more information.



## 4- PASS MEMBER COMMUNICATION

I am a current/active Pass Member and wish to receive Pass Member communication via email, how do I sign up?

To receive Pass Member communication via email, please follow the steps below:

1. Go to SeaWorldSanAntonio.com and scroll to the bottom of the page to click on **Sign Up Now**



2. Under News You Can Really Use!, enter your email address and click **Sign Up Now!**
3. Fill in the blanks with your information to create your profile

**My Profile**

Please enter your personal info in the following form.\*\*

\* Required

Email:\*

First Name:\*

Last Name:\*

Date of Birth:\*

Country:\*

State:\*  Zip Code:\*

4. Select 'Yes' when asked 'Are you an annual Pass Member?' And select your appropriate park(s)

Are you an annual Pass Member?: \*What is this?

Yes  No

**If you are a Pass Member, which parks?**

- SeaWorld San Antonio & Aquatica
- SeaWorld Orlando & Aquatica
- SeaWorld San Diego & Aquatica
- Busch Gardens Tampa & Adventure Island
- Busch Gardens Williamsburg & Water Country USA
- Sesame Place
- SeaWorld Conservation Fund

5. When you have completed your communication options, click **Submit Selections**