



2017 Pricing FAQ

GENERAL QUESTIONS

How is the cost of admission changing for Aquatica San Antonio?

We are giving guests more opportunities to save on admission by allowing them to choose the dates and prices that best fit their needs. And the earlier you buy, the greater the chance of getting the best value. Single Day Tickets and 2-Park Flex Tickets will be a set price at the park on the day of visit. Single Day Tickets will always be \$59. 2-Park Flex Tickets will always be \$94. Prices will vary from day to day for both products **ONLINE ONLY**.

Will there be daily price changes on other admission products?

Only Single Day Tickets and 2-Park Flex Tickets will have variable prices on our website.

Is it possible the price will go down after I buy my tickets?

Prices will only increase, up to the maximum general admission of \$59 for a Single Day Ticket and \$94 for a 2-Park Flex Ticket.

Why do the tickets have to be designated for a certain date? Why can't I buy a ticket that's good any day I am able to come?

You only have to commit to a date if you are looking for a discounted ticket. You may purchase an Any Day Ticket for \$59 and choose the date you'd like to visit.

Are the Single Day Tickets and 2-Park Flex Tickets refundable?

Single-Day Tickets and 2-Park Flex Tickets are non-refundable.

How long are 2-Park Flex Tickets valid?

2-Park Flex Tickets purchased through the park's website are valid for the initial date selected plus the four consecutive days after, for a total of five days. Please note that the five-day window starts on the day the ticket is purchased for, not the first day of your visit.

What if I purchase a 2-Park Flex Ticket for a certain date, but don't make my first visit to the park until after that day?

Your 2-Park Flex Ticket is valid for a total of 5 consecutive days, starting with the day you selected as the first day of your ticket. You may visit any time during that 5-day period, but the ticket will still expire after the 5th day, regardless of when you visited or how often.

Is the 2-Park Flex Ticket always going to be a better deal than buying individual tickets to SeaWorld and Aquatica San Antonio?

Yes, even with discounted online tickets, you will always save more if you buy the 2-Park Flex Ticket rather than Single Day Tickets to both parks during the same time period. Plus, with a 2-Park Flex Ticket you get unlimited visits to both parks during your vacation, up to five days.

PURCHASING TICKETS

Will I only be able to purchase discounted Single Day Tickets and 2-Park Flex Tickets online?

Yes, discounts on Single Day Tickets and 2-Park Flex Tickets are only available online.

Is there a limit to the number of Single Day Tickets or 2-Park Flex Tickets that can be purchased?

There is a limit of 10 tickets per transaction. For larger quantities, contact our Group Sales Manager at (210) 523-3652 for specially priced group ticket packages.

What happens if I'm not able to visit park for the date that I purchased?

If you are not able to visit the park on the date that the ticket was purchased for please contact our Customer Service team at (210) 523-4SEA **prior to the date of your visit**. Although Single Day Tickets and 2-Park Flex Tickets are non-refundable, the order will be cancelled and you will be able to repurchase for another date. Please note that the price of the new date may be higher than the date of your original purchase.

If you were not able to visit and it is past the date of your intended visit please visit any ticket window at the park. You will be able to upgrade to an Annual Pass or Fun Card.

UPGRADES

Is it possible to upgrade a Single Day Ticket or 2-Park Flex Ticket to a Fun Card or Annual Pass?

Yes, you may upgrade your ticket to a Fun Card or Annual Pass on the day of visit. Please go to any ticket window and a team member will be happy to assist you.

PARK CLOSURES

What happens if the park is closed due to weather or other reasons on the day my ticket is valid?

In the unlikely event the park does not open on a scheduled day, tickets dated for that day will be re-issued for a specified period to allow guests the opportunity to visit. If this occurs, call Guest Correspondence at (210) 523-3196 or visit the park within seven days to exchange your ticket.

What happens if the park opens, but closes early, on the day my ticket is valid?

In rare instances, we must sometimes close the park earlier than scheduled due to inclement weather. If the park closes early on the day your ticket is valid, you should stop by Guest Services or call our Guest Correspondence team at (210) 523-3196. You may be able to change your ticket for another day, subject to availability.

What happens if the park reaches capacity and is closed when I arrive on the day my ticket is valid?

Capacity is on a case by case instance. Please refer to park leadership for inquiries.