



Ticket Purchasing FAQ

Create an Account

If there's an established account, proceed to purchasing tickets.

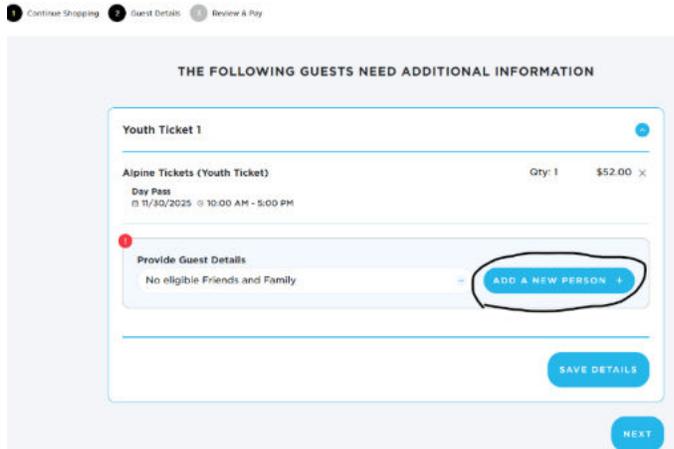
How to create an account:

- Go to the [account creation link](#). Choose "Sign up now"
- Enter an email address, then "Send Verification Code"
- If it's a gmail account, oftentimes it's being sent to the Spam folder and it takes about 5 minutes. Look for an email that says it's coming from Microsoft Teams, Elevate, or InTouch.
- Enter the code sent to their email address, then "verify code"
- Follow the steps to complete the account setup

Purchasing Tickets

After signing into the account or creating a new account, [proceed to the website](#). Guests **must** have an account in order to purchase products.

- Step 1: Select a product, then product type
- Step 2: Choose the day and time for the product so it turns blue
- Step 3: Choose "Add a New Person" or choose a member from the dropdown menu
- Step 4: Add to Cart. Continue adding products to the cart using the previous three steps for each guest product.
- Choose Checkout
- If a member wasn't selected under Step 3, choose "Add new Person"



- Input information for the new person and Save
- Continue checkout

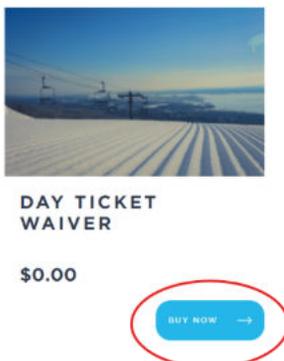
Waivers

Waivers may be signed online ahead of time or in person by someone 18+.

1) If guests have family as associates on their account: on their Account Details page, choose the “Waivers” at the top of the page and family members will show up there. If there are adults on their account, they can choose the ‘Send Link’ to send the waiver to their email to sign ahead of time.

2) If guests have a new account and needs to add members to sign a waiver:

- Under the sales pages, select “Waiver”



- Under “Day Ticket Waiver” select the blue “Buy Now” button

- Under Step 1: Select product type so it turns blue.
- Under Step 3: Choose “Add a New Person”, then Under Step 4: Add to Cart. Do this for each additional person that needs waivers.

Step 3: Who are you purchasing this product for? [Need Help](#)
You must add each person that requires this product.

You must add each person who requires this product.

Select from Friends and Family [ADD A NEW PERSON](#)

New Day Ticket Waiver \$0.00

Day Ticket Waiver (Day Ticket Waiver) QTY: 1 \$0.00
\$0.00 Each
Max 1 per person

Step 4: Add selections to cart

[ADD TO CART](#)

- Choose either the checkout on the right or scroll to the top shopping cart to checkout.
- Choose “Add a New Person” and input their information. Save. Choose “Next” and Read and Sign Now.

THE FOLLOWING GUESTS NEED ADDITIONAL INFORMATION

Day Ticket Waiver 1 x

Day Ticket Waiver (Day Ticket Waiver) Qty: 1 \$0.00 x

Provide Guest Details

Select from Friends and Family [ADD A NEW PERSON](#)

[SAVE DETAILS](#)

[NEXT](#)