



Welcome to the Pass Member Website!

Frequently Asked Questions

Who can use the Pass Member website?

Active and expired Pass Members or Fun Card holders with a US zip code on their account, including:

- 1-Year (full paid and EZpay)
- 2-Year
- Platinum
- Fun Card

Note: Expired Pass Members can access the website to renew their Passes, but will not have access to all information on the site until their Pass has been renewed. At this time, non-US Pass Members are unable to access the Pass Member Website. We are working on this update so that all Pass Members will be able to set up their accounts.

What's available to Pass Members on the website?

The Pass Member website is the key to unlocking Pass Member exclusive benefits and offers. Pass Members have access to all the following and more:

- Exclusive Offers
- Discounted Products
- Calendar of Upcoming Events (including Pass Member only events)
- Renewal Offers
- EZpay account access
- List of Pass Benefits

I just bought a Pass. How do I access the website?

If you bought your Pass online, you will need to redeem your online order for a Pass at the park before you can login. Once you receive your Pass or if you bought your Pass in the park, please visit the [Pass Member log in page](#), enter your email address and fill out the requested information. Please see [Registration Instructions](#) below for more information.

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

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

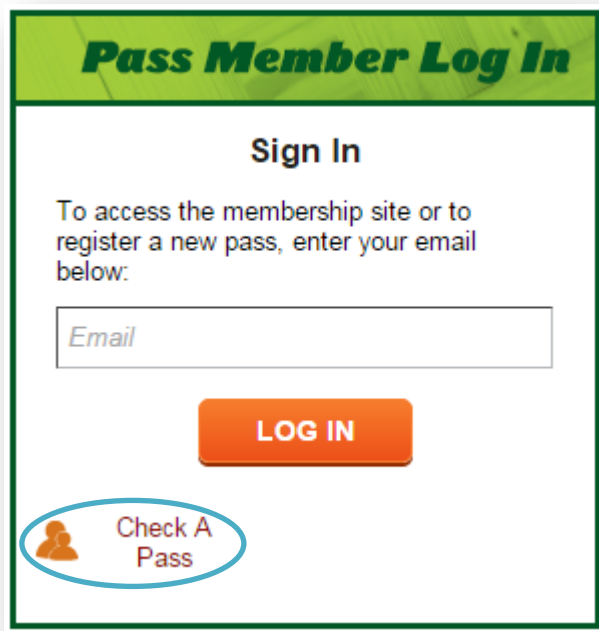
I can log into BuschGardensTampa.com, but my email and password combination isn't working on the Pass Member website.

The Pass Member website requires a separate login and account to access it. You will need to sign up for the Pass Member Website separately once you have your Pass barcode. To sign up, please visit the [Pass Member log in page](#) , enter your email address and fill out the requested information. Please see [Registration Instructions](#) below for more information.

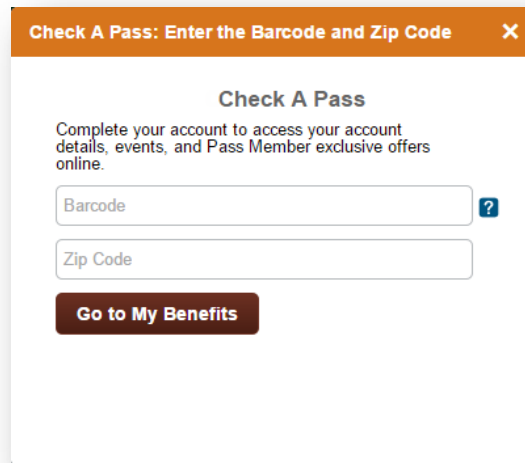
I have multiple Passes on my account. Can I redeem offers for the other Passes?

Yes, Pass Members can access offers for other Pass Members on their account. When an offer is limited per Pass Member, you can redeem it for other Pass Members in your household by signing up for the Pass Member website with their barcode and a separate email address for the individual Passes OR by following the steps below:

1. Go to buschgardenstampa.com/pass.
2. Under the Sign In field, click "Check a Pass."



3. Enter the barcode and zip code for the other Pass in your household, then click 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.

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 sign up using your email address and password to update account information.

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

If you already signed up on the Pass Member website using your expired Pass: Login using your email address and password. Then click the Renew button next to your Pass information. On that page, you can choose from your exclusive renewal offers.

If you did not sign up on the Pass Member website using your expired Pass: Sign up with your expired Pass' barcode or log in using the Check a Pass. Then click the Renew button next to your Pass information. On that page, you can choose from your exclusive renewal offers.

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 sign up with a different email address. Only Passes purchased through the online renewal offers will be linked to current profiles.

How do I know when I expire and if I am in good standing?

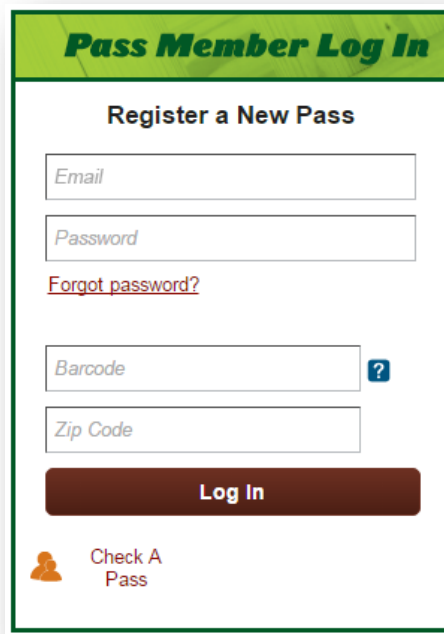
Upon site log in, you will see the My Passes module on the left-hand side of the page. The green, yellow or red icon will let you know if your pass is active (green), expiring soon (yellow) or expired (red). Additional information can be found by scrolling over each pass, selecting the “View all my passes”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

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

Registration Instructions

Step 1: Go to Busch Gardens Tampa’s [Pass Members Log In](#). Find the Log In section on the right-hand side of the page.

Step 2: Enter your email address. If you have previously signed up for an account on our website, please use that email address.



The screenshot shows a registration form titled "Pass Member Log In" with a sub-header "Register a New Pass". The form contains the following fields and elements:

- Email input field
- Password input field
- [Forgot password?](#) link
- Barcode input field with a question mark icon
- Zip Code input field
- Log In button
- Check A Pass link with a person icon

Step 3: Enter a password. If you have created an account previously, you will be prompted to enter the password associated with the email address provided. If you have not previously created an account, please create a password at least eight (8) characters long, including at least one (1) number, one (1) uppercase letter, and one (1) lowercase letter.

Step 4: Enter your Pass barcode. *Note: Barcode is the 16-digit number that begins with the letter “A” located at the bottom of your pass. Printed vouchers from an online purchase must be redeemed at the park before a barcode is issued.*

Step 5: Enter the Zip Code associated with the credit card used to purchase your Pass.