



## Welcome to the new Busch Gardens Pass Member website!

### Creating a Profile

- **Step One:** Go to [www.buschgardens.com/pass](http://www.buschgardens.com/pass)
- **Step Two:** Click on *First time here? Create a Profile*.

The image shows a 'Pass Member Log In' form with a dark red background. It contains fields for 'Email' and 'Password', a 'Forgot password?' link, and a red 'Log In' button. At the bottom, there are two links: 'First time here? Create a Profile' (highlighted with a yellow circle) and 'Check a Pass: Enter the Barcode' with a question mark icon.

- **Step Three:** Enter your pass barcode and zipcode. Then click *Find My Pass*.  
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.

The image shows a 'Enter Barcode and Zip Code' form with a white background and a grey border. It includes a title bar with an 'x' icon, a brief instruction, and input fields for 'Barcode' and 'Zip Code'. A yellow 'Find My Pass' button is at the bottom.

- **Step Four** Enter your email address. Then click *Continue*.

The image shows an 'Enter Email Address' form with a white background and a grey border. It includes a title bar with an 'x' icon, a message: 'We found your pass. Please enter your email address to see if you already have a SealWorld account.', and an 'Email' input field. A yellow 'Continue' button is at the bottom.

- **Step Five**
  - If you have not previously created an account, you will be prompted to create a password. Then click *Create Profile*.  
Note: Your password must contain at least seven characters with one number.
  - If you have created an account previously, you will be prompted to enter the password associated with the email address provided.



## Frequently Asked Questions

### GENERAL

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

Active and Expired Busch Gardens Pass Members, including:

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

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.

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

The Pass Member website is the key to maximizing any Busch Gardens membership. Members will have access to all the following and more:

- Calendar of Upcoming Events
- Exclusive Offers
- Discounted Products
- List of Pass Benefits
- Renewal Offers
- EZpay account access

### LOGIN

#### **I just bought a pass. How do I access the website?**

If you bought your Pass online, you will need to redeem your voucher for a Pass with a barcode at the park before being able to login. Once you receive your Pass or if you bought your Pass in the park, you can follow the [steps above](#) to create an online profile 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.

#### **I can log into buschgardens.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 buschgardens.com, but you will need to create an account for the Pass Member website as well. To do this, please follow the [steps above](#).

#### **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 create an account for the Pass Member website as well. To do this, please follow the [steps above](#).



### **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 restricted to 1 redemption per Pass Member, you can redeem it for other Pass Members in your household by creating a new profile for the individual Passes OR by following the steps below:

1. Go to [buschgardens.com/pass](http://buschgardens.com/pass)
2. Under the login module, click *Check a Pass: Enter the Barcode*
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: Enter the Barcode* 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 [create a profile](#) and login using your email and password to update account information.

## 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 created an online profile for 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 a few different renewal options.

If you did not create an online profile for the expired Pass: [Create a profile](#) with your expired Pass' barcode. Then click the *Renew* button next to your Pass information. On that page, you can choose from a few different renewal options.

### **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?**

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 in the module, or selecting *My Passes* in the site navigation bar.

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