



Welcome to the new Sesame Place Season Pass Member Website

Creating a Profile

Step 1: Go to sesameplace.com/pass (link)

Step 2: Click on First time her? Create a Profile.

Step 3: Enter your pass barcode and zip code. Then click *Find My Pass*.

Note barcode is the 16-digit number that begins with the letter A located at the bottom of your Season pass. Printed vouchers from an online purchase must be redeemed at the park before a barcode is issued.

Step 4: Enter your email address then click *Continue*

Step 5:

- If you have not previously created an account, you will be promoted 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 promoted 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 Sesame Place Season Pass Members, including: Sesame, Big Bird, Super Grover and Transferable Season Pass Members (pull paid and EZpay)

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 Sesame Place membership. Season Pass 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 purchased a Season Pass, how do I access the website?

If you bought your Season 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 Season 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 sesameplace.com but my email and password combination is not 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 sesameplace.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 is not 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 sesameplace.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 Season 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.

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 my Season Pass expires 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 *My Passes* in the site navigation bar.

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