



Welcome to the Pass Member Website!

Frequently Asked Questions

Who can use the Pass Member website?

Active and Expired 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. 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 maximizing any of our pass memberships. Members 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

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 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, please visit our [Pass Member log in page](#) and fill out the information to Register Your Pass. Please see our [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 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 BuschGardensWilliamsburg.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 for BuschGardensWilliamsburg.com, but you will need to register your barcode with your Busch Gardens Williamsburg account in order to access the Pass Member Website. To do so, please visit our [Pass Member log in page](#) and fill out the information to Register Your Pass. Please see our [Registration Instructions](#) below for more information.

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 register your barcode an email address and password in order to access the Pass Member Website. To do so, please visit our [Pass Member log in page](#) and fill out the information to Register Your Pass. Please see our [Registration Instructions](#) below for more information.

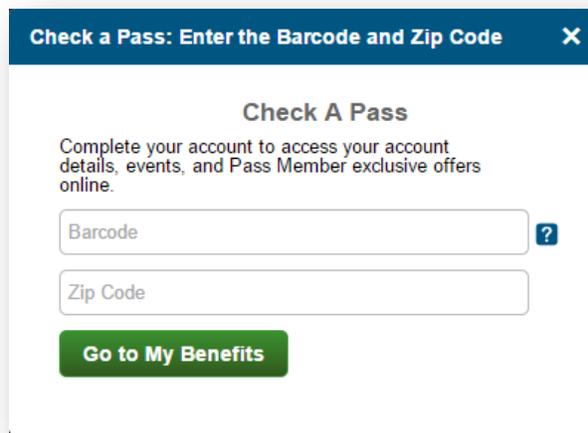
I have multiple Passes on my account. Can I redeem offers for the other Passes?

Yes, Pass Members can access offers for other Pass Members on their account. When an offer is restricted to one (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 BuschGardensWilliamsburg.com and click on [Pass Member Log In](#).
2. Under the login fields, click "Check a Pass."

A screenshot of a web form titled "Register a New Pass". The form has a light yellow background. It contains four input fields: "Barcode" (with a blue question mark icon to its right), "Zip Code", "Email", and "Password". Below the "Password" field, there is a note: "Minimum requirements: 8 characters, 1 numeric, 1 uppercase, 1 lowercase". At the bottom of the form, there is a green "Join Now" button, a "Sign In" link, and a "Check A Pass" link with a person icon, which is circled in blue.

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 create a profile and login using your email 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 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.

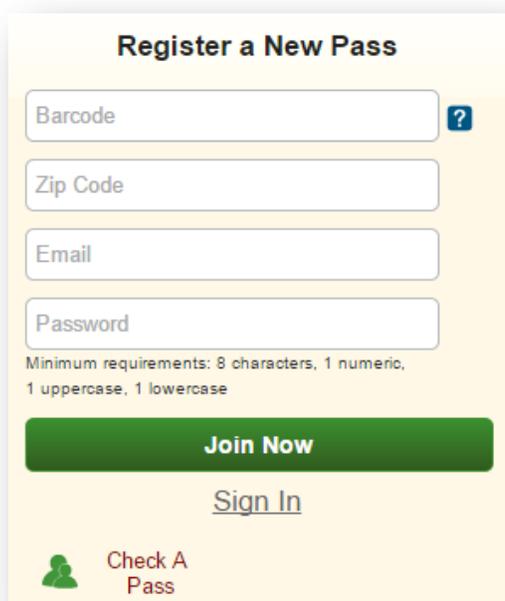
How do I know when I expire and if I am in good standing?

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, 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.

Registration Instructions

Step 1: Go to Busch Gardens Williamsburg’s [Pass Members Log In](#). Find the Registration section as shown to the right.



The screenshot shows a registration form titled "Register a New Pass". It contains four input fields: "Barcode", "Zip Code", "Email", and "Password". Below the "Password" field, there are minimum requirements: "Minimum requirements: 8 characters, 1 numeric, 1 uppercase, 1 lowercase". At the bottom of the form, there is a green "Join Now" button, a "Sign In" link, and a "Check A Pass" link with a person icon.

Step 2: 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 3: Enter the Zip Code associated with the credit card used to purchase your pass.

Step 4: Enter an email address. If you have previously signed up for an account on our website, please use that email address.

Step 5: 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.



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, please 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, please first follow the [Registration Instructions](#) above. Then click the Renew button next to your Pass information. On that page, you can choose from a few different renewal options.

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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 register a new profile with a different email address. Only Passes purchased through the online renewal system will be linked to current profiles.

When can I see my renewal options?

For Busch Gardens Williamsburg and Water Country USA, renewal options will display 30 days prior to Pass expiration and remain until 60 days after Pass expiration. After that 60 day period, renewal offers will expire and the lapsed member will need to purchase a NEW pass membership.

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.

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