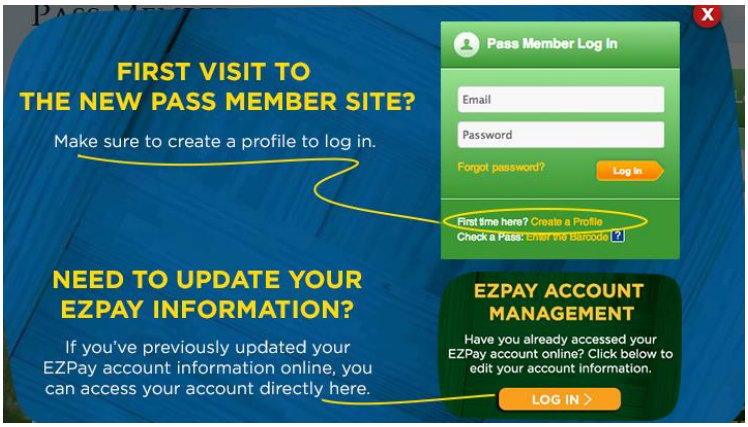
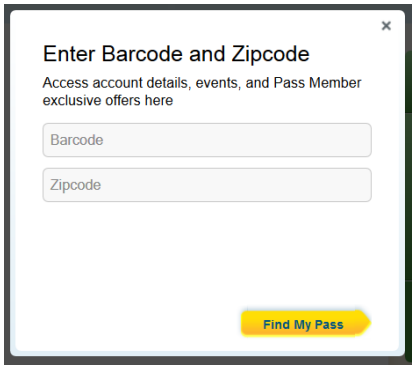
New Pass Member Website

Login Process:

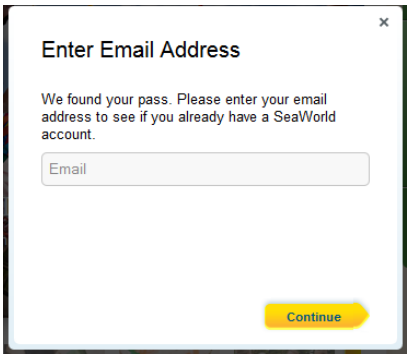
- **Step One –** Go to www.bgwpass.com
- **Step Two** – Click on **First time here? Create a Profile.**



- **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.**



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



- **Step Five** –
    - **If you have not previously created an account,** you will be prompted to create a password. Your password must contain at least seven characters with one number. Then click **Create Profile**.
    - **If you have a previous account,** you will be prompted to enter the password associated with the email address provided.
- **Step Six** - **Congratulations and enjoy our new Pass Member website**.

New Pass Member Site FAQ

GENERAL

URL: www.bgwpass.com or www.wcusapass.com

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: Individuals with expired passes will not have access to all information on the site.

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 complete my online profile?
To complete an online profile, new Pass Members need to go to the login page (URL above) and click the "Complete your profile" link (found under the login area). They will then be prompted to enter their barcode, zip code, email address, and password. Once their profile is successfully created, they will no longer need to use their barcode to log in. For on-line purchases, the voucher received must be redeemed at the park for an actual pass with a barcode. The barcode is located on the bottom of the pass. The barcode is not provided on the internet voucher.

Multi-park members only need to create ONE profile. Once created, the same profile will be used across all Pass Member sites.

Possible issues with Pass Member login:

- If during initial profile creation a member is told that the email is already used or the barcode entered provides an email address tied to that account:
    - They have purchased anything from SEA Park sites and used that email address/password for transactional purchases online. That is the same email/password combination they can use for this purpose.

    - They purchased a Pass at the front gate or through the contact center and provided an email address during that transaction.

- Pass Members may try to login using their barcode and zip code in the “Email” and “Password” fields, which will fail to log them in. To login successfully, they will need to either complete their profile (by clicking “Complete Your Profile” and following the registration steps) or click “Use Their Barcode” to sign in with their barcode and zip code. If they click “Use their barcode” they will not be able to update their profile
- Pass Members may mistakenly try to log in to the site using their EZpay login credentials:
    - EZpay accounts are not linked to the website accounts. Each will have individual login credentials, but users can use the same email/password combinations for convenience. When logged into the site, Pass Members will have access to their EZpay information after a separate login page within the site.
    - As always, EZpay self-service accounts need to be created and accessed by the credit card holder.
- Pass Members may have provided an email address when they signed up for monthly newsletters and mistakenly try to use that as their account email address. Email opt-in does not require a password so there would never be one sent if guest tried to use ‘forgot password’ functionality.

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 child’s barcode (click “Use their barcode” link).

NOTE: Another occasion when a Pass Member would need to use the barcode login is if there is an offer that is restricted to one per pass member (for example: the Christmas Town Pass). If there is more than one active Pass Member in the household, they must log in with each individual Pass to take advantage of offers like this.

Why can’t I update my profile?
Pass Members may have used the “Use their barcode” link to login. They will be unable to update their profile unless they login with their email and password.

How do I get a special offer for other Pass Members in my household, like kids?
Pass Members would have to login to each account separately. For children in the household, Pass Members would need to login with the “Use their barcode” link to be able to redeem the special offer.

Why can I see a special offer, but not add it to my cart?
The Annual Pass might be expired or it might not be an eligible type of Pass product for that offer, like a Fun Card.

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 they already created an online profile with the expired Pass: Login using your expired Pass' email address and click the “renew” button next to your pass information. On that page, you can choose from a few different renewal options.
- If they did not create an online profile for the expired Pass: Create a profile with your expired Pass' barcode. Once logged in, 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 contact center will not be tied to the previous online profile. The member will need to complete 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 these 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.