

SeaWorld Orlando

2004 - Guidelines for Completing MCOs

The world’s most popular marine adventure park located in Orlando, Florida provides 200 acres of world-class shows, thrilling rides, and unforgettable animal encounters.

Ticket Type	Ticket Price	Tax	Total Payment	Commission
One-Day Ticket Adult (Ages 10 plus)	\$53.95	\$3.51	\$57.46	10%
One-Day Ticket Child (Ages 3 – 9)	\$44.95	\$2.92	\$47.87	10%

This park is open daily, year-round



One-Day Ticket provides admission for one day to SeaWorld Orlando

SeaWorld Orlando offers state-of-the-art rides like “Kraken” and “Journey to Atlantis” and shows like the “Shamu Adventure”

[Click here](#) for price calculations and vendor product code construction



Guidelines for Completing MCOs for SeaWorld Orlando (Florida)

For more information call the Customer Support Center at 703-816-8003, press option 3, or e-mail us at travelbuyarc@arccorp.com

How to Process this Transaction

- Fill out an MCO.
- Give the MCO Exchange Coupon to your client to exchange for an admission ticket at the Guest Relations Window at SeaWorld Orlando. (Note: the Exchange Coupon = Voucher).
- Submit the transaction along with your weekly ARC report.

NOTE: The Airline Code for completing this MCO is 889. When a 2-digit code is required for an automated MCO, use X6.

- The **Standard Manual MCO** may be used by **all agents** to report agency purchases of SeaWorld Orlando.
- **Automated MCOs** are available through Sabre, Worldspan, Amadeus, and Galileo/Apollo.

Example of a Completed Manual MCO for SeaWorld Orlando:

NAME OF PASSENGER <i>Smith/John</i>		(NOT TRANSFERABLE)	MISCELLANEOUS CHARGES ORDER <i>Exchange Coupon</i>	BANK EXCHANGE RATE <i>8010:000:000</i>
TOUR NO. <i>SFA2C2DT</i>		DATE OF ISSUE <i>15DEC04</i>		EQUIVALENT AMOUNT PAID
TYPE OF SERVICE FOR WHICH ISSUED <i>ARC - A3394</i>		VALID FOR ONE YEAR FROM DATE OF ISSUE		PLACE OF ISSUE - AGENCY #5 <i>01 234567</i>
REMARKS <i>Two adult and two child One-Day Tickets</i>		CURRENCY	AMOUNT IN FIGURES	FARE/OTHER <i>\$197.80</i>
VALUE FOR EX-CHANGE <i>1</i>	AMOUNT IN LETTERS <i>Two hundred and ten dollars and sixty-six cents</i>			TAX <i>\$12.86</i>
TO <i>SeaWorld - Orlando</i>		AT <i>Florida</i>		TOTAL <i>\$210.66</i>
RESERVATION DATA <i>ARC Help Desk 703-816-8003, option 3</i>				ISSUED IN CONNECTION WITH
REMARKS <i>Travel Agent - Jane Williams 703-816-8167</i>				FORM OF PAYMENT <i>Check</i>
ENDORSEMENTS RESTRICTIONS (CARBON) <i>SFA2C2DT</i>				ISSUED BY <i>889-0 Airlines Reporting Corp.</i>
ISSUED IN EXCHANGE FOR		COMMISSION <i>10</i>	TAX <i>\$12.66</i>	OF PASSENGER'S COUPON
CARRIER	FORM	SERIAL NUMBER		
ORIGINAL ISSUE	PLACE	DATE	AGENT'S NUMERIC CODE	
				889 8010000000 2



Description: Standard Manual MCOs contain the following sheets and should be used as instructed below.

Name of Sheet	Description of Sheet	Use of Sheet
Auditor's Coupon	Green	Auditor's Coupon is submitted by the travel agency to ARC in the weekly sales report
Agent's Coupon	Pink	Agent's Coupon is retained by the travel agency for accounting and auditing purposes
Exchange Coupon	Yellow	Exchange Coupon is given to the customer to redeem at the Guest Relations Window at the main entrance of SeaWorld Orlando (Note: Exchange Coupon = Voucher)
Passenger's Coupon (Receipt)	White	Passenger's Coupon is retained by the customer as the receipt

Preparation of Manual MCO:

NAME OF PASSENGER 1		(NOT TRANSFERABLE)		MISCELLANEOUS CHARGES ORDER		BANK EXCHANGE RATE 8010:000:000	
TOUR NO. 2		AUDITOR'S COUPON		EQUIVALENT AMOUNT PAID		PLACE OF ISSUE - AGENCY #6 17	
TYPE OF SERVICE FOR WHICH ISSUED 3		DATE OF ISSUE 4		FARE/OTHER 5		TAX 6	
VALUE FOR EXCHANGE 1		AMOUNT IN LETTERS 8		CURRENCY		AMOUNT IN FIGURES 8B	
RESERVATION DATA 9		ISSUED IN CONNECTION WITH 7		COMMIT RATE		VOID IF MUTILATED OR ALTERED	
REMARKS 10		FORM OF PAYMENT 14		ISSUED BY 15		SUBJECT TO TERMS AND CONDITIONS ON BACK OF PASSENGER'S COUPON	
ENDORSEMENTS RESTRICTIONS (CARBON) 11		COMMISSION 12		TAX 13		ISSUED IN EXCHANGE FOR	
CARRIER FORM SERIAL NUMBER		ORIGINAL ISSUE PLACE DATE AGENT'S IDENTIFIC CODE		16		8010000000 2	

Field

Instruction

- 1** NAME OF PASSENGER - Enter the guest's last name/first name = the person who will redeem the voucher (Note: Exchange Coupon = Voucher)



7 TOTAL -

SeaWorld Orlando Tickets: Add the total value in field 5 to the total tax in field 6, and enter the sum in field 7. Use the admission prices listed below.

[Click here](#) for price calculations and vendor product code construction

Admission for SeaWorld Orlando:

- Only the ticket options and prices listed in the instructions for field 7 are valid for vouchers processed through ARC. Agents may not apply discounts to the ticket prices listed in these instructions.
- Children under 3 years old are admitted free of charge

<u>One-Day Ticket Adult (ages 10 and up)</u>	<u>One-Day Ticket Child (ages 3-9)</u>
\$53.95 (enter as "FARE/OTHER" - field 5)	\$44.95 (enter as "FARE/OTHER"- field 5)
+\$ 3.51 (enter as "TAX" - field 6 & 13)	+\$ 2.92 (enter "TAX" - field 6 & 13)
\$57.46 (enter as "TOTAL" - field 7)	\$47.87 (enter as "TOTAL" - field 7)

8 AMOUNT IN LETTERS – Enter the total amount in letters

8a TO - Enter "SeaWorld Orlando"

8b AT - Enter "Florida"

9 RESERVATION DATA – Enter, "ARC Help Desk – 703 – 816 – 8003, option 3"

10 REMARKS – Enter "Travel Agent -" followed by the travel agent's name (e.g. Travel Agent – John Smith) and the travel agency's phone number

11 ENDORSEMENTS – Reenter the vendor product code

12 COMMISSION - **SeaWorld Orlando (Florida) Tickets: One-Day Ticket = 10%**

Enter the percent commission (i.e., 10) or a dollar amount based on the applicable percent of the dollar amount entered in the "FARE/OTHER" field (field 5)

13 TAX – Same as field 6

14 FORM OF PAYMENT - Enter the form of payment used to purchase the SeaWorld Orlando ticket(s), e.g., cash, check, credit card number, etc. (*Note: ARC accepts American Express, Carte Blanche/Diners Club, MasterCard, NOVUS and Visa.*) If the customer is paying with a credit card, fill out a charge form for the travel agency's records only. *Do not include the charge form in the sales report to ARC.* Follow the "Form of Payment" instructions in Section 5.2 of the *Industry Agents' Handbook*. Please obtain an approval code utilizing ARC (889) as the validating carrier. ARC's (889) alpha code is X6. Approval codes obtained for these sales utilizing any other carrier, including ARC-TASF, are invalid.

15 ISSUED BY - Enter (*by hand for manual tickets*) the airline code 889-0 and "Airlines Reporting Corp." ARC is assigned carrier code 889-0 and will use this number for processing and accounting purposes

16 AIRLINE CODE - Enter ARC's airline code "889". When a 2-digit code is required for an automated MCO, use "X6"

17 Validate the MCO with the travel agency validation plate

The remaining lines require no action and may be left blank.



Important Information

- **Refunds:** ARC will **only** accept refunds accompanied by the Exchange Coupon.
- **Altered MCOs:** SeaWorld Orlando will not accept altered vouchers; therefore, if corrections are necessary, void and reissue the ticket.
- **The customer must present the Exchange Coupon of the MCO at the Guest Relations Window at SeaWorld Orlando for the purpose of redeeming the MCO for SeaWorld Orlando tickets. (Please caution guests not to inadvertently give Exchange Coupon 1 to airlines or hotels.)**
- The guest must pick up all tickets evidenced by the Exchange Coupon at one time.
- The guest must present identification with picture (name **MUST** match the name on Exchange Coupon).
- SeaWorld Orlando is open daily, year-round. Advise clients to check operating hours for their specific travel dates.
- Make sure the guest understands the location (City and State) of the park for which the guest purchases the MCO. The destination on the MCO must match the actual destination when the guest presents the MCO at the park.
- MCOs are valid until the end of the calendar year.

