

SeaWorld San Antonio

2004 – Guidelines for Completing MCOs

The world’s largest marine life adventure park and family entertainment showplace located in San Antonio, Texas offers more than 25 shows, thrilling rides, animal attractions, and educational experiences for all ages.

Ticket Type	Ticket Price	Tax	Total Payment	Commission
One-Day Ticket Adult (Ages 12 plus)	\$41.99	\$3.31	\$45.30	10%
One-Day Ticket Child (Ages 3 – 11)	\$31.99	\$2.52	\$34.51	10%

This park is open seasonally

One-Day Ticket provides admission for one day to SeaWorld San Antonio (Texas)



SeaWorld San Antonio is actually four parks in one: a show park, a rides and slides park, a water park, and an amazing animal park!

SeaWorld San Antonio is home of the “Steel Eel”, the only hypercoaster in the Southwest, and “Shamu Visions” starring the world famous killer whale Shamu.

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



Guidelines for Completing MCOs for SeaWorld San Antonio (Texas)

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 San Antonio. (Note: Exchange Coupon = Voucher).
- Submit the transaction along with your weekly ARC sales 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 San Antonio.
- Automated MCOs are available through Sabre, Worldspan, Amadeus, and Galileo/Apollo.

Example of a Completed Manual MCO for SeaWorld San Antonio:

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>STA2C2DT</i>		DATE OF ISSUE <i>15DEC04</i>		EQUIVALENT AMOUNT PAID <i>01 234567</i>
TYPE OF SERVICE FOR WHICH ISSUED <i>ARC - A3394</i>		VALID FOR ONE YEAR FROM DATE OF ISSUE		PLACE OF ISSUE - AGENCY #6 <i>ABC Travel</i>
<i>Two adult and two child One-Day Tickets</i>		AMOUNT IN FIGURES		<i>Arlington, VA</i>
VALUE FOR EX-CHANGE	AMOUNT IN LETTERS <i>One hundred fifty nine dollars and sixty two cents</i>	CURRENCY	AMOUNT IN FIGURES	VOID IF MUTILATED OR ALTERED
1	TO <i>SeaWorld - San Antonio</i>	AT <i>Texas</i>	TOTAL <i>\$159.62</i>	COMM.RATE
REMARKS	RESERVATION DATA <i>ARC Help Desk 703-816-8003, option 3</i>		ISSUED IN CONNECTION WITH <i>Check</i>	FORM OF PAYMENT <i>Check</i>
ENDORSEMENTS RESTRICTIONS (CARBON)	<i>STA2C2DT</i>		ISSUED BY <i>889-0 Airlines Reporting Corp.</i>	
ISSUED IN EXCHANGE FOR	COMMISSION <i>10</i>	TAX <i>\$11.66</i>	OF PASSENGER'S COUPON	
CARRIER	FORM	SERIAL NUMBER	889 8010000000 2	
ORIGINAL ISSUE	PLACE	DATE	AGENT'S NUMERIC CODE	



Description: Standard Manual Tour Orders 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 <u>Guest Relations Window</u> at the main entrance of SeaWorld San Antonio. (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		(NOT TRANSFERABLE)	MISCELLANEOUS CHARGES ORDER	BANK EXCHANGE RATE	8010:000:000
TOUR NO. 2		AUDITOR'S COUPON		EQUIVALENT AMOUNT PAID	PLACE OF ISSUE - AGENCY
TYPE OF SERVICE FOR WHICH ISSUED		4		FARE/OTHER	17
3		DATE OF ISSUE		TAX	6
VALUE FOR EXCHANGE		VALID FOR ONE YEAR FROM DATE OF ISSUE		TAX	
1	AMOUNT IN LETTERS 8	CURRENCY	AMOUNT IN FIGURES	TOTAL	7
TO	8A	AT	8B	ISSUED IN CONNECTION WITH	VOID IF MUTILATED OR ALTERED
RESERVATION DATA		9		FORM OF PAYMENT	14
REMARKS		10		ISSUED BY	15
ENDORSEMENTS RESTRICTIONS (CARBON)		11		SUBJECT TO TERMS AND CONDITIONS ON BACK OF PASSENGER'S COUPON	
ISSUED IN EXCHANGE FOR		COMMISSION	12	TAX	13
CARRIER	FORM	SERIAL NUMBER			
ORIGINAL ISSUE	PLACE	DATE	AGENT'S NUMBER 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. The guest must present identification with picture: name **MUST** match the name on the Exchange Coupon (Note: Exchange Coupon = Voucher)



<u>Field</u>	<u>Instruction</u>
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2 **TOUR NO.** - This field is to be completed using the following customized codes for SeaWorld San Antonio tickets:

The vendor product code construction is as follows:

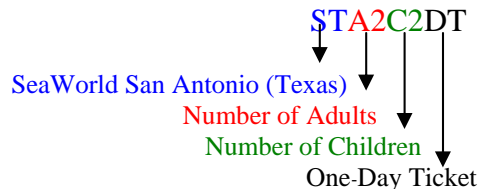
Theme Park (ST) + Adult (A) + Number of Adults in Party + Children (C) + Number of Children in Party + Ticket Identifier (DT)

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

Key for vendor product code construction

- SeaWorld San Antonio (Texas) ST
- Adults (If **no** adults are in the party, enter “**A0**”)..... A
- Number of **adults** included on the MCO. Enter one space: (e.g., 0, 4, 9, 7, etc.)
 - *Enter no more than nine (9) adults per ticket*
- Children (If **no** children are in the party, enter “**C0**”)..... C
- Number of **children** included on the MCO. Enter one space: (e.g., 0, 4, 9, 7, etc.)
 - *Enter no more than nine (9) children per ticket*
 - *Do not include children under 3 years old on the MCO*
- **Ticket Identifier (for SeaWorld San Antonio MCO only)**
 - One-Day TicketDT

Example:



- 3** **TYPE OF SERVICE** –
- Enter “**ARC-A3394**” (SeaWorld San Antonio accounting code)
 - Enter (*spell out*) number of adults and number of children in the party (e.g., “Two” **not** “2”) (*SeaWorld San Antonio’s policy: a child is from 3 through 11 years old*)
 - Enter (*spell out*) type of ticket issued (e.g., One-Day Ticket)
- 4** **DATE OF ISSUE** - Enter the current date (DDMMYY, e.g., 25NOV04)
- 5** **FARE/OTHER** – Enter the admission amount. Calculate the value based on the applicable admission fees described in line 7
- 6** **TAX - SeaWorld San Antonio Tickets:** The travel agent *must* collect taxes on SeaWorld San Antonio tickets; therefore, calculate the tax total by adding the applicable amounts described in line 7 below

Field

Instruction

7 TOTAL -

SeaWorld San Antonio 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 San Antonio (Texas):

- 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 and should not be included on the MCO

One-Day Ticket Adult (ages 12 and up)
 \$41.99 (enter as "FARE/OTHER")
 +\$ 3.31 (enter as "TAX")
 \$45.30 (enter "TOTAL")

One-Day Ticket Child (ages 3-11)
 \$31.99 (enter as "FARE/OTHER")
 +\$ 2.52 (enter as "TAX")
 \$34.51 (enter "TOTAL")

8 AMOUNT IN LETTERS – Enter the total amount in letters (e.g., One hundred thirty eight dollars and four cents)

8a TO - Enter "SeaWorld – San Antonio"

8b AT - Enter "Texas"

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

10 REMARKS – Enter "Travel Agent -" and the travel agent's name (e.g. Travel Agent – Jane Williams) and the travel agency phone number

11 ENDORSEMENTS – Reenter the vendor product code (same as field 2)

12 COMMISSION - Enter "10" for 10% Commission for SeaWorld San Antonio One Day Tickets

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

13 TAX – Enter the tax amount entered in field 6

14 FORM OF PAYMENT - Enter the form of payment used to purchase the SeaWorld San Antonio 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"

Field

Instruction

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 MCO Exchange Coupon.
- **Altered MCOs:** SeaWorld San Antonio (Texas) will not accept altered vouchers; therefore, if corrections are necessary, void and reissue the MCO.
- **The customer must present the Exchange Coupon of the MCO at the Guest Relations Window at the main entrance of SeaWorld San Antonio for the purpose of redeeming the MCO for SeaWorld San Antonio 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 the Exchange Coupon).
- SeaWorld San Antonio (Texas) is open seasonally with varying operating days and hours. Please advise clients to check hours of operation 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.

