

Busch Gardens Tampa Bay

2004 – Guidelines for Completing MCOs

Busch Gardens Tampa Bay (Florida) is the ultimate family adventure park, offering an array of attractions based on exotic encounters with the African continent, including thrilling rides, one of the country’s premier zoos, and live shows.

Ticket Type	Ticket Price	Tax	Total Payment	Commission
One-Day Ticket Adult (Ages 10 plus)	\$53.95	\$3.77	\$57.72	10%
One-Day Ticket Child (Ages 3 – 9)	\$44.95	\$3.14	\$48.09	10%

This park is open daily, year-round



One-Day Ticket provides admission for one day to Busch Gardens Tampa Bay

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



**Guidelines for Completing MCOs
for Busch Gardens Tampa Bay (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 Book and Process this Transaction

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

PLEASE 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 sell vouchers to Busch Gardens Tampa Bay in Florida.
- **Automated MCOs** are available through Sabre, Worldspan, Amadeus, and Galileo/Apollo.

Example of a Completed MCO for Busch Gardens Tampa Bay:

NAME OF PASSENGER <i>Smith/John</i>		(NOT TRANSFERABLE)		MISCELLANEOUS CHARGES ORDER Exchange Coupon		BANK EXCHANGE RATE 8010:000:000	
TOUR NO. <i>BTA2C2DT</i>		DATE OF ISSUE <i>15DEC04</i>		EQUIVALENT AMOUNT PAID		PLACE OF ISSUE - AGENCY #5 <i>01 234567</i>	
TYPE OF SERVICE FOR WHICH ISSUED <i>ARC - A3394</i>		VALID FOR ONE YEAR FROM DATE OF ISSUE		FARE/OTHER <i>\$197.80</i>		ABC Travel	
Two adult and two child One-Day Tickets		CURRENCY		TAX <i>\$13.82</i>		Arlington, VA	
VALUE FOR EXCHANGE	AMOUNT IN LETTERS	AMOUNT IN FIGURES	TOTAL	ISSUED IN CONNECTION WITH	FORM OF PAYMENT	VOID IF MUTILATED OR ALTERED	THIS ORDER IS NOT VALID AND WILL NOT BE HONORED UNLESS PURCHASED FROM AN AGENT AUTHORIZED BY THE ISSUING CARRIER.
1	Two hundred and eleven dollars and sixty-two cents		<i>\$211.62</i>		<i>Check</i>		
TO		AT		ISSUED BY			
<i>Busch Gardens - Tampa Bay</i>		<i>Florida</i>		<i>889-0 Airlines Reporting Corp.</i>			
RESERVATION DATA		COMMISSION		TAX		OF PASSENGER'S COUPON	
<i>ARC Help Desk 703-816-8003, option 3</i>		<i>10</i>		<i>\$13.82</i>			
REMARKS		ENDORSEMENTS RESTRICTIONS (CARBON)		CARRIER		FORM	
<i>Travel Agent - Jane Williams 703-816-8167</i>		<i>BTA2C2DT</i>					
ISSUED IN EXCHANGE FOR		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 entrances of Busch Gardens Tampa Bay. (Note: Exchange Coupon = Voucher)
Passenger's Coupon (Receipt)	White	Passenger's Coupon is voided and retained by the customer as the receipt

Preparation of Manual MCO:

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)



Field

Instruction

2 **TOUR NO.** - This field is to be completed using the following customized vendor product code for Busch Gardens Tampa Bay tickets:

The vendor product code construction is as follows:

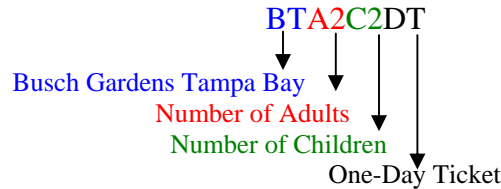
Theme Park (BT) + Adult (A) + Number of Adults in Party (3,9,5) + Children (C) + Number of Children in Party (3,0,5) + Ticket Identifier (DT)

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

Key to vendor product code construction

- Busch Gardens Tampa BayBT
- 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, 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, 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 Busch Gardens Tampa Bay MCO only):**
 - One-Day TicketDT

Example:



3 **TYPE OF SERVICE** –

- Enter “ARC-A3394” (Busch Gardens Tampa Bay accounting code)
- Enter (*spell out*) number of adults and number of children in the party (e.g., “Two” **not** “2”)
- 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 FARE/OTHER based on the applicable admission fees described in field 7 below. *Do not include the tax amount.*

6 **TAX** - The travel agent *must* collect taxes on Busch Gardens Tampa Bay tickets; therefore, calculate the tax total by adding the applicable amounts described in line 7 below

Field

Instruction

7 TOTAL -

Busch Gardens Tampa Bay MCO: Add the total value in field 5 to the total tax in field 6, and enter the total in field 7. Use the admission prices listed below.

Important notes:

- Agents may **NOT** apply discounts to the ticket prices listed in these instructions.
- Only the ticket options and prices listed in the instructions for field 7 are valid for vouchers processed through ARC. Please do not telephone the park for discounts, as they will not apply to this transaction. We appreciate your cooperation.
- Children under 3 years old are admitted free of charge and should not be included on the MCO.

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

One-Day Ticket-Adult (ages 10 plus)
 \$53.95 (enter as "FARE/OTHER")
 +\$ 3.77 (enter as "TAX")
 \$57.72 (enter as "TOTAL")

One-Day Ticket-Child (ages 3-9)
 \$44.95 (enter as "FARE/OTHER")
 +\$ 3.14 (enter as "TAX")
 \$48.09 (enter as "TOTAL")

8 AMOUNT IN LETTERS – Enter the total amount in letters

8a TO - Enter "Busch Gardens Tampa Bay"

8b AT - Enter "Florida"

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

10 REMARKS – Enter "Travel Agent -" and 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 (same as field 2)

12 COMMISSION - Busch Gardens Tampa Bay - 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 – Reenter the tax amount from field 6

14 FORM OF PAYMENT - Enter the form of payment used to purchase the Busch Gardens Tampa Bay Tour Order(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 Exchange Coupon of the MCO

Note: Only one type of ticket may be issued per MCO document (e.g., DT)

Altered MCOs: Busch Gardens Tampa Bay 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 Busch Gardens Tampa Bay, Florida for the purpose of redeeming the MCO for Busch Gardens Tampa Bay tickets. (Please caution guests not to inadvertently give the service coupon 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).
- Busch Gardens Tampa Bay (Florida) is open daily, year-round. Please advise clients to check operating hours for their specific travel dates.
- MCOs are valid till the end of the calendar year.
- 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.

