

Busch Gardens Williamsburg

2004 – Guidelines for Completing MCOs

Voted America’s “Most Beautiful Theme Park” for eight consecutive years, Busch Gardens Williamsburg (Virginia) provides 100 action-packed acres of unparalleled fun, including dozens of thrilling rides and attractions, eight main stage shows, and a wide variety of authentic foods and shops.

Ticket Type	Ticket Price	Tax	Total Payment	Commission
One-Day Ticket Adult (Ages 7 plus)	\$46.95	\$0.00	\$46.95	10%
One-Day Ticket Child (Ages 3 – 6)	\$39.95	\$0.00	\$39.95	10%

Note: The travel agent does not collect taxes on Busch Gardens Williamsburg

This park is open seasonally.



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

Busch Gardens Williamsburg offers something for everyone, from a leisurely stroll through medieval Europe, to a visit with the world-famous Anheuser-Busch Clydesdales, and the thrills of more than 35 rides and attractions.

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



Guidelines for Completing MCOs for Busch Gardens Williamsburg (Virginia)

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

Please Note; The airline code for completing this MCO is 889. When a 2-digit code is required for automated MCOs, use X6.

- The Standard Manual MCO may 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 Manual MCO for Busch Gardens Williamsburg:

NAME OF PASSENGER <i>Smith/John</i>		(NOT TRANSFERABLE)	MISCELLANEOUS CHARGES ORDER Exchange Coupon	BANK EXCHANGE RATE 8010:000:000
TOUR NO. <i>BWA2C2DT</i>			<i>15DEC04</i>	EQUIVALENT AMOUNT PAID
TYPE OF SERVICE FOR WHICH ISSUED <i>ARC - A3394</i>			DATE OF ISSUE	FARE/OTHER <i>\$173.80</i>
<i>Two adult and two child One-Day Tickets</i>			VALID FOR ONE YEAR FROM DATE OF ISSUE	TAX <i>0</i>
VALUE FOR EXCHANGE	AMOUNT IN LETTERS <i>One hundred seventy three dollars and eighty cents</i>	CURRENCY	AMOUNT IN FIGURES	TAX
1	TO <i>Busch Garden - Williamsburg</i>	AT <i>Virginia</i>		TOTAL <i>\$173.80</i>
REMARKS	RESERVATION DATA <i>ARC Help Desk 703-816-8003, option 3</i>			ISSUED IN CONNECTION WITH
	<i>Travel Agent - John Smith 703-816-8167</i>			FORM OF PAYMENT <i>Check</i>
ENDORSEMENTS RESTRICTIONS (CARBON) <i>BWA2C2DT</i>				ISSUED BY 889-0 Airlines Reporting Corp. OF PASSENGER'S COUPON
ISSUED IN EXCHANGE FOR		COMMISSION <i>10</i>	TAX <i>0</i>	
CARRIER	FORM	SERIAL NUMBER		
ORIGINAL ISSUE	PLACE	DATE	AGENT'S NUMERIC CODE	
				⊙ 889 8010000000 2 ⊙

THIS ORDER IS NOT VALID AND WILL NOT BE HONORED UNLESS PURCHASED FROM AN AGENT AUTHORIZED BY THE ISSUING CARRIER.



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 <u>Guest Relations Window</u> at the main entrances of Busch Gardens Williamsburg (Virginia)
Passenger's Coupon (Receipt)	White	Passenger's Coupon is voided and retained by the customer as the receipt

Preparation of Manual MCO:

NAME OF PASSENGER (NOT TRANSFERABLE) 1		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 3		4	FARE/OTHER 5	17
DATE OF ISSUE		VALID FOR ONE YEAR FROM DATE OF ISSUE	TAX 6	
VALUE FOR EXCHANGE 8	AMOUNT IN LETTERS	CURRENCY	AMOUNT IN FIGURES	TAX
1	TO 8A	AT 8B	TOTAL 7	COMM RATE
RESERVATION DATA 9		ISSUED IN CONNECTION WITH 14		
REMARKS 10		FORM OF PAYMENT		
ENDORSEMENTS/RESTRICTIONS (CARBON) 11		ISSUED BY 15		
ISSUED IN EXCHANGE FOR		Commission 12	Tax 13	SUBJECT TO TERMS AND CONDITIONS ON BACK OF PASSENGER'S COUPON
CARRIER	FORM	SERIAL NUMBER	16 8010000000 2	
ORIGINAL ISSUE PLACE	DATE	AGENT'S NUMERIC CODE		

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)



<u>Field</u>	<u>Instruction</u>
2	<p>TOUR NO. - This box is to be completed using the following customized vendor product code for Busch Gardens Williamsburg tickets:</p> <p><u>The vendor product code construction is as follows:</u> Theme Park (BW) + Adult (A) + Number of Adults in Party (3,9,5) + Children (C) + number of Children in Party (3,0,5) + Ticket Identifier (DT)</p> <p>Click here for price calculations and vendor product code construction</p> <p><u>Key to vendor product code construction</u></p> <ul style="list-style-type: none"> • Busch Gardens Williamsburg (Virginia) BW • 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. > <i>Note: enter no more than nine (9) adults per ticket.</i> • 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. <p><u>Notes:</u></p> <ul style="list-style-type: none"> • <i>Enter no more than nine (9) children per ticket</i> • <i>Children under 3 years of age should NOT be included in the "total number of children" and should NOT be included on the MCO</i> <ul style="list-style-type: none"> • <u>Ticket Identifier (for Busch Gardens Williamsburg (Virginia) MCO only):</u> <ul style="list-style-type: none"> > One-Day Ticket DT <p><u>Example:</u> BWA2C2DT is the Vendor Product Code of a MCO for a voucher into Busch Gardens Williamsburg (Virginia) (BW) + adults (A) + the number of adults (2) + children (C) + the number of children (2) + the ticket identifier for a One-Day Ticket (DT)</p>
3	<p>TYPE OF SERVICE –</p> <ul style="list-style-type: none"> • Enter “ARC-A3394” • Enter number of adults and number of children in the party (e.g., <i>spell out</i> “Two” not “2”) • Enter type of ticket issued (e.g., <i>spell out</i> One-Day Ticket)
4	<p>DATE OF ISSUE - Enter the current date (DDMMYY, e.g., 25NOV04)</p>
5	<p>FARE/OTHER - Enter the admission amount. Based on the applicable admission fees described in line 7 below</p>
6	<p>TAX - Enter a zero (“0”) in the tax field (line 6). The travel agent does <i>not</i> collect taxes on Busch Gardens Williamsburg (Virginia) tickets</p>

7 TOTAL -
Busch Gardens Williamsburg (Virginia) Tickets: Add the FARE/OTHER in line 5 to the tax (0) in line 6, and enter the total in line 7. Use the admission prices listed below.

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

Admission for Busch Gardens Williamsburg (Virginia) :

- Only the ticket options and prices listed in the instructions for field 7 are valid for vouchers written on ARC MCOs and processed through ARC.
- Agents may not apply discounts to the ticket prices listed in these instructions. Please do not telephone the park for discounts, as they will not apply to this transaction. We appreciate your cooperation.

One-Day Ticket Adult (ages 7 and up)
 \$46.95 (enter in FARE/OTHER & TOTAL)

One-Day Ticket Child (ages 3-6)
 \$39.95 (enter FARE/OTHER & TOTAL)

8 AMOUNT IN LETTERS – Enter the total amount in letters.

8a TO - Enter “**Busch Gardens Williamsburg**”

8b AT - Enter “**Virginia**”

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 – John Smith) and the travel agency’s phone number

11 ENDORSEMENTS – Please **reenter** the vendor product code

12 COMMISSION – Enter “**10**” for 10% Commission

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

13 TAX – Enter “**0**”

14 FORM OF PAYMENT - Enter the form of payment used to purchase the Busch Gardens Williamsburg (Virginia) 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 for Travel Agents

Refunds: ARC will only accept refunds accompanied by Exchange Coupon.

Altered MCO: Busch Gardens Williamsburg (Virginia) will not accept altered vouchers; therefore, if corrections are necessary, void and reissue the MCO.

Important Information for Travel Agents to Tell Customers:

- 1) The customer must present the Exchange Coupon of the MCO at the Guest Relations Window at Busch Gardens Williamsburg (Virginia) for the purpose of redeeming the MCO for Busch Gardens Williamsburg (Virginia) tickets. *(Please caution guests not to inadvertently give the Exchange Coupon to airlines or hotels.)*
- 2) The guest must pick up all tickets evidenced by the Exchange Coupon at one time.
- 3) The guest must present identification with picture (name MUST match the name on the Exchange Coupon).
- 4) Busch Gardens Williamsburg (Virginia) is open seasonally. Please check the park's schedule for the hours on a specific date at Busch Gardens Williamsburg's web site (www.buschgardens.com).
- 5) 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.
- 6) MCOs are valid till the end of the calendar year.

