

SESAME PLACE GROUP INFORMATION/FREQUENTLY ASKED QUESTIONS

How do I qualify for group rate tickets?

To qualify for group rate tickets you must have a group of 15 people or more and purchase in full at least 14 days prior to your date of visit. Children 23 months and under do not require a ticket.

How can I purchase group rate tickets?

Group rate tickets must be purchased online with a valid credit card at least fourteen days prior to your visitation date. Organizational checks and money orders can be accepted for mail orders. (Sesame Place does not accept personal checks.) Your payment with order form must be received at least fourteen days prior to your visitation date.

Can I purchase group rate tickets at the park?

Group rate tickets are not available for purchase at the front gate on the day of your visit. All group rate tickets must be purchased in advance.

How can I purchase additional group rate tickets for my group?

If you have an existing order, up to 15 additional group rate tickets may be purchased at Guest Relations on the day of your group visit for the price paid per ticket plus an additional fee of \$2 per ticket. Original group rate ticket receipt must be presented at time of purchase. Without original receipt additional tickets may not be purchased. Complimentary tickets are only provided with prepaid orders.

How can I use my expired ticket if I did not attend the park with my group?

You may apply the paid value of an unused ticket toward another higher priced non-group admission product on the date of your visit.

Does each person in the group need a ticket to get into the park?

Yes, anyone age two and above requires an admission ticket to get inside of the park. To avoid delay, group leaders should distribute a ticket to every group member before entering the park.

What is the Sunny Day Guarantee?

Sunny Day Tickets are issued if it rains continuously for one hour while a guest is in the park. Guests who leave the park during the time it rains may trade their admission ticket at Guest Relations for a Sunny Day Ticket to return at a future date. If the continuous rain occurs during twilight hours only, a Twilight Sunny Day ticket will be offered. Guests will receive one Sunny Day Ticket for every paid admission ticket turned in. Complimentary admissions are excluded from this offer. If you leave without exchanging your tickets, you will forfeit the Sunny Day Ticket.

What is the price for parking?

General Parking Lot \$17/ Preferred Parking Lot \$20 / VIP Parking Lot \$30/ Bus Parking-see below.

How much is bus parking?

Bus Parking is available in the General Parking Lot for \$25. For safety and maneuverability concerns, the only approved drop off/pick-up area is in the General Parking Lot near the exit gate. Buses are not permitted in the Preferred Parking Lot.

Complimentary admission is provided to your bus driver on the day of your visit, when a CDL is presented at Guest Relations.

How do I purchase Group Meal Certificates?

Purchase in advance and save. Group Meal Certificates can be purchased online along with your group rate tickets at the advance pre-paid rate of \$9.

Can I purchase additional Group Meal Certificates the day of my visit?

Additional Group Meal Certificates can be purchased at Guest Relations on the day of your visit for the regular price of \$10.

Where can I use my Group Meal Certificates?

Group Meal Certificates can be redeemed in Elmo's Eatery, Cookie's Café or Captain Ernie's Bistro inside the park.

Can I bring a picnic lunch?

Outside food is not permitted in the park with the exception of baby formula, baby food and medically necessary items. Two picnic areas are available outside the park, one in the Preferred Parking Lot and the other in the General Parking Lot. Barbeques and charcoal grills are prohibited in the Sesame Place parking lot and Picnic Areas

Can I bring a cooler?

Soft-sided coolers no larger than 10"x10"x12" are permitted to store baby formula, baby food and medically necessary items.

What if I need to leave the park? Can I get back in?

Yes. Before leaving the park, be sure to get your hand stamped on your way out.

What if someone in my group is lost?

There is no personal paging at the park. Group leaders should periodically check Lost Parents and First Aid for members of their group. Lost Parents and First Aid are located near Cookie's Café, by the Sunny Day Carousel. You may also want to set-up a designated group "meeting area" inside or outside of the park, prior to your visit.

Can I save a spot in line for other group members at attractions or shows?

Line cutting or saving a space in line for other group members is prohibited. Those found line cutting are subject to removal from the park.

****Group Rate Tickets and Group Meal Certificates are non-refundable, non-transferable and not for resale.***

****Sesame Place is not responsible for lost or stolen tickets.***

****If you have any questions during your visit, please visit the Welcome Center for assistance.***

PRICING, PROGRAMS AND OPERATIONAL CALENDAR ARE SUBJECT TO CHANGE