



Group Sales Frequently Asked Questions

Do you offer group discounts on Season Passes, Fast Lane Passes or Cabana Rentals?

Unfortunately, group discounts are not available on these items. Guests are encouraged to purchase these items online at www.cagreatamerica.com.

Is there a chaperone lounge?

California's Great America encourages Chaperones to stay with their guests during their visit. There is no designated Chaperone area within the Park.

How does parking work?

Bus parking is complimentary. Additional parking vouchers can be purchased online or at the Toll Plaza for \$30 each for autos, vans, and shuttles.

Can I bring a check the day of my visit?

No. All payments must be received with the ticket order at least **14 days prior to arrival**.

Where do I send my check payment?

Please remit check payments to the address below and include your Group Name & Visit Date or Order Form with your payment. Checks should be made out to California's Great America. **Check payments must be received no later than 14 days prior to your visit date.**

Attn: California's Great America, P.O. Box 931119, Atlanta, GA 31193-1119

What if I need to cancel or reschedule my visit?

Admission tickets and Season Passes are non-refundable and non-exchangeable for any reason after the order transaction is complete at the front gate, online through our website, by phone or when purchased through a third party or Group Sales directly. This non-refundable ticket policy includes weather-related events. We do not issue rainchecks. Please check local weather conditions prior to planning your visit.

How far in advance do I need to book my group?

Admission Tickets Only – Please submit your ticket order form and payment at least 21 days before your visit date.

Tickets can also be purchased with a credit card through the Youth Online Store any time. Simply click the Buy Now button, select your date of visit and how many tickets you need. Comp tickets are automatically calculated at check out based on the number of tickets purchased. Requires a minimum purchase of 15 tickets per transaction.

<https://www.cagreatamerica.com/groups/student-and-youth>.

Catered Event Tickets – Please submit your signed agreement and deposit at least 30 days before your visit date.

How can I book Exclusive Ride Time for my guests?

Exclusive Ride Time is available on select dates during the season. Please contact a Sales Executive for availability. Exclusive Ride Time pricing for our most popular attractions ranges from \$6,000 - \$12,000 per attraction and includes 2 hours and is per ride. Subject to operating schedule availability.

What are your operating hours?

We're excited to offer a full year of FUN! Our most up-to-date operating calendar and hours can be found here -

<https://www.cagreatamerica.com/calendar-and-hours>.

How do I pay for my order? When?

To confirm and process your ticket order, please remit your deposit via one of the below options. Tickets are not processed until your deposit is received.

Credit Card – Our Client Services team will contact you to take your credit card payment over the phone.

Check – Please send a company or organization check made out to: California’s Great America, P.O. Box 931119, Atlanta, GA 31193-1119. We do NOT accept personal checks or receive check payments at California’s Great America. **Check payments must be received at least 14 days prior to your visit date.**

ACH/Wire Transfer – Bank routing information can be provided upon request.

Is California’s Great America cashless?

Yes. Simply swipe or tap your credit card, debit card or smart device with Apple Pay or Google Pay where you would normally use cash. No card? No problem! At our Cash-to-Card Kiosks, you can convert your cash into a prepaid debit card you can use anywhere – not just inside the park – with no fees. Be sure to use the card within 30 days of activation. Prepaid cards are not reloadable.

At what age are children required to have an admission and/or catered event ticket?

Guests 3 years old and older require an admission and/or catered event ticket to California’s Great America.

Do I need to buy tickets for guests with Season Passes for my catered event?

Please remember to purchase meal vouchers or a catered event ticket for each guest in your party, even if they have a Season Pass. Double check that Chaperones have been included in your dining count as well.

How many tickets should I purchase?

Tickets are non-refundable and we encourage groups to order their tickets once able to confirm the number of guests in their party. Additional tickets can be added to your order if the request is received and confirmed at least 14 days prior to your arrival. **Additional tickets cannot be added within 14 days of your visit.**

Can I return unused tickets?

Unfortunately, unused tickets cannot be returned. However, the validity on any unused tickets can be extended for 30 days after your scheduled visit date.

How do I get my tickets?

Once your ticket order or agreement and payment have been received, your tickets will be emailed to you via a PDF document. Tickets can be printed & distributed to individual guests or scanned from a phone.

What if I need more tickets the day of my visit?

All group admission and/or catered event ticket add-on requests must be received and confirmed at least **14 days prior** to your visit date. Additional admission tickets can be purchased online at Guest Services on the date of your visit for \$40 each.

What’s included with my admission ticket?

Your admission ticket includes all rides, live shows and attractions in operation on the day of your visit. Your ticket also includes admission to South Bay Shores Waterpark when open. Your admission ticket does not include pay-per-play games or attractions.

Can I upgrade my ticket to a Season Pass?

Yes! Please take your ticket to Town Hall, located in Hometown Square, or the Guest Services window at the front gate to upgrade before you leave.

Gold Pass - \$55: Unlimited Year-Round Visits, Unlimited South Bay Shores Visits, Free General Parking, Free Admission to Gilroy Gardens, Pass Perks Rewards, Bring-A-Friend Discounts.

Where do my guests enter the park?

Guests should arrive through the Security Check and Main Entrance at the front of the park.

Can I bring my own food & beverages into the park?

No outside food, beverages or coolers are allowed to be brought into California’s Great America. However, guests with special dietary needs are permitted to bring outside food and drink.

What happens if it rains during my visit?

Some attractions may close in inclement weather until conditions permit safe operation. Please enjoy a live show, meal or shopping until such weather passes. California's Great America cannot issue rainchecks or refunds for inclement weather.

How do I re-enter the park should I have to leave for some reason?

If you wish to leave the park and return on the same day, you will be asked to present your Season Pass or re-entry ticket. Re-entry tickets are available at designated turnstiles upon exit. One parking lot re-entry is permitted by showing your parking ticket at the tollbooths.

How do the dining plans work?

Single Meal Deal – Simply redeem your voucher at any participating location for an entrée, side and a regular fountain drink.

Premium All Day Dining Plan – Redeem your voucher at any of the participating locations and enjoy an entrée and side every 90 minutes and free drink refills every 15 minutes.

Dining Plan Participating Locations – American Café, Andre's Chicken Shack, Burger Barn, Giovanni's Pizza, Great American Hot Dog, Great American Pizza Company, Joe Cool Café, Maggie Browns, Panda Express, Schultz's Wieners, Shark Bites, Subway, Pizza Orleans, Snoopy's Snack Shack & South Bay Cantina. **Excludes Starbucks.**

More information on where your dining plan can be redeemed can be found here – <https://www.cagreatamerica.com/dining>.

Special Dietary Needs Information

California's Great America offers a wide variety of foods. Many of our products contain or may come into contact with common allergens including WHEAT, PEANUTS, SOY, TREE NUTS, MILK, EGGS, FISH, SHELLFISH AND OTHERS.

More information regarding locations where these items are served, as well as, locations with vegetarian, vegan and gluten free offerings can be found here - <https://www.cagreatamerica.com/dining/dietary-needs>.

Rider Height & Safety Guide Information

At Great America, we have plenty of exciting rides and shows for everyone, and we are proud to have earned one of the best safety records in the industry. We are committed to providing our guests with a safe environment and enjoyable day. More information on our height and safety requirements can be found here - <https://www.cagreatamerica.com/rider-height-safety>.

What should I bring along on my visit?

Guests are encouraged to wear comfortable shoes & clothing, as well as sunscreen, lip protection and a hat or sun visor to protect yourself from the summer sun. Additionally, make sure to bring a jacket or sweatshirt for cool evenings. Don't forget an extra pair of socks if you plan on visiting any water attractions. Lockers can be rented for an additional fee near the Main Entrance or at South Bay Shores to store your items.

What items are prohibited?

Pocket knives and metal chains, regardless of size, are not permitted inside the park. Other prohibited items include speakers, chairs, glass of any kind (except perfume bottles), food (except for special dietary needs), water guns, luggage, prescription drugs (unless in original packaging), weapons, metal chains, bottled or canned beverages (except sealed bottles of water), hard-side coolers, umbrellas, fireworks, scissors, knives, and child scooters.

What is California's Great America's Code of Conduct?

California's Great America is committed to protecting the FUN by providing a safe, comfortable, and enjoyable experience for all guests. To help us fulfill our commitment, we ask that you honor this Code of Conduct.

The following behaviors or acts are not permitted at California's Great America:

- Carrying firearms, ammunition, knives and weapons of any kind and any other prohibited item. California's Great America reserves the right to prohibit any items at their discretion.
- Unsolicited photographing or video recording that disrupts a guest's experience or interferes with park operation.
- Unruly or disruptive behavior that interferes with guests' enjoyment of the park including running, the incitement of running, and blocking midways or exits.
- Fighting or physical aggression of any kind, including verbal and physical assaults.
- Acts or behavior that park management determines is a safety concern or that interrupts park operation or guests' experience.
- Harassing or threatening behavior, sexual misconduct or lewd behavior including inappropriate interaction with park guests or associates.
- Offensive language or gestures.
- Clothing with offensive language, obscene gestures, graphics or nudity, or clothing that does not sufficiently cover undergarments.
- Intoxication or substance impairment that results in irresponsible behavior.
- Smoking or vaping is not permitted inside the park.
- Entering restricted areas including, but not limited to, ride Danger Zones and behind-the-scenes areas.
- Line Breaking – includes leaving and re-entering a line for any reason or place holding in line.
- Theft of any kind.
- Selling park tickets or soliciting and distributing literature not sponsored by the park.
- Refusing to follow verbal or printed instructions or cooperate with park personnel or security.

Themed Attire

Family-oriented themed outfits/attire are permitted. Attire must not represent or resemble any official park character, disrupt regular company operations, or potentially harm another guest or associate. Attire and accessories must meet Code of Conduct dress requirements and may not be offensive or violent and may not disrupt the general safety of guests or associates. Guests wearing character-themed outfits may not sign autographs for other guests or represent themselves as a park associate. Costumes that conceal identity are prohibited. Rides and attractions may also have additional restrictions on dress attire. Themed outfits/attire may be prohibited during Halloween events.

Children/Teens – Notice to Parents & Guardians

Parents, Guardians, and Chaperones are responsible for the behavior of their minor children and guests. Appropriate behavior and supervision are the responsibility of the Parent, Guardian or Chaperone and is always expected. We strongly recommend that minors (under 18) be accompanied by an adult. The park does not assume any responsibility or liability for unattended minors. Parents, Guardians and Chaperones may be held liable for all acts of the children under their care.

Personal Conduct

Conduct deemed by California's Great America to be inappropriate for the peace and good order of the park, guests, or associates, and which may adversely affect the safety of other is not permitted. Anyone who violates the Code of Conduct may be subject to ejection without refund.

Guests are encouraged to report any violations of the Code of Conduct or suspicious activity to the nearest California's Great America associate or Security associate.

California's Great America reserves the right to revise or modify this Code of Conduct with or without notice.

Notice: California's Great America Security personnel utilize surveillance cameras and body worn cameras as part of their overall security program.