

SEA LIFE

San Antonio

**BIRTHDAY
PARTY
PACKAGES**

Pre-party
Information Packet
SEA LIFE San Antonio

**Birthdays are
JAWSOME at SEA LIFE
San Antonio**

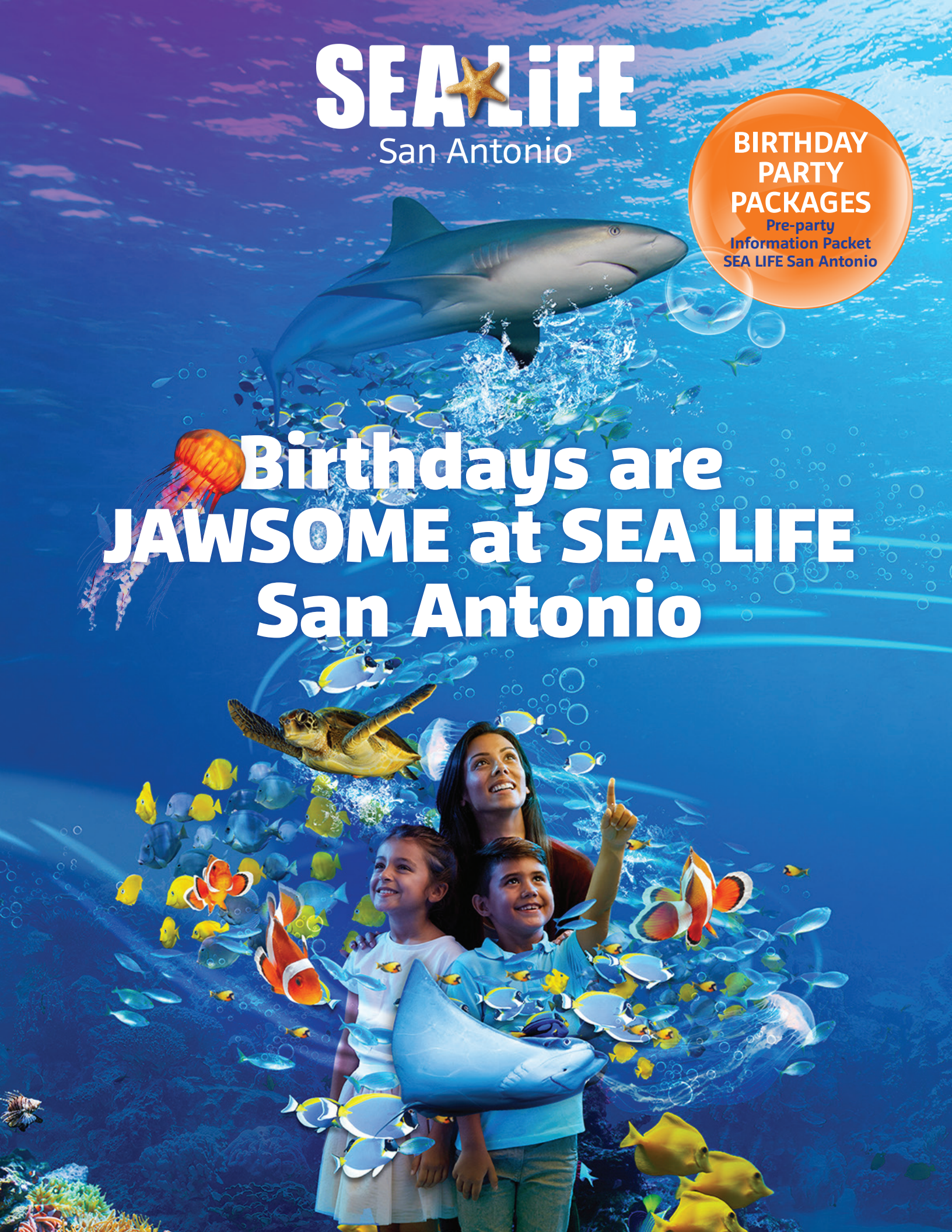


TABLE OF CONTENTS

Party Package Overview	1-2
Payment & Cancellation	3
What to Expect	4
Preparing for your Party	5
Guest List Submission Sheet	6
Frequently Asked Questions	7-8
Contact Us	9



STANDARD PARTY PACKAGE OVERVIEW

THE STANDARD PARTY PACKAGE INCLUDES:

- Admission for up to 25 people
- 60 minutes in one of our private birthday party rooms
- A Birthday Party host from our team
- Enjoy all that SEA LIFE San Antonio has to offer including our feedings and talks, hands-on rockpool experience and incredible underwater ocean tunnel after the time in the private party room
- Cakes and beverages to accommodate birthday party guests
- All party supplies (plates, napkins, utensils, candles)



\$450.⁹⁹

PREMIUM PARTY PACKAGE OVERVIEW

THE PREMIUM PARTY PACKAGE INCLUDES:

- Admission for up to 25 people
- 60 minutes in one of our private birthday party rooms
- A Birthday Party Host from our team
- Party games and crafts
- Enjoy all that SEA LIFE San Antonio has to offer including our feedings and talks, hands-on rockpool experience and incredible underwater ocean tunnel after the time in the private party room
- Cakes and beverages to accommodate birthday party guests
- Pizza to accommodate birthday party guests
- All party supplies (plates, napkins, utensils, candles)



\$600.⁹⁹



PAYMENT & CANCELLATION

TO SUBMIT PAYMENT

- All payments are taken online, we do not accept payment over the phone. Please [click here](#) to access the online store.
- Select Package of choice.
 - We have two package options available. We encourage reading about the benefits of each on pages 1-2 before making your selection.
- On the upper right, ensure you see the quantity 1 above the (+) button.
 - Click the blue next button.
- Select the date and time of your event based on our availability.
 - You will only be able to see time slots available to purchase.
 - Once your party is purchased, upgrades are not possible. Please ensure you've read through each option thoroughly before making your selection.
- Follow the prompts to enter your information to complete the booking.
- Once your payment is complete, you will receive a confirmation email.

CANCELLATION POLICY

We are unable to offer refunds. If you have any concerns, please contact us at 210-793-2461 or sagroups@merlinentertainments.biz



WHAT TO EXPECT

- Please check in at our admissions desk upon arrival. We recommend arriving about 15 minutes before your party time.
- You will be greeted by your party host who will assist with check-in, wristband you and your guests, sell any additional adult tickets you may need to purchase, and lead you to the private party room at the start of your event.
- All activities and eating will take place in the party room.
- Once your time in the party room is up, you will have the opportunity to store your belongings with us while in the aquarium or we can assist you in taking these items to your vehicle.
- If you wish, pick-up can take place in front of the Aquarium where check-in/drop-off took place. Birthday parents generally communicate this to any parents who are just dropping off their children for the party.
- SEA LIFE San Antonio is not responsible for the supervision of any guests.



PREPARE FOR YOUR PARTY

Arrival & Check-in

- We recommend you arrive at least 15 minutes before your scheduled birthday party time. Upon arrival, notify one of our staff that you are hosting a birthday party. If you have any emergencies, are running late, or just have questions you can contact our Manager on Duty at 210-793-2461. If you are running late, we will do our best to accommodate your party in the time remaining, but we cannot extend your time in the private room past the 1 hour allotted.
- If some of your guests arrive late, one of our party hosts will do their best to escort all late guests to the party room.

Address & Parking

SEA LIFE San Antonio Aquarium is located in downtown San Antonio at the Shops at Rivercenter (849 E Commerce Street, San Antonio, TX 78205). Discounted validated parking is available for the Commerce and Crockett Street garages at the admissions desk.

What to Bring

- We ask all party parents to fill out a guest list (you can find a guide on Page 6) to assist with our check-in process.
- Please e-mail the completed guest list to SLsanantonio@SEALIFEUS.com at least 1 day before your party.
- Please bring with you the e-mail confirmation of your order, or present the order confirmation to the ticket seller from your mobile device.
- Other than the above, no need to bring anything else, we will handle the rest!

Additional Orders

- We do not allow outside food in the Center and we cannot add pizza on to your Standard Party order.

Special Dietary Requests

The food provided is not:

- Peanut or tree-nut free
- Dairy-free
- Gluten-free

Safety is our highest priority, so please email us of any allergies or special dietary needs after you book your party event and we will work with you to accommodate.

Policies

- We do not allow outside food in the Aquarium for the safety of our other guests.
- Party supplies (including candles) are provided. Please do not bring any other decor - our birthday room is already decorated in a fun SEA LIFE theme!

Storage

We will provide bins to store gifts, party favors, and/or miscellaneous items and can hold these items for you while you are in the Aquarium if you wish. Please note that SEA LIFE San Antonio is not held accountable for any lost items. If you require assistance getting these items to your vehicle, we will do our best to accommodate.

Recommendations

- We recommend having at least 1 adult per 5 children to assist with keeping a watchful eye over party guests while in the Aquarium. The party host will not be available to assist your party guests once out of the party room.
- All party guests must wear socks if they wish to enter our soft play area.
- We advise sharing the pick-up and drop-off instructions in advance to parents who are not staying for the party. A typical party takes 2 hours and the front of our Aquarium (inside the mall) can be used for both the pick-up and drop-off location if you wish.
- SEA LIFE San Antonio is not responsible for the supervision of any guests.

GUEST LIST

Please provide us with your guest list upon arrival to assist us with the check-in process. Any additional adults outside of the 25 guests included in the party package will need to purchase an Additional Adult Ticket (\$15.99 per guest), and will only be granted access to the Aquarium. The private party room cannot exceed 25 persons.



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FREQUENTLY ASKED QUESTIONS

Q: Is outside food or catering allowed?

A: No. Outside food or catering is not allowed for the safety of our other guests in the Aquarium.

Q: Can you accommodate special dietary needs?

A: We can accommodate special dietary needs with various offerings. The pizza and cakes provided with the party, however, are not guaranteed to be allergen, dairy or gluten-free. If you have special dietary needs, please let us know and we will work with you on a solution. Contact us at sagroups@merlinentertainments.biz.

Q: What are the beverages offered at the party?

A: Water is offered with every party. We also offer your choice of lemonade, sprite, or coke for each party. We do not offer any additional beverage choices.

Q: Can I order additional pizza for my party?

A: No, we cannot add-on to your pizza order from Papa John's. The quantity of pizza provided for each party more than accommodates the 25 people in the party.

Q: Is Cake provided with my party?

A: Yes. All SEA LIFE San Antonio parties include Cake.

Q: Are candles supplied?

A: Yes, we supply candles.

Q: How many people can I bring to my child's birthday party?

A: Our private party rooms cannot exceed 25 persons each, which includes adults and children. There must be at least 1 adult present for the party, however, we highly recommend 1 adult per 5 children. If you need to add additional people, you can purchase a day ticket for each person. These guests are welcome to enjoy the Aquarium, however are not able to attend the birthday party room due to fire code restraints.

Q: Can I purchase tickets for additional adults outside of the 25 in my party?

A: Yes. There is a ticket option for additional adults available for purchase at the door for \$15.99 a person. This ticket gets the adult access to the Aquarium only. Access to the private party room and cakes, beverage, or food is not included.

Q: If some of my guests have Annual Passes are they still included in the 25?

A: Any guests with Annual Passes are admitted to the Aquarium for free, however, they will be included in the 25 persons in the private party room if they wish to be a part of the event. If they'd like to enter the Aquarium, but not join the private room, they are welcome to do so. They could join the party once your time in the private room is up.

Q: Can I schedule a walk-through before booking my party?

A: Absolutely, we'd be happy to host you for a walk-through. We ask that you book this in advance with us, and it's preferred that this take place Monday-Friday.

FREQUENTLY ASKED QUESTIONS

Q: How do I submit payment? Do you accept down payments?

A: All payment is taken online; we do not accept payment over the phone. We do not accept down payments; all payment is made in full at the time of booking.

Q: Once in the Aquarium, will I still have access to our party host?

A: No. The dedicated party host is with your party during your time in the private room. This individual will also assist with any needs you may have before or after the time in the private room to the best of their ability. We recommend that you have at least 1 adult per 5 children while in the Aquarium to help oversee the children.

Q: How long do the parties typically last?

A: The party room is available for an hour, but guests are welcome to enjoy the Aquarium for the remainder of the day!

Q: Do you offer storage options during the party?

A: Yes, we have bins to store your items while in the Aquarium. Please ask your party host or a manager about this option upon arrival.

Q: Is it possible to do the different activities in the Aquarium, as a group?

A: We cannot guarantee that all activities can be done as a group in the Aquarium, this is dependent on how busy we are. Our managers will do their best to accommodate this for your group.

An underwater scene with two fish swimming near the surface. The water is clear blue with light rays filtering down. One fish is a butterflyfish with a white stripe, and the other is a dark blue surgeonfish.

CONTACT US

We encourage you to contact us with any questions or concerns regarding your event.

For planning, payment, or general pre-event inquiries, please contact our marketing and sales team:

Email: SLsanantonio@SEALIFEUS.com

For questions, concerns, or emergencies on the day of (or weekend of) your event, please contact our operations team:

Emergency phone number: 210-793-2461

We are continually improving our parties based on valued feedback from our guests. If you'd like to provide your feedback to us after your event, you can do so by emailing SLsanantonio@SEALIFEUS.com and we will direct your inquiry accordingly. Please provide your phone number and preferred method of contact so we will know how best to get in touch with you.