



Canada's Wonderland Ticket Order Form – School Groups

Valid for Specific Day Student Outings
May & June 2017 – Grades K to 12

Office Use Only: Date Received _____
Customer # _____ Order # _____

School Name

Teacher Name

Shipping Address (We ship Purolator) No PO Box

City

Province

Postal Code

School Phone

School Fax

Teacher (MAIN CONTACT) Email Address

DATE OF VISIT:

GRADE:

TEACHER CELL #:

Emergency Contact

Ticket Type - All admission tickets and programs are \$27.43 per person plus HST unless otherwise noted - (\$31.00 tax inclusive)

Catered Meal Options - All pricing is on a guaranteed/per person basis - please see the fine print for more details about booking

Voucher Options - All pricing is on a per voucher basis

Catered Meal Time Requested (1 hour serve time):

of Catered Meal Tickets Required:

of Dino's Alive! Required: - \$1+HST (\$1.13 tax incl.)

of Add on Vouchers Required:

TOTAL Quantity of Admission & Complimentary Tickets Required:

Does not include season pass holders. Includes chaperones. (Total group size)

*******DO NOT SEND PAYMENT WITH TICKET ORDER FORM*******

****PERSONAL CHEQUES WILL NOT BE ACCEPTED BY CANADA'S WONDERLAND****

SELECTED PAYMENT METHOD – YOU WILL BE SENT AN INVOICE ONCE THE ORDER FORM IS RECEIVED (via email):

PRE-PAID ORDERS: PAYMENT MUST BE RECEIVED NO LATER THAN 14 BUSINESS DAYS PRIOR TO DATE OF VISIT

- All meal bookings require prepayment
- You will be sent a reservation/invoice (via email) within 72 hours of sending your ticket order form
- Payable in advance with a credit card, cheque, money order or EFT
- Please make cheque's & money orders payable to: **Canada's Wonderland Company. Purchase Orders are not accepted.**
- If payment is not received in advance, your tickets will not be couriered to you and you will be required to pay on arrival
- Pre-paid tickets will be couriered (time permitting) directly to your school. Should your order have to be held for front gate pick up (due to late prepayment), you will be notified via email. Canada's Wonderland is not responsible for any fee's associated with couriering ticket returns or payments back to Canada's Wonderland.
- In the event of unpaid prepaid orders payment will be required at the front gate upon arrival – see below

PAY & PRINT AT THE GATE RESERVATION: PAYMENT IS REQUIRED THE DAY OF YOUR VISIT

- You will be sent a reservation/invoice (via email) within 72 hours of sending your ticket order form
- Please bring this reservation to the front gate group sales window on the date of your visit
- Payment will be required at the group sales window via debit/credit card, school cheque (**NO PERSONAL**), cash, or money order
- Please make cheque's & money orders payable to: Canada's Wonderland Company. **Purchase Orders are not accepted.**
- Tickets will be printed at the group sales window, once payment is made. Tickets are not sent in advance
- Payments should match the reservation invoice – to make changes before your trip please contact us
- Please keep all receipts received from any payments made on the date of your visit for at least six months
- If you decide to prepay in advance for a pay at gate order, please review the PRE PAID ORDERS section above
- Please be advised that if you arrive at the gate with payment for more than your original reservation the refund process will need to be completed. Please see Returns & Refunds on the second page of this form.

SCHOOL GROUP TICKET POLICIES

RETURNS & REFUNDS

- The refund process applies to prepaid and pay & print at gate orders (refunds must be requested no later than Nov 15, 2017)
- If your trip date is June 15th or later your refund will be held until the last week of August unless otherwise requested
- The contract price of your tickets is based on a minimum of 15 people present on the day of your visit with a paid admission ticket. Any returns resulting in usage of less than 15 tickets will not be refunded
- Unsold admission tickets or restaurant vouchers may be returned on the day of your visit at the group sales window or via mail to the accounting department. **Refunds are only processed with a request.**
- If you return tickets to the front gate and require a refund – a BLUE REFUND FORM is required to be completed at the GS window
- If you return tickets via mail or courier - a refund request form is downloadable from canadaswonderland.com/youthprograms
- Front Gate Group Sales staff do not have the authority to process refunds on the date of your visit, nor are they able to provide an accurate refund amount or calculation. This is the sole discretion of the Accounts Receivable department.
- Refunds for payments made to the front gate will be returned in the form of a cheque to the address we have on file for your group
- Refunds are issued according to the payment method ie. same cheque name, same credit card etc.
- Please allow six to eight weeks for refunds to be processed by the Accounts Receivable department

CHANGES TO YOUR ORDER

- Ticket orders can be adjusted by emailing education@canadaswonderland.com or calling our sales line at 905.832.7400
- A new invoice/reservation may be emailed to the teacher after the adjustment is made (time permitting)
- You may add tickets or remove tickets. Changes made less than 30 hours in advance of your arrival, may not be accommodated
- Please note that we do not keep credit card information on file and will require this information again if you wish to pay via CC

COMPLIMENTARY TICKET POLICIES

- Grades K to 8: one free admission for every 10 people present on the date of visit that have a paid admission ticket**
- Grades 9 to 12: one free admission for every 15 people present on the date of visit that have a paid admission ticket**
- Complimentary tickets may only be redeemed in accordance with the complimentary policy your group qualifies for on the date of your group visit. Accounts may be adjusted after your ticket returns & payments are verified by Accounts Receivable
- **You may be charged the price of \$27.43 plus HST for any complimentary tickets used without the corresponding paid tickets**
- There are no complimentary tickets provided for Dinosaurs Alive! or meal options
- **Season passes are accepted as admission with the exception of Dinosaurs Alive! & Halloween Haunt and Meal Bookings
- ****Season passes DO NOT count toward your group size or complimentary ticket policy**

GENERAL POLICIES & DETAILS

- Each admission ticket allows unlimited use of all regular rides and shows in operation on the day of use. Prices, programs, hours, dates, attraction availability and policies are subject to change without notice
- Admission and catered meal tickets are only valid for entrance on the date of visit which is specified on the ticket. Some attractions may close in the event of inclement weather until conditions permit safe operation. Rain checks or refunds will not be issued. Tickets are not transferrable to another date unless applicable upgrade fee is applied
- Each ticket order requested for the 2017 operating season will be subject to approval through Canada's Wonderland Accounts Receivable department. The Principal assumes sole and complete responsibility for making proper and timely payment. The Principal is accountable for any tickets lost, stolen or otherwise unaccounted for
- **Front Gate Group Sales staff do not have the authority to deem any account as paid in full.** This is the sole discretion of the Accounts Receivable department. Front Gate staff is not responsible for any calculations regarding your account balance.

MEAL POLICIES & DETAILS

- Catered meal options require a signed meal guarantee form which is sent via email, once you have booked your outing. It will outline the menu, serve time, location and other important details.
- There are no refunds on catered meal tickets. Season pass holders & chaperones require meal tickets.
- Food Vouchers can be used any time during the 2017 season and are valid at all food locations excluding carts. A meal guarantee is not required and unsold vouchers can be returned for a refund with a written request.
- With the exception of plastic bottled water, outside food & beverages are not allowed inside the park. You are welcome to store food on the bus to be eaten outside the main entrance at our picnic pavilion. We cannot store lunches. Please visit our website for information regarding guests with special dietary needs.

SCHOOL AUTHORIZATION

Principal - I have the authority to bind the school & have reviewed all policies Note: The Principal must be different than that of the Teacher/Advisor.

Principal's Name: _____ (Please print) Principal's Signature: _____ Date: _____

Canada's Wonderland Company – Group Sales, 9580 Jane Street, Vaughan, On L6A 1S6

(p) 905.832.7400 (f) 905.832.7499 (e) education@canadaswonderland.com (w) www.canadaswonderland.com/youthprograms TM, ® & © 2016

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