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# SMALL GROUP FAQ'S



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www.whitewaterbay.com

**Q. How many do you need to qualify as a group?**

A. There is a minimum order of 15 tickets to be considered a group.

**Q. What are the group ticket prices?**

A. If ordered through group sales at least 10 days in advance, the tickets are \$18 +tax each. For tax exempt organizations, you must include a copy of the tax letter. For every 15 tickets pre-ordered at least 10 days in advance, you get one free chaperone ticket. If an order is not place 10 days in advance, there are two options. You can buy tickets online for \$21 +tax, and you still get the chaperone ticket. There is a \$5 fee per online order, and all orders will include tax. Otherwise you can get tickets at the gate for \$22.99 +tax, but there is no chaperone ticket. Tax exempt letters can be presented at the gate. For bus drivers, present your CDL at the ticket booth to receive a complimentary ticket.

**Q. Does it cost to park?**

A. For full sized buses and commercial vans, there is no fee for parking. For all other vehicles, parking is \$8 at Frontier City, \$6 at White Water. You can pre-purchase parking vouchers 10 days in advance for \$4, but they must be paid for at time of order and shipped before visit date.

**Q. What is there to eat?**

A. There are pre-ordered meal deals available for \$7.99 +tax each. Meal deal vouchers offer you a discounted meal including chicken strips, cheese burger, pizza or corndog, plus fries and a drink. There are also additional food stands including ice cream and funnel cakes.

**Q. Can we bring our own food/drinks to the park?**

A. No, there is no outside food or drink allowed inside the park. You may bring in personal water bottles, but no coolers. At Frontier City, there are limited picnic tables available on a 1<sup>st</sup> come 1<sup>st</sup> serve basis outside the front gate if you choose to bring your own lunch. At White Water, they do have cooler storage for \$5 with a picnic area behind it. Food and drinks may not leave the picnic area.

**Q. What if there is bad weather that day?**

A. There are no refunds or rain checks on any tickets. Group tickets are valid at either Frontier City or White Water for the entire operating season. Check the park website or call 405.478.2140 for exact days and hours.

**Q. What if we need more tickets? Less tickets?**

**More:** Tickets can be added on at the gate by the group leader for the \$18 rate after initial pre-order of 15 when you present the ticket shipment voucher included with your original order. Individuals cannot add on tickets to a group order. Meal deals may not be added at the gate. The free chaperone ticket offer does not apply to add-ons. **No PO's accepted at the gate for add-ons.**

**Less:** Tickets and other pre-ordered items are non-refundable, but can be used at either park during the regular operating season.

**Q. How do I pre-order tickets?**

A. Once you have received an order form through group sales or from the website, there are 3 easy ways to order:

**Mail** order form to:  
Frontier City Group Sales  
11501 N I-35 Svc Rd, OKC, OK 73131

**Fax** order form to:  
405.478.2118  
Attn: Group Sales

**Email** order form to:  
jsavage@frontiercity.com

**Q. Do I have to pre-pay for my tickets?**

A. This is the preferred method as it helps speed up the process and prevents lines for ticket pick up and payment at the gate. If you cannot pre-pay, you can pay for your tickets at the front ticket booth. The only exception is if ordering parking vouchers, they must be paid for at time of order and shipped in advance. No PO's will be accepted unless given specific permission by Frontier City Group Sales.

**Q. What are my payment options?**

A. We accept credit cards (Visa, MC, Discover, AmEx), money order or a company check (no personal checks). If tax exempt, the payment method must be from the organization, not an individual. You can pre-pay for your tickets and have them shipped, or you can pay for and pick up your tickets at the front ticket booth.