

Season Pass FAQ

Are there any blackout dates?

No, all season passes are valid ALL day, EVERY day!

Where can I pick up my buddy tickets?

If your pass includes buddy tickets, you can receive your tickets at the ticket booth. Buddy tickets can be printed ahead of time.

How do I use my buddy tickets?

Have your buddy tickets printed out at the ticket booth and bring them to the front gate.

Can I use both my buddy tickets at the same time?

Yes, you can use them whenever you would like!

Does my pass come with food coupons?

Yes, check out our [Season Pass](#) page to see what each of the passes come with.

How do I check what coupons are left on my pass?

Any team member who scans your pass will be able to tell you what you have left.

How do I use my combo meal vouchers?

If you have a Greatest Value or Extreme Pass, your meal vouchers are loaded onto your pass. Check out our [Food](#) page to see all the combo meal options available! Only one meal may be redeemed per day, per pass.

Where do I get my souvenir bottle?

Greatest Value or Extreme Pass Holders can pick up their souvenir bottle when you pick up your pass, or while you are in the park at Sheldon's Ice Cream Shop, Piper's, or Al Gator's (while supplies last).

How do I reserve my \$20 Luxury Lounger?

Call 817.427.6500 and we will be able to reserve your Luxury Lounger at your discounted rate.

I bought a Season Pass but I would like the Greatest Value pass now. Can I upgrade it?

Yes, you are able to upgrade your pass in the season pass office for the difference per pass upgrade.

How do I use my free Cabana and Luxury Lounger that comes with my Extreme Pass?

Just give us a call at 817.427.6500 and we will reserve your seating for you!

How do I purchase a \$10 Buddy Ticket?

Extreme Pass Holders can purchase as many \$10 Buddy Ticket as desired, per pass, per day. This ticket must be used day of purchase. Non refundable.

What does early entry mean?

Our goal is to have Greatest Value and Extreme Pass Holders enter the park about 15 minutes before the park opens to the general public!

What is a Pass Holder Exclusive?

This is a special after hour's event just for our pass holders at no additional cost! You can use one of your Buddy Ticket's for this event but additional tickets are not available. Greatest Value and Extreme Pass Holders can bring one friend to the pass holder exclusive without the use of a buddy ticket (does not include entry during normal operating hours).

Does my 2 year old need a Season Pass or Ticket?

No, admission for 2 and under is free.

Do I need to be at the park for my buddy tickets to be used?

Yes, we need to scan your season pass in order to use your buddy tickets.

Does my souvenir bottles get free refills?

If you have a Greatest Value or Extreme Pass your souvenir bottle comes with free refills! Souvenir bottle must be used to redeem refills.

What if I lost or broke my souvenir bottle?

Replacement souvenir bottles are \$10.00 plus tax. The follow pass discounts may be applied: Season Pass 15%, Greatest Value 20%, Extreme 25%

Is my Season Pass valid for Doggie Beach Bash?

No, this is a fundraising event to support our North Richland Hills Animal & Adoption Rescue Center!