

# Frequently Asked Questions

## Season Pass Plans and Benefits



**How do I purchase a Season Pass?** You can either purchase a Season Pass online (visit our [Season Passes page](#) for a breakdown of our various Season Pass options) or you can purchase it at Kennywood on any operating day at the Season Pass Processing Center. If you are renewing your Season Pass from last season, please choose the 'renewal' option when you are in the online store.

**I bought my Season Pass online; what now?** Upon the purchase of a Season Pass online, you will receive a confirmation voucher e-mail with your order information. To process your order and receive your Season Pass ID Card, you will need to come to Kennywood on an operating day with your confirmation voucher. Season Passholders must be present in person to take a photo for their Season Pass ID card. Friends/family cannot get a pass processed on behalf of another person. We can scan vouchers off a smart phone or tablet, or you may print the voucher off and bring it to the park.

**I'm purchasing the Season Passes online as a gift, but I don't want to them to receive any Season Pass e-mails and spoil the surprise...is this possible?** We love a good surprise! When you purchase Season Passes online you are required to enter an e-mail address, but this is solely for you to receive your confirmation e-mail at the end of your purchase. The e-mail address(es) listed for the Passholder(s) will not be added to our e-mail database until after they process and activate the pass(es) at Kennywood.

**I've purchased my passes on a payment plan, when can I use them?** Passes purchased on a payment plan during the Summer Season can be processed and used after the first payment is made. Passes purchased during Black Friday & Holiday Sales must be paid in full before they can be used.

**I've purchased my passes on a payment plan and I want to pay them off, how can I do this?** Visit the [Kennywood Payment Portal](#) to make early payments or check on the status of your payment.

**Can I apply my admission to a Season Pass?** Yes! Please take your admission receipt/ticket stub to Season Pass processing for more information. The upgrading of an admission to a Season Pass must be done on the day the admission is used.

**How do I redeem my Season Pass Voucher?** On your first visit to the park, please take your Season Pass Voucher to Season Pass Processing located to the left of the Cashier Booths before you enter the park. The Season Pass Processing Center is only open on operating days or specially announced Pre-Season Processing Days. Season Passholders must be present in person to take a photo for their Season Pass ID card. Friends/family cannot get a pass processed on behalf of another person.

Please note, lines at the Processing Center can be quite long on certain days, such as the first several operating dates of the season. In the event wait times are very long, you may use your confirmation voucher for admission to the park, and then return to the Processing Center on the way out of Kennywood to get passes processed. **Passes can no longer be processed at the Service Center inside Kennywood. Guests can only use the confirmation voucher for admission once before it is no longer valid for this purpose.**

***How do I redeem my Season Pass Voucher if I can't print it or I've misplaced it?*** If you can look the e-mail up on your smart phone or tablet, we can scan it at the Processing Center. If you cannot locate your voucher at all, please take your photo ID to Season Pass Processing located to the left of the Cashier Booths before you enter the park. Season Pass Processing will then look up your information using your ID, confirm your identity, and then process your pass.

***How do I know what perks are associated with my pass?*** For a comprehensive list of perks for each Season Pass offered by Kennywood, please visit [www.kennywood.com/seasonpass](http://www.kennywood.com/seasonpass). This page is also updated regularly with a list of Buddy Days, discounts and other offers for Season Passholders. **Note – If you are a Bronze, Senior Evening or Summer Saver Season Passholder, there are no perks associated with your pass beyond admission to the park during the 2018 Summer Season.**

***When can I use my pass?*** All 2018 Season Passes, with the exception of the Bronze, Senior Evening and Summer Saver Passes, are valid for Holiday Lights 2017 & 2018 and the 2018 Summer Season. With the exception of the Bronze Pass, Senior Evening and Summer Saver Passes, 2018 Season Passes also include complimentary admission on select nights of Holiday Lights 2018 and discounts for select dates of Phantom Fright Nights 2018 and Happy Hauntings 2018. The Bronze and Summer Saver Season Passes are valid only for the 2018 Summer Season, April 28 – September 16.

***How do I receive my perks?*** Depending on your pass and the perks associated with it, your Kennywood perks will either be given to you via vouchers or the perks will be added onto your Season Pass card upon activation. If you are a Ride & Slide Pass Holder and process your pass at Kennywood first, on your first visit to Sandcastle, stop by their Season Pass Processing location with your Season Pass ID to receive your Sandcastle perks.

***Can I upgrade my current Season Pass?*** Select Season Passes can be upgraded to higher passes:

- The Bronze and Summer Saver Passes can be upgraded to the Silver, Premium or Ride & Slide Pass.
- The Silver Pass can be upgraded to the Premium Pass or Ride & Slide Pass
- Neither the Premium Pass nor the Ride & Slide pass can be upgraded.

***I purchased a Ride & Slide pass off of the Sandcastle website; can I process it at Kennywood?*** Yes, you can process your Ride & Slide pass at either park, no matter which website you purchased it through. Please note that if you process your Ride & Slide at Kennywood. Please visit the Sandcastle Season Pass Processing area to receive your Sandcastle perks.

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**How can I be sure I am receiving e-mails regarding Season Pass Deals and Events?** When you process your Season Pass, please be sure to give the team member the e-mail address you check most often. If you purchased your pass online or someone purchased the pass for you as a gift, when you process your pass be sure to check the e-mail address that is associated with your pass to make sure it is one you use.

**I'm not receiving Season Pass e-mails. What do I do?** First, make sure the e-mails are not going into your spam or junk folders. Second, adjust your e-mail settings to allow e-mails from Kennywood.com. If you are still not receiving e-mails after taking these steps contact us at 412-461-0500 and ask to talk to the Season Pass Department. Please note, Season Passes can be very busy so if you get a voicemail, just leave your name and the e-mail address that should be associated with your pass and they can make the correction. You can also e-mail the park via the [Contact Us](#) page for assistance.

**What happens if my Season Pass was lost or stolen?** Lost or stolen Season Passes can be reprinted at Season Pass Processing for a fee of \$15.00. Temporarily misplaced or forgot your Season Pass? No problem! Each season pass holder is given a one-time complimentary admission if they forget their season pass. In order to receive this admission, please go to the Guest Relations Office at the Kennywood Front Gate so they can verify your status.

**Can I give my pass to a friend/family member to use if I'm not attending the park on a certain day?** Season passes are non-transferable. The only person that is able to use a Season Pass is the person whose name and picture is on the pass. Abuse of a Season Pass may result in suspension or revocation of the Season Pass.

**What are Buddy Days and how do they work?** Buddy Days are pre-determined days on the Kennywood Calendar when a current Silver, Premium, Senior, Ride & Slide, or Platinum Season Pass holder is able to bring a Buddy for a discounted admission. The Bronze, Summer Saver, and Senior Evening Passes do not include Buddy Days for the 2018 season. The dates and cost of our Buddy Days can be found at [www.kennywood.com/seasonpass](http://www.kennywood.com/seasonpass). Buddy Days are updated throughout the season.

**Can my Season Pass be suspended /revoked?** Yes. If you are found in violation of any park policies/procedures then your Season Pass may be suspended or revoked and you may be barred from the park at the discretion of the park's management.

**What is your refund policy on Season Passes?** There are no refunds/credits on Season Passes once a pass is processed.

**Is my Season Pass valid for Special Events held at the park?** Season Passes are not valid for admission to Special Events held before /after the park open/closes or during the park's off season.

***Can I use my Kennywood Season Pass at Sandcastle or Idlewild for free admission?*** Only the Ride & Slide Pass can be used for admission into Kennywood and Sandcastle. None of our passes include Free Admission into Idlewild Park. If you present your current Silver, Senior, Premium, or Platinum pass at Idlewild Park during their summer season, you will receive \$10.00 off of your full price admission. Please note that this discount is only available when purchasing a full price admission and is not valid for a discount on the Senior, Junior, or any other discounted Idlewild admissions.

## **About All-Season Dining Passes**

***How does the All-Season Dining Pass work?*** Season Passholders with an All-Season Dining Pass will be able to get up to two meals per day at Kennywood. Simply present your Dining Pass at any of the participating locations throughout the park and enjoy lunch and dinner (with only a 4 hour interval between meals) every time you visit!

***How do I get my Dining Pass?*** The All-Season Dining Pass is automatically loaded onto your Season Pass card. If you purchase your Dining Pass after you've already received your Season Pass card, please stop by the Season Pass Processing Center at the park entrance to have the dining pass loaded onto your card.

***Where can I use my Dining Pass?*** A detailed list of food stands and the specific meals included with a Dining Pass can be found on our [website](#).

***How many times can I use the pass on any given day?*** The All-Season Dining Pass may be used for up to two meals per day. There must be a minimum four hour wait time between meals. Season Passholders may also choose between a complimentary cotton candy or popcorn on each visit.

***What is the definition of a meal?*** A meal means an entrée (such as a hot dog or sandwich) and a side dish (such as French fries, chips or fresh fruit).

***Is the Potato Patch included on the dining pass?*** The Potato Patch stand is not included; however, guests can get the signature fresh-cut fries as a side to meals at Small Fry's or Star Refreshment Stand. Fry toppings such as bacon, cheese and gravy **are not** included on the dining pass and must be purchased separately.

***Can I substitute food items listed for the meal plans?*** Sorry, no substitutions. Some meal plans may include multiple choices for a side dish.

***What happens if I forget my All-Season Dining Pass?*** Sorry, Season Passholders must present their All-Season Dining Pass to receive complimentary meals, no exceptions.

***What happens if I lose my Dining Pass?*** There is a \$15 replacement fee to replace a lost Season Pass. Stop at the Season Pass Processing Center near the entrance or Service Center near Noah's Ark to request a replacement pass.

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***Can I transfer my Dining Pass to a friend or family member?*** Dining passes are non-transferable. Guests found to be in violation of this policy may have their Season Passes suspended or revoked.

***Does my Dining Pass include drinks?*** Drinks are not included with the All-Season Dining Pass.

***I don't currently have a season pass. Can I buy the All-Season Dining Pass?*** Only Season Passholders can purchase an All-Season Dining Pass. However, you are welcome to purchase both passes at any time!

***Is my All Season Dining Pass valid at both Kennywood and Sandcastle?*** If you have a Ride & Slide Pass, you may purchase a Ride & Slide Preferred Dining Pass that works at both Kennywood and Sandcastle. With a Ride & Slide Preferred Dining Pass, you may get 1 meal at Kennywood and 1 meal at Sandcastle in a day, or 2 meals at Kennywood in a day. The four-hour minimum wait between meal purchases still applies. If you are a Ride & Slide Season Pass Holder and previously purchased a standard All-Season Dining Pass, please contact us at 412-461-0500 to transition to the Ride & Slide Preferred Dining Pass at no additional charge.

***Is my All Season Dining Pass valid during non-summer special events (e.g. Phantom Fright Nights, Holiday Lights, Brew in the Park) and other private events?*** The All-Season Dining Pass is only valid during the 2017 Summer Season and cannot be used during Phantom Fright Nights, Holiday Lights, or other private or special events such as Brews in the Park or catered company picnics. The Dining Pass also cannot be used with special vendors that visit Kennywood such as food trucks or the Ethnic Heritage Day kitchens.

### **About the H2O Pass**

***What is the H2O Pass?*** The H2O Pass provides Kennywood Season Passholders with access to Sandcastle all summer long at a heavily discounted price!

***How do I purchase the H2O Pass?*** The H2O Pass can be added on to a Kennywood Season Pass during the process of buying online. It can also be added at the park's Season Pass Processing Center.

***What perks do I get with the H2O Pass?*** The H2O Pass does not provide any benefits beyond admission to Sandcastle during their operating season. For additional perks like free parking and discounts at concession stands and gift shops, we recommend a Ride & Slide Season Pass.