



2019 Kings Island Group Payment Information

Please use the email confirmation as your “invoice” to obtain payment from your organization.

Kings Island Accepted Payment	Methods that are NOT accepted
<ul style="list-style-type: none"> • Major Credit Cards • Checks: Made payable to Kings Island • Money order/Cashier Check: Payable to Kings Island • Cash: ONLY accepted at GROUP SALES WINDOW 	<ul style="list-style-type: none"> • Purchase orders • Personal Checks

Pre-pay to receive tickets in advance

In order to have your order shipped to you, we will need one full payment at least 14 business days before your scheduled event date.

- Free Shipping within the USA as long as payment is received at the Kings Island Group Sales office at least 14 business days in advance. Restrictions apply to shipments outside the USA. Prepaid orders that cannot be shipped will be held for the group leader to pick up at the Kings Island Group Sales Window on the event date.
- To pay via credit card, please call your Group Sales Representative. If paying via school or organization check, please mail it to Accounts Receivable at PO Box 901, Kings Island, OH 45034.
- With ticket in hand, you and your group members can bypass the Group Sales Window and present the ticket at the park entrance.
- If needed, only the group leader, can purchase additional tickets (for members of the same group on the same event date) at the Group Sales Window.
- The group leader can mail back any extra unused tickets for a refund*.

Pick up and pay upon arrival

For groups that have not prepaid, the group leader will need to go to the Group Sales Window outside Kings Island’s main entrance. At the Group Sales Window the group leader can make adjustments to the reservation as long as the adjustment does not drop the ticket purchase below the minimum below 15 tickets required.

- The Group Sales Window generally opens one hour before the park is scheduled to open to the general public.
- Have your full payment ready and know exactly what you need to purchase before you arrive.
- Bring your Order ID number from the email confirmation with you and present it to the cashier at the Group Sales Window.
- Make sure you receive all the tickets you paid for BEFORE leaving the Group Sale Window. Once the tickets, meal vouchers and wristbands are issued to you they become your responsibility.

*Group Sales Refunds: Only tickets with value that were purchased through Kings Island Group Sales during the 2019 season will be considered for a refund. Requests must be received at Kings Island Group Sales before Nov. 14, 2019. Net billing is based on tickets shipped minus returns/adjustments. Price category is based on the number of tickets to be paid for, not the number of tickets issued. If your ticket return drops your original purchase below the minimum required for the discount program, the price per ticket will be adjusted to the prevailing gate price. NOTE: A price adjustment may 1) result in a lesser refund than anticipated or 2) make you ineligible for a refund. Groups must also return any courtesy tickets that they no longer qualify for. Otherwise, the refund amount will be adjusted accordingly. (Courtesy tickets have no refund value.) The refund will be applied to the original credit card used when possible; otherwise a check will be mailed to the group leader. Please allow 3-4 weeks to process qualifying refunds. Prices, hours, dates and schedules are subject to change without notice. Go to www.visitkingsisland.com for up-to-date information.