

2022 TriHealth Company Picnic Plan Your Day FAQ | August 28, 2022

Event Overview

After two challenging years, the TriHealth Team Member and Volunteer Picnic is back! Two Cincinnati institutions – TriHealth and Kings Island – are coming together to commemorate the best team in healthcare. Make sure you join your fellow team members, physicians, and volunteers as we gather to celebrate, reconnect, eat and have fun at Kings Island.

When: Sunday, August 28, 10am-8pm

Where: Kings Island, 6300 Kings Island Dr, Mason, OH 45040

Who: TriHealth Team Members, Employed Physicians, & Volunteers*

Event Offering: Free parking, admission to Kings Island, including Soak City, a free meal, and all-day drinks throughout the parks

Ticketing:

How do I access my tickets?

There are three ways to keep track of your tickets and their unique QR codes that the Kings Island staff will scan for you to receive free parking, admittance to the parks and the Picnic Grove, and your all-day drinks wristbands.

1. **Print.** You can print your tickets from the [online Kings Island ticket ordering site](#) or come back and access them later. The site will be open through August 28. Click on Menu, Order Lookup, then enter your email address and phone number.
2. **Email on Mobile Phone.** You will get an email confirmation from noreply@accessoticketing.com with a link to your tickets and additional information. Tickets can be scanned directly from your mobile phone if you have access to your email.
3. **Apple Wallet.** If you used your personal email when ordering your tickets, you can add your tickets to your Apple Wallet for easy access throughout the day. This option will be blocked if you used your TriHealth email account.

TriHealth Company Picnic tickets cannot be saved to the Kings Island app.

I lost my ticket or can't find it in my email. What should I do?

If you can't find your tickets, you can reprint your tickets from the [online Kings Island ticket ordering site](#) and click on Menu, Order Lookup, then enter your email address and phone number or call Kings Island Guest Services at 513 754 5700 extension 3. The site will be open until after August 28.

On the day of the event, Kings Island will also have a list of all our team members' orders at the ticketing windows at the park. **You can give Guest Services your information, and they will reprint your tickets for you.**

If you don't have your ticket/QR code when you enter the Kings Island parking lot, you will have to pay for parking; however, when you visit Guest Services to get your tickets printed, you will be refunded.

** To be eligible, you must be employed by the legal entity TriHealth, Inc. and hired on or before August 15, 2022, or have actively volunteered in 2021 or 2022. Those employed by organizations affiliated or partnered with TriHealth are not eligible.*

Do children need tickets for entry into the park or the Picnic Grove?

Children two and younger do not need a ticket for the Company Picnic, including entry into Kings Island or Soak City or the free meal in the Picnic Grove. Children three and older will need a ticket for the Company Picnic.

What's the confirmation email with my ticket information?

Once you've ordered your tickets, you will receive an email from noreply@accessoticketing.com with all your ticketing information and a link to access your tickets.

What if I have technical issues trying to find my tickets?

For technical issues with the ticketing site, please call Kings Island Guest Services at 513 754 5700 extension 3.

Can I use my Kings Island season pass?

If you have a Kings Island season pass, you may use it for parking and entry to Kings Island. However, your season pass will not give you access to the other perks offered at the 2022 TriHealth Company Picnic—free meal in the Picnic Grove or the Single Meal Deal, free drinks throughout the park with the all-day drink wristband and the opportunity to meet with senior leaders and reconnect with fellow team members.

Food & Drink:

What is the meal served in the Picnic Grove?

The Picnic Grove is reserved just for TriHealth! If you are joining us there for your meal, classic picnic food will be served, including pork and beef hot dogs, all-beef hamburgers, vegetarian black bean burgers, fruit salad, potato salad, and cookies.

I have a special dietary restriction. Where can I find my alternative meal in the Picnic Grove?

Vegetarian and gluten-free options will be available in the Picnic Grove. There will be navigation signs to help you find your vegetarian or gluten-free meals.

What if I have a Single Meal Deal ticket?

Single Meal Deal ticket holders will not join us in the Picnic Grove. Instead, you can enjoy a meal at any of the [participating restaurants](#) throughout the park. Your meal will include an entrée and a side.

While we won't see you in the Picnic Grove, we hope that you still enjoy a delicious meal with your family and friends at a restaurant and time of your choosing.

How do I know if I have a Single Meal Deal ticket or a Picnic Grove ticket?

Due to the overwhelming number of tickets ordered, all tickets ordered on August 14 or later will include a Single Meal Deal. These ticket holders will not join us in the Picnic Grove. Your meal option will be outlined on your tickets.

When should I go to the Picnic Grove to eat my meal?

If you selected an hour-long meal time (11am-12pm, 1-2pm, 3-4pm, 4-5pm, or 6-7pm) when you ordered your tickets, your chosen meal time will be indicated on your ticket. At your designated meal time, go to the Picnic Grove and show the Kings Island staff your ticket to scan for entry.

Where is the Picnic Grove located?

The Picnic Grove is located in between Planet Snoopy and Soak City. Follow the signs throughout the park, which will direct you to the Picnic Grove or [click here to view a park map](#) with the Picnic Grove circled.

How do I get my all-day drink wristband?

With your TriHealth ticket, you have access to unlimited drinks throughout the park. To get your all-day drink wristband, present your ticket at the Front Gate Bottle Cart or any Coca-Cola Refresh Station.

Need Help?

Who can help me with my questions about my tickets?

If you need help finding your tickets or have questions about the online ticket ordering site, contact Kings Island Guest Services at 513 754 5700 extension 3.

Who can help me with my questions about the TriHealth Company Picnic?

If you have questions about the TriHealth Company Picnic, contact TotallyAppreciated@trihealth.com.

Who can help me with my questions about the park?

If you have questions about Kings Island, visit <https://www.visitkingsisland.com/frequently-asked-questions> for additional FAQs.

Electronic Pay & the Kings Island App

I may want to purchase food or items while at Kings Island, but the park doesn't accept cash.

What if I don't have a card to use?

Throughout Kings Island and Soak City, you can use a credit card, debit card or smart phone with Apple Pay or GooglePay anywhere you would use cash.

If you would prefer to use cash, you can convert your cash into a prepaid debit card at any Cash-to-Card Kiosk throughout the park. You can use the debit card anywhere, even outside the park, with no fees.

Does Kings Island have a mobile app I can use?

Yes! Team members can download the Kings Island mobile app for free. The app includes valuable information such as driving directions, a park map, details on ride wait times, performance show times, and a "mark your parking spot" tool.