



TRIHEALTH
TEAM MEMBERS
& VOLUNTEERS
AUGUST 27, 2023

2023 TriHealth Company Picnic FAQ | August 27, 2023

Event Overview

We are so excited to return to Kings Island for the TriHealth Company Picnic on Sunday, August 27, 2023! Plan to join your fellow team members, physicians, and volunteers as we gather to celebrate, reconnect, eat and have fun at Kings Island.

When: Sunday, August 27, 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 in the Picnic Grove, and all-day drinks throughout the park

Ticketing:

How do I order tickets?

Kings Island has created an online ticket ordering site specifically for TriHealth. Tickets can be ordered on this site from August 1-15 using your unique gift code. The link to order will be emailed to you and posted on Bridge beginning on Tuesday, August 1. You will use your unique gift code to order your tickets. [Click here](#) for step-by-step instructions on how to order your tickets. ***We recommend completing your Company Picnic ticket order on a device that is not connected to the TriHealth network, like a smart phone or personal laptop.***

What's my unique gift code to order my tickets?

For team members, employed physicians and volunteers, ordering tickets on the TriHealth online ticketing site requires a unique gift code. **On Tuesday, August 1, a unique code will be emailed from TotallyAppreciated@trihealth.com with the subject line "Instructions to Order Your TriHealth Company Picnic Tickets".**

Volunteers will receive a unique gift code to their primary email address on file. Volunteers without an email can receive a unique code from their Volunteer Coordinator.

How many tickets can I order?

You can order:

- 2 free tickets
- Up to 4 discounted tickets for \$20 each (plus tax)
- Additional tickets for \$48 each (plus tax)

Note: All tickets must be ordered between August 1-15 through the TriHealth online ticketing site. Tickets are only valid on Sunday, August 27, 2023, and are non-refundable.

** To be eligible, you must be employed by the legal entity TriHealth, Inc. and hired on or before August 14, 2023, or have actively volunteered in 2022 or 2023. Those employed by organizations affiliated or partnered with TriHealth are not eligible.*



Do I have to provide a guest's name for each ticket?

Once your ticket order has been completed, you will be asked to provide a "Guest Name" for each ticket – this step of the ticket ordering process is to help you stay organized when ordering multiple tickets. Please provide either the name of the person using the ticket, or something generic like "Guest 1, Guest 2, etc." when prompted to name the ticket. The name on the ticket will not be checked upon entry to Kings Island, Soak City or the Picnic Grove.

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

For technical issues with the ticketing site, please call **Kings Island Guest Services** at **513 754 5700** extension **3** or email youthsales@visitkingsisland.com.

Will I receive a confirmation email with my ticket information?

Once you've ordered your tickets, you will receive an email from noreply@accessoticketing.com titled *Kings Island Online Order Confirmation* with all your ticketing information and a link to access your tickets.

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 2023 TriHealth Company Picnic—free lunch in the Picnic Grove, 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 while in the Picnic Grove.

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

Children two and under receive free admission to Kings Island and do not need a ticket to claim their free meal in the Picnic Grove.

How do I access my tickets?

On Sunday, August 27, you must show your ticket in order to enter Kings Island and Soak City, receive free parking, enter the Picnic Grove and redeem your all-day drink wristband. You can show proof of your tickets in several ways:

- **Print.** You can print your tickets/QR codes after you complete your order on the ticketing site.
- You may also return to the ticketing site at a later date to access and print your tickets:
 - Click the *Menu* button in the top left corner.
 - Select *Order Lookup* from the dropdown menu.
 - Enter the email address and phone number you used when you initially ordered your tickets then click *Search*.
- **Email on Mobile Phone.** You will get an email confirmation with a link to your tickets/QR codes and additional information. Tickets can be scanned directly from your mobile phone if you have access to your email.
- **Apple Wallet.** You can add your tickets/QR codes to your Apple Wallet for easy access to them that day.

Please note that **tickets ordered on the TriHealth online ticketing site will not appear in 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 [TriHealth online ticket ordering site](#) using the instructions listed above. Feel free to call Kings Island Guest Services at 513 754 5700 extension 3 if for some reason you have trouble finding your order on the ticketing site.

For those who cannot find their ticket 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 ticket for you.**

Reminder: 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, you can visit Guest Services to get your tickets printed and you will be refunded for parking.

Food & Drink:

What is the meal for the picnic?

All meals will be provided in the Picnic Grove, which is reserved just for TriHealth. Classic picnic food will be served, including pork and beef hot dogs, all-beef hamburgers, vegetarian black bean burgers, fruit salad, potato salad, and ice cream.

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

When you order your tickets through the [TriHealth online ticketing site](#), you will be asked to select an hour-long meal time. You can choose from: 11am-12pm, 12pm-1pm, 1pm-2pm, 2pm-3pm, 3pm-4pm, 4pm-5pm or 5pm-6pm. 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, which they will 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, ask a Kings Island employee for assistance, or [click here to view a park map](#) with the Picnic Grove circled.

I have a special dietary restriction. Will there be alternative options for my meal?

Vegetarian and gluten-free options will be available in a separate area at the Picnic Grove. When you order your tickets, select "Combo Vegetarian Meal and/or Gluten Free Meal" in the meal selection portion of the ordering process. Follow Picnic Grove signage on Sunday, August 27 to locate where to pick up your vegetarian and gluten-free meal.

How do I get my all-day drink wristband?

A special perk with your TriHealth ticket is access to unlimited drinks throughout the park. You can get your all-day drink wristband by visiting any Coca-Cola Refresh Station and presenting your park ticket to scan.

Kings Island Park Information

What is the Kings Island Chaperone Policy?

New for the 2023 season, Kings Island has implemented a chaperone policy to maintain a safe, comfortable, and enjoyable experience for all guests. Under this policy, all guests ages 15 years old or younger must be accompanied by a chaperone who is at least 21 years old in order to be admitted to, or remain in, the park after 4:00 pm to close. This chaperone requirement applies to all Kings Island ticket and season passholders.

For more information, visit [Code of Conduct & Policies | Kings Island & Soak City \(visitkingsisland.com\)](#)

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.



Questions?

Who can answer my questions about ordering tickets?

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

Who can answer my questions about the TriHealth Company Picnic?

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

Who can answer my questions about the park?

If you have questions about Kings Island, visit [the FAQ page on the their website](#). Please contact Kings Island Guest Services at 513 754 5700 extension 3 or email youthsales@visitkingsisland.com for additional information.