

# SUMMER CELEBRATION

TRIHEALTH TEAM MEMBERS & VOLUNTEERS | 2024

## 2024 Summer Celebration at Kings Island

FAQ | Sunday, September 8, 2024

### Event Overview

We are so excited to return to Kings Island for the TriHealth Summer Celebration on Sunday, September 8, 2024! 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, September 8, 10am-8pm

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

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

**Event Offering:** Free parking, admission to Kings Island, free Single Meal Deal (1 entrée + 1 side + 1 fountain drink), and all-day drinks throughout the park

### Ticketing:

#### How do I order tickets?

Kings Island has created an online ticket site specifically for TriHealth. The link to TriHealth's Kings Island ticket site was emailed to you and posted on Bridge beginning on Tuesday, August 6. You will use your unique gift code to order your tickets. [Click here for step-by-step instructions on how to order your tickets.](#)

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

You will need to use your unique gift code to order your tickets for the Summer Celebration at Kings Island. **On Tuesday, August 6, a unique code was emailed from [TotallyAppreciated@trihealth.com](mailto:TotallyAppreciated@trihealth.com)** with the subject line "Order Your Tickets for the 2024 Summer Celebration at Kings Island!"

TriHealth team members and employed physicians received their unique code through their TriHealth email address. Independent physicians received their unique code through the email address that is on file with the Medical Staff Office. TriHealth Volunteers received their unique code to the email address that is on file – those volunteers without an email can work with their volunteer coordinator to receive a code.

#### How many tickets can I order?

You can order:

- 2 free tickets
- Up to 4 discounted tickets for \$10 each (plus tax)
- Additional tickets for \$51.50 each (plus tax)

*Note: All tickets must be ordered through TriHealth's Kings Island ticket site, which will remain open until Sunday, September 8, 2024. Tickets are only valid on Sunday, September 8, 2024, and are non-refundable.*

#### 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](mailto:noreply@accessoticketing.com) titled *Kings Island Online Order Confirmation* with all your ticketing information and a link to access your tickets.

*\* To be eligible, you must be employed by the legal entity TriHealth, Inc. and hired on or before September 6, 2024, or have actively volunteered in 2023 or 2024.*

## Is Kings Island Closed to the public on Sunday, September 8?

Based on team member feedback, the Summer Celebration will take place on a day the park is closed to the public. TriHealth has rented out Kings Island for a Semi-Private Day, meaning that the majority of those in attendance will be TriHealth team members, physicians, volunteers, and their guests, and there will be even more opportunities for celebration and connection with less people in attendance than a normal operating day.

## 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.

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

If you are experiencing technical issues, try your ticket order on a device that is not connected to the TriHealth network, like a smart phone or personal laptop. Remaining on the site for too long without placing an order may cause your purchase to time out. Try revisiting TriHealth's Kings Island ticket site and placing an order again, using the code above.

If you continue to experience technical issues with TriHealth's Kings Island ticket site, please call **Kings Island Guest Services** at **513 754 5700** extension **3** or email [youthsales@visitkingsisland.com](mailto:youthsales@visitkingsisland.com).

## Can I use my Kings Island season pass?

Kings Island is closed to the public on Sunday, September 8. Because of this, Season Passes cannot be used for entry that day – instead you must hold a ticket that was redeemed or purchased through TriHealth's Kings Island ticket site. Additionally, Season Pass perks such as the All Season Dining Plan or Season Pass Fast Lane cannot be utilized. We encourage you to take advantage of the free and discounted tickets offered through TriHealth to share this special day of celebration with your guests.

As a **special perk for those who attend the TriHealth Summer Celebration** on Sunday, September 8, you can visit the Help Center (located to the left of the Fast Lane Booth) to purchase or renew a 2025 season pass for a discounted price of \$99 (regular renewal rate is \$140). This pass will be valid for the remainder of the 2024 season (including Halloween Haunt and Winterfest) and all of 2025.

## Do children need tickets for entry into Kings Island?

Children 2 and under do not require an admission ticket for Kings Island. This means they also do not require a ticket to attend the Summer Celebration.

## How do I access my tickets?

On Sunday, September 8, you must show your ticket in order to enter Kings Island, redeem your Single Meal Deal (1 entrée + 1 side + 1 drink) and redeem your all-day drinks. You can show proof of your tickets in several ways:

- **Print.** You can print your tickets/QR codes after you complete your order on TriHealth's Kings Island ticket site.
- You may also return to TriHealth's Kings Island ticket 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 or Google Wallet.** You can add your tickets/QR codes to your Apple or Google Wallet for easy mobile access. **Note:** this option will only be available if you enter a non-TriHealth email as your contact information when ordering tickets on TriHealth’s Kings Island ticket site.

Tickets ordered on TriHealth’s Kings Island ticket 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 [TriHealth's Kings Island Ticket 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, visit the Guest Services ticket window, provide your information, and they will reprint your ticket for you.

### **Food & Drink:**

#### **What is included in the Single Meal Deal?**

Each ticket to the Summer Celebration includes a Single Meal Deal (1 entrée + 1 side + 1 fountain drink) that can be used at any time of the day at over 15 restaurants located throughout the park! [Click here](#) to find the full list of Kings Island dining options and use the filtering tool to Select Dining Plan as “Single Meal Deal”.

#### **How do I get free all-day drinks?**

Each ticket to the Summer Celebration includes free fountain drinks at participating food stands and Coca-Cola refresh stations throughout the park. No need to redeem a wristband this year, as this FREE perk is included with your ticket.

### **Kings Island Park Information**

#### **Can I visit Soak City on Sunday, September 8, 2024?**

Soak City will already be closed for the season on the date of the Summer Celebration. You can still cool off on Kings Island water rides like Congo Falls or Charlie Brown’s Rushing River Log Ride.

#### **What is the Kings Island Chaperone Policy?**

Introduced in 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, 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 TriHealth's Kings Island ticket site, contact Kings Island Guest Services at 513 754 5700 extension 3 or email [youthsales@visitkingsisland.com](mailto:youthsales@visitkingsisland.com).

### Who can answer my questions about the Summer Celebration?

If you have questions about the TriHealth Summer Celebration, contact [TotallyAppreciated@trihealth.com](mailto: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](mailto:youthsales@visitkingsisland.com) for additional information.