



**City of San Antonio, Department of San Antonio Convention & Visitors Bureau
Official Visitor Center Ticket Consignment Policy**

Introduction

The City of San Antonio operates the Official Visitor Information Center “Visitor Center” for San Antonio. The Visitor Center provides multiple services for visitors and locals including retail services and is located at 317 Alamo Plaza. The Visitor Center has frequent inquiries from visitors as to where in the downtown area they could purchase tickets to various amusement parks, major attractions, waterparks, zoos, aquariums, museums, show caves/caverns, wildlife parks, and tour operators.

The Visitor Center promotes the City of San Antonio and its many attractions in order to help the City and the San Antonio Convention & Visitors Bureau achieve its goal of becoming a premier visitors and convention destination. As part of its primary purpose to promote San Antonio and its attractions, the Visitor Center may sell tickets from amusement parks, major attractions, waterparks, zoos, aquariums, museums, show caves/caverns, wildlife parks, and motorized tour operators on a consignment basis. These tickets are offered to our visitors as a convenience and public service in the anticipation of exceeding their customer service expectations.

The City of San Antonio’s Convention & Visitors Bureau is responsible for managing the Visitor Center, which includes the purchase and resale of merchandise, including tickets. Approvals regarding the consignment of tickets for the Official Visitor Information Center will be made by the Executive Director of the Convention & Visitors Bureau, or designee (hereinafter referred to as “City Store Representative”). The City Store Representative or designee also has the authority to enter into and modify the Visitor Center Ticket Consignment Agreement, upon consultation with the City Attorney, including, but not limited to, determining ticket prices and adding future Visitor Center locations for selling tickets, without future City Council approval.

Program Regulation

Eligibility

Amusement parks, major attractions, waterparks¹, zoos, aquariums², museums³, show caves/caverns⁴, wildlife parks, and motorized tour operators located within Bexar County and contiguous counties shall be eligible to consign tickets to the City of San Antonio Visitor Center for subsequent sale.

Amusement parks, major attractions, waterparks, zoos, aquariums, museums, show caves/caverns, wildlife parks, and motorized tour operators shall appeal to the entire family.

Tickets shall be provided to the City of San Antonio’s Visitor Center on a consignment basis. Tickets will be sold by the City of San Antonio’s Visitor Center, located at 317 Alamo Plaza, San Antonio, Texas, in accordance with the terms and conditions of the Official Visitor Information Center Ticket Consignment Agreement. Tickets shall not be date or time specific, but may be “season” specific.

All participating partners must sign an annual calendar year consignment agreement with the San Antonio Convention & Visitors Bureau (SACVB). All participating partners recognize that there shall be no guarantee by the SACVB for the number of tickets sold at the Official San Antonio Visitor Information Center. Sales volume will vary depending on seasonality and interest of individual visitors.

Motorized Tour Operators will be required to sign a Supplement Agreement outlining the handling of service complaints.



**City of San Antonio, Department of San Antonio Convention & Visitors Bureau
Official Visitor Center Ticket Consignment Policy**

Eligibility Disclaimer:

The City of San Antonio Official Visitor Information Center reserves the right to refuse to enter a ticket consignment agreement with any attraction due to excessive complaints, City Code violations, public safety concerns, or any other reason deemed appropriate by the City.

Commission Fees

Commission fee amounts will be reviewed annually.

Required Consignment Ticket Program Administrative Documents

All tickets will be sold by the City of San Antonio's Official Visitor Information Center, in accordance with the terms and conditions of the Official Visitor Information Center Ticket Consignment Agreement. NO EXCEPTIONS.

- Seller must complete Official Visitor Information Center Ticket Consignment Agreement.
- Seller must complete a Discretionary Contracts Disclosure Statement in compliance with the City's Ethics Code.
- Seller must complete a Litigation Disclosure Form.
- Motorized Tour Operators must complete Consignment Agreement Supplement.

Definitions:

- Theme parks, major attractions
 - Primarily offer hard or "iron" rides.
 - Location provides games of chance.
 - Has live entertainment.
 - Themed environment in its attractions, food, merchandise, games, etc.
 - Location has a controlled entrance.
 - Charge an admission fee.
 - Appeal to the entire family.
- Waterparks
 - Primarily offer water-related rides.
 - Location has a controlled entrance.
 - Location typically charges an all-inclusive admission fee.
 - Charge an admission fee.
 - Appeal to the entire family.
 - Offer food and merchandise.
- Zoos, Aquariums and Wildlife Parks
 - Themed environment offering an array of animal and habitat displays for visitors to learn and enjoy.
 - Location has a controlled entrance.
 - Charge an admission fee.
 - Appeal to the entire family.
 - Offer food and merchandise outlets within the themed environment.



**City of San Antonio, Department of San Antonio Convention & Visitors Bureau
Official Visitor Center Ticket Consignment Policy**

- Caves/Caverns
 - All are natural caves or caverns beneath the surface of the earth.
 - Caves/caverns were developed for public visitation and are defined as such.
 - Caves/caverns are presented to the visitor with good taste.
 - Tour guides of caves/caverns are hospitable, knowledgeable and courteous.
 - Offer regularly scheduled tour times.
 - Location has a controlled entrance.
 - Charge an admission fee.
 - Appeal to the entire family.
 - Offer food and merchandise.

- Museums
 - A museum is a non-profit, permanent institution in the service of a society and its development, open to the public, which acquires, conserves, researches, communicates and exhibits the tangible and intangible heritage of humanity and its environment for the purposes of education, study and enjoyment. (Definition of museum taken from the International Council of Museums)

- Motorized Tour Operators
 - Specific Tours that have a motorized component to the tour (e.g. bus tours, segway, and other motorized tours).

¹ The definitions set forth in this policy for theme parks and waterparks are based upon information provided by IAAPA (International Association of Amusement Parks and Attractions)

² The definitions set forth in this policy for zoos and aquariums are based upon information provided by AZA (Association of Zoos and Aquariums)

³ The definitions set forth in this policy for zoos and aquariums are based upon information provided by AAM (American Association of Museums)

⁴ The definitions set forth in this policy for zoos and aquariums are based upon information provided by NCA (National Caves Association)