

# Bernie's Adventure Card

## Customer Guide

### Register Your Card Online / Creating an Account

1. Go to <http://AdventurelandResort.fyi>
2. Click on the Adventure Card website button.
3. Fill out the page by entering the information from the back of your card.
4. In the upper right hand of the page, click "Register Card"
5. Fill out the required information.
  - a. You **do not** need to check the box giving consent to receive texts, emails, and other electronic messages.
6. Click register at the bottom of the page.

The screenshot shows a registration form with the following fields: First Name, Last Name, Address 1, Address 2, City, Select a State (dropdown), Zip, United States (dropdown), Email, Confirm Email, and Phone Number. Below the fields is a consent checkbox with the text: "I consent to receive text, emails, and other electronic messages for and related to special offers and promotions to the email address and phone number above, and/or social media profile(s) linked to same, from Mercury and the above-referenced merchant. Consent to receive such messages may be withdrawn by me at any time by contacting merchant at (315) 266-2121. Standard messaging and data rates may apply." At the bottom are fields for Pin, Pin Confirm, and a dropdown for "Select a Question".

### Reporting a Lost or Stolen Card Online

1. Go to <http://AdventurelandResort.fyi>
2. Click "Log In To My Card Account".
3. Scroll to the bottom of the page.
4. Click on "Lost Card".
5. Click Submit.
6. A replacement card will be sent to the e-mail address registered to your account.
7. Print off the certificate and bring it to one of Adventureland Park's Ticket Booths or the Adventureland Inn Front Desk to transfer the balance to a new plastic card.
8. The process of deactivating your lost/stolen card and activating the card sent to your e-mail can take up to 48hrs. For an immediate transfer, report your lost card in person.

The screenshot shows a form titled "LOST OR STOLEN CARD". The text reads: "We're sorry to hear you've lost your card. Please confirm if you want us to:" followed by two numbered steps: "1. Deactivate this card" and "2. Transfer your remaining balance to a new card and deliver it to you." At the bottom are two blue buttons: "Close" and "Submit".

### Reporting a Lost or Stolen Card in Person

1. Bring the original activation receipt from when you purchased the card to one of Adventureland Park's Ticket Booths or the Adventureland Inn Front Desk.
2. Remaining funds can be transferred to a new card only with the original activation receipt. Adventureland is not responsible for funds used without the consent of the card owner. Fees may apply. See the [Season Pass & Adventure Card Terms and Conditions](#) for further details.

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### Accessing Your Card Features for the First Time

1. Go to <http://AdventurelandResort.fyi>
2. Click on the Adventure Card website button.
3. Fill out the page by entering the information from the back of your card.
4. We strongly recommend you register your card by creating an account.

WELCOME TO STORECARD!  
Access your card balance, card transactions, and other StoreCard features.

See back of StoreCard for information.

StoreCard Number      BID      CVV

EMEY  
Refresh  
Enter Code Shown Above

Enter

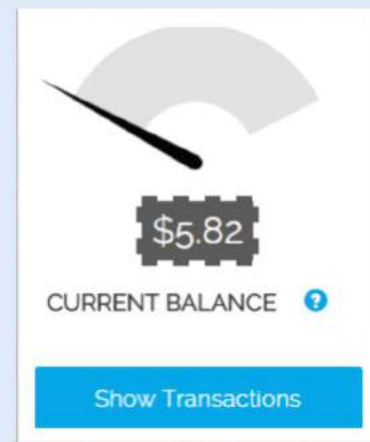
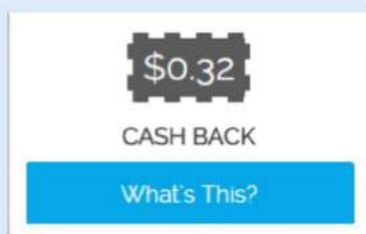
Already Registered? [Log In Here](#)

If you have already created an account, click the link to login towards the bottom of the page.

Already Registered? [Log In Here](#)

### Checking Your Balance / Rewards / Transactions

1. Go to <http://AdventurelandResort.fyi>
2. Click "Log Into My Card Account".
3. Enter your e-mail address and PIN.
4. Towards the bottom of the page you will see Current Balance and Cash Back.
5. Click on "Show Transactions" to view your transactions.
6. Click on "What's This?" to see Cash Back you have received.



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### Reloading Your Adventure Card Online

1. Go to <http://AdventurelandResort.fyi>
2. Click on "Log Into My Card Account".
3. Enter your e-mail address and PIN.
4. At the top of the page click "Reload".
5. Select \$10, \$25, \$50, or Other
6. Select to load your card once or Auto-Reload
  - a. Auto-reload adds funds to your card automatically using a credit card saved on file when your balance falls below the determined amount.
7. Click "Continue".
8. Select your credit card type and enter your credit card information.
9. Click "Continue".
10. Review the information of your order.
11. Click "Submit Order".
12. An order confirmation will appear. Make note of the Reference Number and Authorization code for future reference.

The screenshot shows a web interface for reloading a card. At the top is a blue header with the word "RELOAD" and a close button. Below this is a white box with the instruction "Please select a preset or other amount to reload your StoreCard". Inside this box are four dark grey buttons labeled "\$10", "\$25", "\$50", and "Other". Below the box are two radio button options: "Reload Once" and "Auto-Reload". At the bottom of the interface are two large blue buttons labeled "Continue" and "Close".

### Reloading Your Adventure Card in Person

1. You can reload your Adventure Card in person at Adventureland Park's Ticket booth or the Adventureland Inn Front Desk.
2. Minimum amount of \$20 per load is applied to in person transactions.

# Bernie's Adventure Card

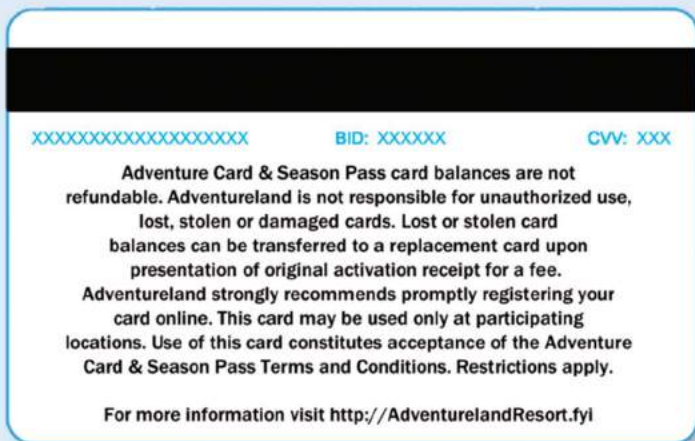
## Customer Guide

### Adding More Than One Adventure Card to Your Account

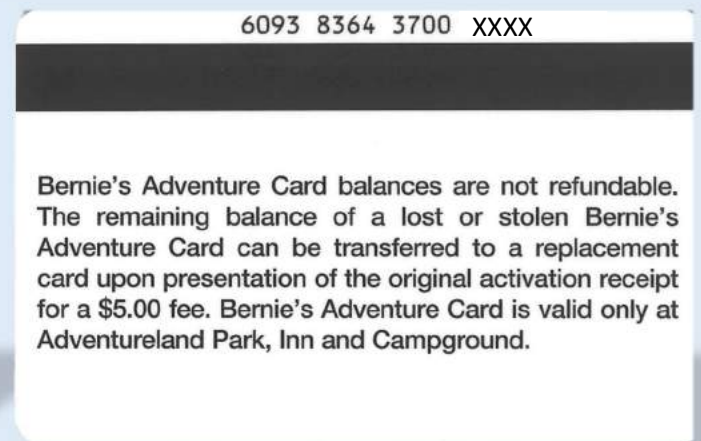
1. Go to <http://AdventurelandResort.fyi>
2. Click "Log Into My Card Account".
3. Enter your e-mail address and PIN.
4. At the top of the page click "Manage Card".
5. Click "Add Card" in the window that pops up.
6. Enter the information from the back of the card you want to add.
7. Click "Save".
8. Now, every time you log in, you will be prompted to select which card you wish to view.
  - a. To change between cards, log out and log back in again.

### Old and New Adventure Cards

1. The great online features listed above are only available for Adventure Cards issued after April 1<sup>st</sup> 2016. Any Adventure Card issued before that date cannot use any of online features mentioned above.
2. The easiest way to tell the difference between the cards is to look at the back. Cards issued after April 1<sup>st</sup> 2016 will have three numbers on the back. A 19 digit card number, a 6 digit BID #, and a 3 digit CVV number.
3. Cards issued before April 1<sup>st</sup> 2016 only have a 16 digit card number printed on the back.
4. Below are images of both card backs for your reference.
5. If you wish to change your old card out for a new one, simply take it to Adventureland Park's Ticket booth or the Adventureland Inn Front Desk.



**New Cards**



**Old Cards**

Please note: Any Adventure Card with no transaction activity for a period of 24 months will be subject to a \$2 dollar per month inactivity fee. Adventureland is running a promotion through June 12<sup>th</sup> 2016 that for each \$50 you load on your season pass card Adventureland will load an additional \$5 onto your card.\* This promotion is ONLY AVAILABLE at Adventureland Park's front gate ticket office. No free money will be provided to transactions made online. \*Up to purchase of \$300. Revised 5/2/2016