

AIKG ANNUAL PASS FAQs

About the Pass

Q: What's the difference between the Weekday and Any Day Annual Pass?

A: Weekday is valid Monday – Friday; Any Day is valid seven days a week (weekends included).

Q: How much does it cost? Can I pay monthly?

A: Yes. Pay in full or choose monthly:

- Weekday: \$100 down + \$9/month for 11 months (plus tax).
 - Any Day: \$100 down + \$13.55/month for 11 months (plus tax).
- Taxes apply to both down payment and monthly payments.*

Q: Is this a 12-month commitment?

A: Yes. The down payment plus 11 monthly payments equals a 12-month term.

Q: Is the pass transferable or sharable?

A: No. It's for the named passholder only; ID will be required at check-in.

Q: Do I need to purchase a pass for each member of my family or can we share it?

A: Yes, each guest must have their own pass. Contents cannot be shared and are non-transferable.

Using the Pass In-Store

Q: What do I do to receive my unlimited racing, arcade, attractions and bowling each time I visit?

A: You simply need to visit our Annual Pass Guest Services register and show your ID and Member Card. Our team members will load up your races, attractions, arcade play and bowling onto your member card.

Q: Does the pass include every attraction?

A: Yes! The Annual Pass includes every attraction including bowling.

Races, Arcade, Attractions, & Bowling

Q: Can I book as many races as I want at one time?

A: No, races can only be booked two at a time. Once you have completed those races, you can go back up to the dedicated Annual Pass Guest Service register to schedule additional races one at a time.

Q: How does Unlimited Arcade Play work?

A: Arcade time is issued as a 3-hour block initially. After it expires, you can receive additional 1-hour increments as often as you like that day at the Annual Pass Guest Services register.

Q: Does Unlimited Arcade Play include all games?

A: Unlimited Arcade Play is valid on video, ticket, and VR games. It is not valid on coin pushers/prize/claw games (purple swipers).

Q: Will my Unlimited Arcade Play accrue tickets and do those tickets expire?

A: Yes! When playing games that award tickets, you'll continue to accrue them while using Unlimited Arcade Play. Tickets are saved directly to your Member Card and never expire, so you can redeem them at any time.

Q: Can my family & friends bowl with me or do they need to also purchase bowling or have a package or pass that includes bowling?

A: Yes! Your family & friends can bowl with you for free if you have a Day Package or Annual Pass.

Q: Can my family & friends enjoy the attractions with me for free if I have an Annual Pass?

A: No, anyone participating in attractions will need to purchase that attraction individually or have a Day Package or Annual Pass.

Upgrades & Changes

Q: I purchased the Race & Play Day Package or Weekday Annual Pass but now I would like to upgrade it. Can I do that?

A: Yes! You can upgrade to a Weekday or Any Day Annual Pass on the **same day** as your Race & Play Day Package or Weekday Annual Pass purchase. The value of your package will be applied toward the cost of the Annual Pass. Simply visit our Annual Pass Guest Services register with your same day receipt and one of our team members will be happy to assist.

Billing & Account

Q: What payment methods are accepted for monthly billing?

A: Major credit/debit cards. Keep your card on file current to avoid interruptions. **We cannot accept cash as payment for Annual Pass.**

Q: What if a monthly payment fails?

A: Your Annual Pass will be canceled. It is very important to keep your card in file current and notify your purchasing store if you need to update your payment information.

Q: Can I pause or cancel early?

A: The Annual Pass is a 12-month commitment and is non-refundable and non-transferable. Pausing is not available.

Eligibility, ID & Safety

Q: Do I need a photo or ID on file?

A: Yes. A photo and matching ID must be on file to prevent misuse.

Q: Can a parent/guardian manage a minor's pass?

A: A parent/guardian can purchase and manage billing. The minor must still meet all age/ height requirements to participate in racing and attractions.

Locations & Access

Q: Can I use my Annual Pass at any Andretti location?

A: No, your Annual Pass is **only valid at participating AIKG locations in your market.**

Q: Are there any blackout dates with the Annual Pass?

A: No, but access is subject to location hours and may be limited during private parties, events, or facility closures. AIKG locations are closed on Thanksgiving and Christmas Day.

Q: I'm moving, can I transfer my pass to another location?

A: No. You would have to cancel your pass and re-purchase at your new Andretti location.

Lost/Replacement & Tech

Q: I lost my card, what do I do?

A: Visit the Andretti location that you originally purchased the Annual Pass at with a photo ID. Replacement fees may apply. Your account benefits remain attached to your profile.

Refunds & Exceptions

Q: Do you offer refunds for unused time or missed visits?

A: No. Passes are non-refundable.

Communications & Support

Q: How do I get pass updates and offers?

A: Ensure your email and phone are current on your account and that you've opted into marketing communications.

Q: Who do I contact for billing or account issues?

A: Contact or visit the Andretti location in which you purchased the pass.