



Youth Ticket Order Form

Florida Groups

PLEASE DO NOT WRITE IN THIS BOX, ORDER ENTRY ONLY
 CLIENT # _____ CONFIRMATION # _____
 DATE ENTERED ____/____/____ INITIALS _____

www.uogroupsales.com

Prices are valid July 1, 2011 - June 30, 2012*

GROUP INFORMATION

School/Org. Name _____ Date(s) of Visit _____
 Contact Name _____ Grade Level: _____
 Mailing Address _____
 City _____ County _____ State _____ ZIP _____
 Day Phone _____ Cell Phone _____ Fax _____
 Group Type (check only one) Music & Performance (all bands & choirs) Education/Graduation

TICKET ORDER

	Rates	Quantity	Total
1-Day Base* Universal Studios OR Islands of Adventure			
Youth Ticket (Pre-K through 5th Grade)	\$41 + tax (\$43.67)		
Youth Ticket (6th through 8th Grade)	\$49 + tax (\$52.19)		
Youth Ticket (9th Grade through 12th Grade)	\$49 + tax (\$52.19)		
Additional Paid Chaperone Ticket	\$59 + tax (\$62.84)		
1-Day Park-to-Park Universal Studios AND Islands of Adventure			
Youth Ticket (Pre-K through 12th Grade)	\$62 + tax (\$66.03)		
Additional Paid Chaperone Ticket	\$72 + tax (\$76.68)		
2-Day Park-to-Park Universal Studios AND Islands of Adventure			
Youth Ticket (Pre-K through 12th Grade)	\$92 + tax (\$97.98)		
Additional Paid Chaperone Ticket	\$92 + tax (\$97.98)		
Cool Ticket* Universal Studios, Islands of Adventure AND Wet 'n Wild			
2 + 2 Day Cool Ticket	\$119 + tax (\$126.74)		
Additional Paid Chaperone Ticket	\$119 + tax (\$126.74)		
*Ticket valid for 2 calendar days park-to-park admission to Universal Studios & Islands of Adventure + 2 days Wet 'n Wild admission, all to be used in a 7-day consecutive period.			
3 + 3 Day Cool Ticket	\$142 + tax (\$151.23)		
Additional Paid Chaperone Ticket	\$142 + tax (\$151.23)		
*Ticket valid for 3 calendar days park-to-park admission to Universal Studios & Islands of Adventure + 3 days Wet 'n Wild admission, all to be used in a 7-day consecutive period.			
1 Complimentary Chaperone Ticket per 10 paid students*		Complimentary	Complimentary
<i>*Minimum of 15 or more paid youth required</i>			TOTAL DUE
Youth Meal Voucher	Universal Studios, Islands of Adventure OR CityWalk	\$14.00 + tax (\$14.91)	
Blue Man Group	Visit Blueman.com/tickets/orlando/groups or contact 407-224-3313 for rates & reservations		

Universal Studios Educational Programs and STARS Performance Programs are available upon request.
 For additional information on these programs or for any general group ticket questions, please call 1-800-YOUTH15.

ORDER INFORMATION

- * Rates/Chaperone ratios apply to groups of 15 or more students. The number of chaperones cannot exceed the number of student tickets.
- * Advanced reservations are required. A minimum of two weeks for pick-up ticket orders and four weeks for prepaid mail-out orders is requested.
- * Multiday tickets must be used within a seven (7) day period. No refunds will be given for unused days.
- * Pricing not valid to Islands of Adventure on 7/1/11-8/13/11; 12/26/11-1/1/12 and 3/31/12-4/14/12. Please call 1-800-YOUTH-15 for more information.
- * Your reservation is not confirmed until you receive a confirmation number. Please write the confirmation number on your check if mailing payment.
- * Florida law states that each admission charge is taxable unless the transaction is specifically exempt. The state sales tax rate is currently 6.5 percent and subject to change under Florida law. To qualify for tax exemption, you must attach a copy of your valid Florida Consumer's Certificate of Tax Exemption and the total must be paid with an organizational check or organizational credit card only. If paying by credit card with tax exempt status, please fax an enlarged and lightened copy of the credit card matching the exemption certificate with your order form.
- * Parking fees must be paid in cash upon arrival if not prepaid. Parking fees are \$20.00 per bus and \$15.00 per car and are subject to change without notice.
- * Youth Meal Voucher pricing is subject to change without notice. See Youth Group Procedures packet for locations and restrictions.
- * To inquire about meal options at Wet 'n Wild, please call the Wet 'n Wild Group Sales Department directly at 800-992-9453 or 407-351-1800 ext. 3001.

TICKET DISTRIBUTION (please check option)

PICK-UP METHOD Universal Studios Florida OR Islands of Adventure
 Proceed to the Group Sales Window. Daily operating hours are 8am - 4pm. Present the confirmation number, form of payment and a valid driver's license as identification. Name of person picking up tickets _____

DELIVERY METHOD FedEx Ground (No Charge) OR Overnight (\$10⁺ tax = \$10.65 processing fee)
 Prepayment and delivery of tickets is highly recommended to eliminate delays in your park experience.

To pay by credit card **today**, please indicate card # _____ Exp. Date _____
 Name as it appears on the credit card _____ Signature of card holder _____

Please fax completed order form & organizational letterhead to 407-224-5954 (no cover letters)

Youth Ticket Optional Form

www.uogroupsales.com

Prices are valid July 1, 2011 - June 30, 2012

Page 2 of 2

Optional Items

GROUP INFORMATION

School/Org. Name _____ Date(s) of Visit _____
 Contact Name _____ Grade Level: _____
 Mailing Address _____
 City _____ County _____ State _____ ZIP _____
 Day Phone _____ Cell Phone _____ Fax _____

Option	Rates	Quantity	Total
Youth Meal Voucher	\$14.00 + tax (\$14.91)		
<i>Universal Studios, Islands of Adventure OR CityWalk</i>			
The food voucher is valid for ONE: (1) meal to include: ONE (1) entrée*, ONE (1) small fountain beverage, and ONE (1) Chocolate Chip Cookie as designated at each location at one of the participating locations.			
Parking Pricing			
Bus Parking	Only for prepaid mailout orders		
Regular-Self Parking		\$18.77 + tax (\$20.00)	
		\$14.09 + tax (\$15.00)	
Blue Man Group Visit Blueman.com/tickets/orlando/groups or contact 407-224-3313 for rates & reservations			

Universal Meal Deal*

1 Day Base	(Ages 9 & Under)	\$9.99 + tax (\$10.64)		
<i>Universal Studios OR Islands of Adventure</i>	(Ages 10 & Up)	\$20.99 + tax (\$22.36)		
1 Day Park-to-Park	(Ages 9 & Under)	\$11.99 + tax (\$12.77)		
<i>Universal Studios AND Islands of Adventure</i>	(Ages 10 & Up)	\$24.99 + tax (\$26.62)		
Meal Deal Sipper Cup* (Available only with a Meal Deal)		\$8.99 + tax (\$9.58)		

Visit universalorlando.com/theme_parks/dining for additional information on Universal Meal Deal

Option	Rates**	Quantity	Total
Universal Express Plus	Please fill in the appropriate rate according to website		
1 Park Express Pass*			
<i>Universal Studios OR Islands of Adventure</i>			
2 Park Express Pass*			
<i>Universal Studios AND Islands of Adventure</i>			

Visit universalorlando.com/Tickets for additional information on Universal Express Plus Rates

TOTAL DUE _____

ORDER INFORMATION

THIS FORM MUST BE USED WITH A YOUTH TICKET ORDER FORM. PRODUCTS LISTED CAN NOT BE PURCHASED SEPERATELY.

* This ticket must be exchanged for a Meal Deal wristband at any participating restaurant. The wristband must be worn in order to take part in Meal Deal Program. Only valid at participating restaurants. Children ages 9 and under order from the Kid's Menu. Valid for one entrée platter and one dessert per trip through the food service line. Sharing of food is NOT permitted. No Drink Included.

*Meal Deal Sipper Cup Pass is only available when purchased in conjunction with a Meal Deal Pass. Number of Sipper Cup Passes can not exceed number of Meal Deal Passes

***UNIVERSAL EXPRESS PLUS VALID FOR USE ONLY ONE(1) TIME AT EACH PARTICIPATING ATTRACTION.**

***UNIVERSAL EXPRESS PLUS PASS IS NOT VALID FOR ADMISSION TO EITHER THEME PARK.**

**** Pricing subject to change without notice. Not valid for separately ticketed special events. Additional restrictions may apply and benefits are subject to change without notice. Access may be restricted during certain times at certain attractions.**

***1 Park Express Pass Plus:** Allows you to bypass the regular lines by providing Express Access to participating attractions at either Universal Studios Florida OR Islands of Adventure theme park. Express Access is a separate line with a shorter wait time at each valid attraction.

*** 2 Park Express Pass Plus:** Allows you to bypass the regular lines by providing Express Access to participating attractions at either Universal Studios Florida AND Islands of Adventure theme park. Express Access is a separate line with a shorter wait time at each valid attraction

Florida law states that each admission charge is taxable unless the transaction is specifically exempt. The state sales tax rate is currently 6.5 percent and subject to change under Florida law. To qualify for tax exemption, you must attach a copy of your valid Florida Consumer's Certificate of Tax Exemption and the total must be paid with an organizational check or organizational credit card only. If paying by credit card with tax exempt status, please fax an enlarged and lightened copy of the credit card matching the exemption certificate with your order form.

* Parking fees must be paid in cash upon arrival if not prepaid. Parking fees are \$20.00 per bus and \$15.00 per car and are subject to change without notice.

* Youth Meal Voucher pricing is subject to change without notice. See Youth Group Procedures packet for locations and restrictions.

Please fax completed optional form with order form and organizational letterhead to

407-224-5954 (no cover letters)



Youth Group Procedures

2011-2012

Youth Group Sales Business Hours:

1-800-YOUTH-15

Monday thru Friday 8:30am to 5:00pm est

Send Payments to:

Youth Markets B110-2
Universal Orlando
1000 Universal Studios Plaza
Orlando, FL 32819

Making and Confirming Reservations

- Complete the Youth Pass Order Form
- Your order form must be accompanied by a written request on school/organization **letterhead** that includes contact person name and signature.
- Pick-up Ticket Orders: Universal Orlando will provide you with a Confirmation Number, which is needed to pickup your ticket order at the Group Sales window (operating hours are 8 AM – 4 PM).
- Mail out Ticket Orders: Universal Orlando will provide you with a Confirmation Number to be included with your pre-payment. Tickets will be shipped via Fed Ex. Please allow 4 weeks in advance.
- Sales Tax Exemption requires a copy of your school/organization current FLORIDA CONSUMER'S CERTIFICATE OF EXEMPTION at the time of your reservation. Payment must be with a matching school/organizational check or organizational credit card.
- Changes to your reservation will be accepted up to three (3) days prior to your scheduled arrival or pick-up date. Please call 800-YOUTH-15 (800-968-8415) OR (407) 363-8182; Monday - Friday 9:00 am to 5:00 pm, to make changes to your reservation.
- If your ticket includes Wet 'n Wild water park, please call 800-992-WILD (9453) to verify whether Wet 'n Wild will be open or closed during the winter months of Nov-Feb.

Acceptable Forms of Payment

- **School/Organizational Check**
- **Organizational Credit Card**

* For orders placed less than two (2) weeks in advance of visit, please send payment to the attention of **Youth Markets B110-2** (see address above).

Unacceptable Forms of Payment

- Personal Checks for tax exempt sales
- Purchase Order/Payment Voucher
- Third Party Checks
- Counter Checks or altered checks

Pass Pick-Up & Delivery

- Your Group Representative should proceed to the Group Sales Window. Daily operating hours are 8am - 4pm. He/She must present the confirmation number; valid form of payment and a valid matching driver's license as identification.
- Students should remain in the courtyard until passes are distributed.
- Prepayment and delivery of passes is highly recommended to eliminate delays in your park experience. Contact Universal Orlando by calling 1-800-YOUTH-15 if you do not receive your tickets 5 days prior to your visit.

First Aid

First Aid locations:

Universal's Islands of Adventure® in the Lost Continent area near Poseidon's Fury **Universal Studios®** in the building across from the Beetle Juice Graveyard Revue

Chaperones and Bus Drivers

- Chaperones are responsible for observing their groups at all times to assure their safety. We suggest that large groups separate into smaller groups to make getting around the park and head counts easier. Large groups that attempt to stay together may have a difficult time as the rides and attractions may be unable to accommodate a large group as a whole at any given time.
- Remember, we require one chaperone per ten students/youths.
- Bus drivers with a CDL will have to purchase a ticket in order to enter the park.

Refunds

Cash refunds are not available at the ticket booths. If you pay in advance or have a pre-written check in excess of the admissions amount, we will mail a refund check to the original issuer. Please indicate at the Group Reservations window where to mail your refund check and to whose attention (if this address is different from the address already on the reservation). Please return all unused passes with a copy of the receipt and a letter explaining the reason for the refund, within 72 hours of your visit. Return passes to: Universal Orlando attn: **Youth Markets B110-2**

1000 Universal Studios Plaza Orlando, FL 32819

Tickets purchased via a credit card will be refunded to that same credit card number. Please allow 4-6 weeks to process refunds.

In-Park Communications

- Universal Orlando does not have a paging system. Plan ahead by establishing a "check-in" location within the park and outside the entrance at closing. You may also introduce yourself at the Guest Relations office and supply them with a pager or cell phone number, if one is available. Due to technical interference, TWO-WAY RADIOS ARE NOT PERMITTED INSIDE THE PARK.

Lost Children

- Instruct children in your group to ask for directions to Guest Relations (or to the Security Office) from any uniformed personnel, if they become separated from their group. Students should know their group's name, chaperone's name, and their departure time and location from Universal Orlando. Report lost children immediately to security.

Parking Information

- **Cars, vans, RV's, trailers & motorcycles** should follow the signs to the parking garage toll plaza.
- **Buses/Motor coaches:** School charter buses receive 15 complimentary minutes for drop-off /pick-up. All day parking is available in designated areas for a \$20.00 fee. Bus Driver's may proceed to Guest Services to receive a 1-day/1-park complimentary admission with a valid class-3 driver's license.
- Groups with a valid 3-Park Cool Ticket who will be utilizing self-parking, pay a parking fee only once per day with the presentation of that day's paid parking receipt and valid 3-Park Cool Ticket, regardless of how many parks are visited in one day. Expiration date is printed on the ticket.
- Daily parking fees: cars, vans, and motorcycles are \$15.00 per vehicle.; RV's and trailers are \$20.00 per vehicle. Parking fees are due at arrival.
- Valet parking fee: \$22.00 per vehicle. Gratuity not included.

Conduct & Security

- All guests at Universal Orlando are expected to conduct themselves in a mature and responsible manner during their visit. Any unsafe or disruptive behavior may result in dismissal from the park without a refund. Line jumping is expressly prohibited and may also result in dismissal from the park without a refund. Please discuss this with your group.
- Be aware that Universal Orlando staffs uniform and undercover security and will report any illegal activity directly to Orange County Sheriffs Department.
- Coolers are not permitted in our parks. No outside food or drinks may be brought in. All bags, backpacks, or packages are subject to inspection prior to entering our parks.

For More Information

- 1-800-YOUTH-15 (1-800-968-8415) or (407) 363-8182
- www.uogroupsales.com



Meal Voucher Details

2011-2012 (Valid through 6/30/2012)

MEAL VOUCHER FOR ONE MEAL AT ONE OF THE FOLLOWING LOCATION: The food voucher is valid for ONE (1) meal to include: ONE (1) entrée*, ONE (1) small fountain beverage, and ONE (1) Chocolate Chip Cookie as designated at each location at one of the participating locations listed below.

*Burger selection limited to single burgers only.

Universal Studios Florida®

- Beverly Hills Boulangerie
- KidZone Pizza Company
- Midway Grill
- International Food and Film Festival
- Louie's Italian Restaurant
- Richter's Burger Co.
- Mel's Drive-In

Universal's Islands of Adventure®

- Cafe 4SM*
- Pizza Predattoria®
- Comic Strip Cafe®
- Fire-Eater's GrillSM (seasonal)
- Circus McGurkus Cafe Stoo-pendousTM
- The Burger Digs®*
- Wimpy's

Universal CityWalk® Entertainment Complex

NASCAR Sports GrilleSM

- Hamburger*
- Cheeseburger*
- Veggieburger*
- Personal size cheese pizza
- Beef and chicken taquitos
- Speedway Caesar Salad
(Add Grilled Chicken for an additional charge)

Includes:

- French Fries (Burger Platters and Pizza only)
- Soft Drink (free refills)
- (Groups of 20 or more call 407-224-7223)**

NBA City

- Hamburger*
- Cheeseburger*
- Veggieburger*
- Chicken Quesadilla
- Philly Cheesesteak
- Classic Caesar Salad
(Add Grilled Chicken for an additional charge)

Includes:

- French Fries (Burger Platters only)
- Soft Drink
- (Groups of 15 or more call 407-313-2051)**

Bubba Gump Shrimp Co.TM Restaurant & Market

- Fried Shrimp
- Cheeseburger*
- Vegetarian Entrée
- Classic Caesar Salad
(Add Grilled Shrimp or Chicken for only \$1.00)

Includes:

- French Fries (Shrimp and Burger Only)
- Soft Drink (free refills)

Hard Rock CafeTM Orlando

- Hamburger*
- Cheeseburger*
- Veggieburger*
- BBQ Drum Sticks
- Cheesy Mac
- Classic Caesar Salad
(Add Grilled Chicken for an additional charge)

Includes:

- French Fries (Burger Platters only)
- Soft Drink (free refills)
- (Groups of 20 or more people call 407-351-7625 ext 0)**

Jimmy Buffett's® Margaritaville®

- Hamburger*
- Cheeseburger*
- Veggieburger*

Includes:

- French Fries
- Soft Drink

This list is for information purposes only. This is not a Valid Youth Meal Voucher.

Menu items are subject to change without notice. Must be redeemed at time of order and valid for one time use only. No copies or reproductions will be accepted. Not legal tender. Not redeemable for cash/non-refundable. Can not be applied to the purchase of an alternate entrée. Gratuity included, no change will be given. May not be used with any other certificates, coupons, offers or upgrades. Not redeemable for souvenir items or at food carts. Not valid for separately ticketed events. Soft drink refills available only as indicated. Operating hours and participating restaurants subject to change without notice. Expires 6/30/11.

Hard Rock Cafe® Hard Rock Cafe International (USA), Inc. Jimmy Buffett's® Margaritaville® Jimmy Buffett. NASCAR®, NASCAR Sports GrilleSM are trademarks of NASCAR, Inc. Bubba Gump Shrimp Co.TM & © 2010 Par. Pic. Dr. Seuss properties TM & © 2010 Dr. Seuss Enterprises, L.P. All rights reserved. Marvel Super Hero character names and likenesses: TM & © 2010 Marvel © 2010 Universal Studios. Universal elements and all related indicia TM & © 2010 Universal Studios. © 2010 Universal Orlando. All rights reserved. 246174/0510JL



Universal Meal Deal* Details

Meal Deal**

Your Meal Deal ticket includes **one (1) day** of unlimited trips through the food service lines at participating Meal Deal locations. The Meal Deal ticket is valid for Lunch through Dinner. Participating locations are Louie's Italian Restaurant, Mel's Drive-In and the International Food & Film Festival in Universal Studios Florida **OR** Circus McGurkus Café Stoo-pondous™, Burger Digs, and Comic Strip Café® in Universal's Islands of Adventure®. Restrictions apply*.

Islands of Adventure Meal Deal menu items include:

- Adult (ages 10 & up) - Cheese or Pepperoni Pizza, Chicken Sandwiches, Chicken Fingers, Hamburgers, variety of Salads, Spaghetti & Meatball, Meatball Sub, Fettuccine Alfredo, Fried Fish & Chips, Sweet & Sour Platter, and Beef & Broccoli Platter
- Child (ages 9 & under) - Cheese or Pepperoni Pizza, Macaroni & Cheese Nuggets, Peanut Butter & Jelly Sandwich, Fried Chicken with Mashed Potatoes, Spaghetti & Meatball (available at participating locations), Cheeseburgers, and Chicken Fingers

Universal Studios Florida Meal Deal menu items include:

- Adult (ages 10 & up) - Cheese or Pepperoni Pizza, Mediterranean Tuna Salad, Chicken Sandwiches, Chicken Fingers, Cheeseburgers, Garden Burger, variety of Salads, Fresh Fruit Plate, Spaghetti & Meatball, Meatball Sub, Fettuccine Alfredo, Sweet & Sour Platter, Stir Fry Beef & Broccoli Platter, and Szechwan Orange Chicken
- Child (ages 9 & under) - Macaroni & Cheese Nuggets, Peanut Butter & Jelly Sandwich, Sweet & Sour Chicken, and Spaghetti & Meatball

*RESTRICTIONS:

- This Meal Deal Ticket is valid for one (1) day of unlimited trips through the food service lines at participating Meal Deal locations.
- This Meal Deal ticket is valid for lunch through dinner.
- This ticket must be exchanged for a Meal Deal wristband at any participating restaurant. The wristband must be worn in order to take part in Meal Deal Program
- Only valid at Louie's Italian Restaurant, Mel's Drive-In and the International Food & Film Festival in Universal Studios Florida **OR** Circus McGurkus Café Stoo-pondous, Burger Digs, and Comic Strip Café in Islands of Adventure
- Does not include dinner entrees at Universal CityWalk®.
- Children ages 9 and under order from the Kid's Menu
- Valid for one entrée platter and one dessert per trip through the food service line. Sharing of food is NOT permitted.
- Dining available until 30 minutes prior to park closing
- Beverages and merchandise not included
- Not valid for admission to either Universal Studios Florida or Islands of Adventure theme parks
- Tickets are non-refundable

***Meal Deal is a different meal option from the Youth Meal Voucher** (See Meal Voucher Details on previous page for additional information).

****Meal Deal:** Available for 1-Day/1-Base or 1-Day/2-Park-to-Park options (Please see Youth Optional Form for additional details).

***** 1-Day Meal Deal Souvenir Cup:** **ONLY** available with purchase of Universal Meal Deal

1-Day Meal Deal Souvenir Cup***

Your 1-Day Meal Deal Souvenir Cup ticket entitles you to unlimited soft drink fountain beverages at participating Meal Deal Locations. Participating locations are Louie's Italian Restaurant, Mel's Drive-In and the International Food & Film Festival in Universal Studios Florida **OR** Circus McGurkus Café Stoo-pondous™, Comic Strip Café®, and Burger Digs in Universal's Islands of Adventure®. Restrictions apply*.

*RESTRICTIONS:

- This 1-Day Meal Deal Souvenir Cup ticket is only available if purchased in conjunction with a Meal Deal ticket. The number of Meal Deal Souvenir Cup tickets can not exceed number of Meal Deal tickets
- The Meal Deal Souvenir Cup ticket and souvenir cup are valid only for one (1) day per ticket
- Exchange this ticket for your souvenir cup at any participating restaurant
- Your Meal Deal wristband must be worn in order to take part in Meal Deal Souvenir Cup Program
- Limit twelve (12) tickets per transaction
- Valid at Louie's Italian Restaurant, Mel's Drive-In and the International Food & Film Festival in Universal Studios Florida **OR** Circus McGurkus Café Stoo-pondous, Comic Strip Café, and Burger Digs in Islands of Adventure
- Not valid for admission to either Universal Studios Florida or Islands of Adventure theme parks
- Tickets are non-refundable



Helpful Hints to Making Your Group Visit a Success

Follow these suggestions to make the most out of your group visit to Universal Orlando.

Tickets

- Make your reservation at least four (4) weeks in advance.
- Call us at 1-800-YOUTH-15 if you haven't received a confirmation number within one week of the time you faxed your order.
- **Include the confirmation number on the bottom of the check when making your payment.**
- Tax-exempt orders must be paid with an organizational check or credit card.
- **We strongly recommend that you have your tickets mailed to you.**
- **Group Sales Window:** When picking up your order at the group sales window, please make sure you have the following items.
 - Confirmation number
 - Valid form of identification
 - An organizational check or credit card, if you have tax-exempt status for the state of Florida
- Please indicate which park you are visiting on your order form and go to that park's Group Sales Window. Tickets may be pre-printed.
- The Group Sales Window hours are 8am-4pm. The busiest time for picking up tickets is 9:30am-12:00pm. Arrive Early!
- Parking fees are \$20.00 per bus and \$15.00 per car. Parking fees must be paid in cash and are subject to change without notice.
- **Youth Meal Voucher pricing is subject to change without notice.**

In the Parks

- Establish checkpoints inside the park. We recommend the Health Services Base in either Universal Studios or Islands of Adventure. Any park employee with a radio will be able to contact Security or Health Services if needed.
- Make sure your group knows how to get in touch with the group leader if necessary.
- Supply your students/chaperones with a cell phone or pager number to aide the group leader in case of an emergency.
- Keep your tickets dry, in good condition, and in a safe place. We recommend using a zip-lock bag. Replacing damaged tickets is a lengthy process.
- Coolers are not permitted in the parks. No outside food or drinks may be brought in. All bags, backpacks, or packages will be inspected prior to entering our parks.
- Lockers are available for a minimal fee.

Education and Performance Programs

- All programs, including Special F/X Tours, Behind the Adventure Programs, First Hand Learning Seminars and STARS Performances, must be confirmed by the Education Department at 407-363-8223 at least one (1) week prior to your arrival.
- All tours and First Hand Learning Seminars begin promptly, so please be sure to arrive at your scheduled time.
- STARS Performance Program Performers please arrive at your scheduled time. Performers that arrive early are not guaranteed to start early.

If you have any questions, please call 1-800-YOUTH-15.