



Youth Programs

Group Travel Operations & Reservation Department

Business Hours:

Open Daily: 8:30AM-5:30PM EST.

1-800-YOUTH-15 | www.UniversalOrlandoYouth.com

2023 GROUP PROCEDURES

STEP 1 - SAVE AND FILL OUT YOUTH TICKET ORDER FORM

Before completing, save application form (PDF format) to a drive or location on your computer

STEP 2 - SUBMIT YOUTH TICKET ORDER FORM

Email completed order form to TicketReservations@UniversalOrlando.com or fax to 407-224-5954

- **Completed forms must be received at least four (4) weeks prior to visit date**
- Your order form must be accompanied by a written request on school or organization letterhead that includes the dates of your visit, school or group name, number of youth and chaperones, as well as the name and signature of the designated contact person. The letter must acknowledge any third-party travel planners authorized to make decisions on the school's behalf
- All requests from a school must be sent from a valid school email address along with a valid copy of a School ID
- If applicable, a copy of your valid Florida Consumer's Certificate of Exemption must be included with your request
- Ticket Reservations will provide an invoice email with confirmation number within seven (7) business days
- Your reservation is not confirmed until you receive a confirmation number
- To avoid creating duplicate orders please only submit your form once. To check the status of your order, or to make any changes to your order, please email TicketReservations@UniversalOrlando.com

STEP 3 - PAYMENT METHODS

Florida law states that each admission charge is taxable unless the transaction is specifically exempt. The applicable sales tax rate is subject to change under Florida law. To qualify for tax exemption, you must attach a copy of your valid Florida Consumer's Certificate of Exemption and the total must be paid with an organizational check or organizational credit card only. The name imprinted on the check or credit/debit card must clearly match the Florida Consumer's Certificate of Exemption. Certificates of Exemption issued by any state other than Florida will not be accepted.

Option 1 - Company/Organization Check

- **Tickets paid in advance (4 weeks before visit date) are eligible to be sent via FedEx**
- Certified mail or tracking number is recommended
- Send to: *Universal Orlando*
Attn: Group Travel Operations
8259B Exchange Drive
Orlando, FL. 32809

Option 2 - Credit Card Authorization Form

- **Tickets paid in advance (4 weeks before visit date) are eligible to be sent via FedEx**
- If tax exempt, please fax an enlarged and lightened copy of the credit card matching the exemption certificate with your order
- Credit card authorization form must be completed for each transaction and submitted via secure email: TicketReservations@UniversalOrlando.com or faxed to 407-224-5954

Option 3 - On-Site Payment

- On-site payment should only be used in rare cases where pre-payment is not an option
- Please allow extra time for your payment to be processed and tickets printed

Unacceptable Forms of Payment include personal checks, purchase orders, payment vouchers, third party checks, counter checks or altered checks

STEP 4 - REFUNDS

- Unused admission tickets can be refunded if mailed within 72 hours of your visit date
Refunds are not available onsite
- Refunds will be applied dependent on original method of payment. Please allow 6-8 weeks for processing
 - Unused admission tickets must be returned with a copy of the receipt and a letter explaining the reason for the refund. In terms of multi-day tickets, no refunds will be given for unused days
 - Certified mail or tracking number is recommended
 - Send Unused Tickets to: *Universal Orlando*
Attn: Accounts Receivable B2
1000 Universal Studios Plaza
Orlando, FL 32819

Please visit UniversalOrlando.com to review our [Conditions of Entry & Other FAQs](#) | [Universal Orlando™](#)

College Groups Ticket Order Form



Youth Programs

Valid for groups arriving between January 1 - December 31, 2023

If your group is participating in a STARS Performance or Universal Studios program **do not** use this form. Use the Universal STARS and Studies order form, which can be found at [Youth Tickets | Universal Orlando®](#)

GROUP INFORMATION

TRAVEL PLANNER (IF APPLICABLE)

SCHOOL/ORGANIZATION NAME

ARRIVAL DATE

DEPARTURE DATE

CONTACT NAME

CONTACT EMAIL

MAILING ADDRESS

CITY

STATE

ZIP CODE

DAY PHONE

CELL PHONE

METHOD OF PAYMENT

Check

Credit Card

TAX EXEMPT IN THE STATE OF FLORIDA?

Yes

No

IS THE GROUP A BAND, ORCHESTRA, CHOIR OR DANCE TEAM?

Yes

No

TICKET ORDER

PARK-TO-PARK TICKETS: Explore Universal Studios Florida, Universal's Islands of Adventure **and** Universal's Volcano Bay on the same day. The 3-Park ticket is required to visit Universal's Volcano Bay.

BASE TICKETS: Explore either Universal Studios Florida **or** Islands of Adventure; One Park, Per Day. Base Tickets are not valid for Universal's Volcano Bay.

Ticket Type	Youth / Chaperone Price Per Person	Quantity: Paid Youth	Amount Including Applicable Taxes
2-Park 2-Day Park-to-Park College	\$140 (+tax \$149.10)		
2-Park 1-Day Park-to-Park College	\$114 (+tax \$121.41)		
1-Park 1-Day Base College	\$81 (+tax \$86.27)		
SUBTOTAL:	Rates apply to groups of 10 or more youths		

ENHANCEMENTS

UNIVERSAL ORLANDO RESORT GIFT CARDS AND FOOD & BEVERAGE CARDS

- **Gift Cards and Food & Beverage Cards** are available for purchase in \$5 increments up to \$500, are nonrefundable, do not expire, and will not be valid for mobile food and drink ordering, online purchases, or purchases via phone sales
- **Gift Cards** may be used to purchase select goods and services at participating retail, dining, hotel and other locations throughout Universal Orlando Resort

Product	Cost (\$5 Increments)	Quantity	Subtotal Including Applicable Taxes
Universal Orlando Resort Gift Cards			

- **Food & Beverage Cards** are valid for use at all Food & Beverage locations within Universal Studios Florida, Universal's Islands of Adventure, Universal's Volcano Bay, and Universal CityWalk. This card may **not** be redeemed at merchandise locations or at any on-site hotel locations, may not be reloaded after initial activation or used to purchase gift cards, tickets, or Express Passes

Product	Cost (\$5 Increments)	Quantity	Subtotal Including Applicable Taxes
Food & Beverage Card			

PARKING

- **Only for pre-paid mail delivery orders. Not available for on-site pick-up**
- Pricing is subject to change at any time, without notice

Product	Cost	Quantity	Subtotal Including Applicable Taxes
Pre-Paid Bus Parking (per bus)	\$30.05 (+tax \$32)		

COCA-COLA FREESTYLE® SOUVENIR CUP

- Guests will receive 1 printed ticket for each Souvenir Cup purchased to be redeemed at an in-park location
- Limited to no more than 1 pour per 10 minutes. Non-refundable. No additional discounts apply. Sharing is not permitted
- Price is subject to change at any time, without notice

Product	Cost	Quantity	Subtotal Including Applicable Taxes
Coca Cola Freestyle Souvenir Cup - 1 Day	\$17.99 (+tax \$19.16)		

UNIVERSAL EXPRESS SKIP THE REGULAR LINES FOR ONE (1) DAY

- Universal Express ride access is a separate queue with a shorter wait time at **participating** attractions
- Pricing varies based on desired date and time of submission. For specific pricing and information, please visit UniversalOrlando.com
- Express Passes are non-refundable and not valid for separately ticketed events, such as Halloween Horror Nights or Rock the Universe
- Separate theme park admission required. Attractions are subject to substitutions without notice
- Universal Express Unlimited allows guests to skip the regular lines an unlimited amount of times at participating rides and attractions

Product	Quantity	Date
Universal's Islands of Adventure Express Pass		
Universal Studios Florida Express Pass		
2-Park Express Pass		
Universals Islands of Adventure Unlimited Express Pass		
Universals Studios Florida Unlimited Express Pass		
2-Park Unlimited Express Pass		

TICKET FULFILLMENT METHOD PLEASE SELECT ONE (1) OPTION

FedEx Ground

- No additional charge
- Highly recommended to eliminate delays in your park experience. Advance ticket payment required
- Please allow up to two (2) weeks for delivery

FedEx Overnight

- \$10+ tax = \$10.65
- Tickets will be shipped within two (2) business days after payment has been processed
- Highly recommended to eliminate delays in your park experience. Advance ticket payment required

In-Person Pick-Up

- Tickets can be paid for and picked up at the Universal Studios Florida Group Sales Window
Monday - Friday 8am - 5pm, or Saturday - Sunday 9am - 3pm
- Tickets for **STARS and Studies** participants must be picked up at least one (1) day before the group's program
- Please be prepared with your confirmation number(s) and a valid photo ID of the indicated pick-up person

NAME OF PICK-UP PERSON