



Youth Programs

Group Travel Operations & Reservation Department

Business Hours:

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

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

2024 GROUP PROCEDURES

STEP 1 - SAVE AND FILL OUT YOUTH TICKET ORDER FORM

Before completing, ticket order form must be saved in a PDF format to a drive or location on your computer

STEP 2 - SUBMIT YOUTH TICKET ORDER FORM

Email completed PDF order form to TicketReservations@UniversalOrlando.com

Completed forms must be received at least four (4) weeks prior to visit date to be sent via FedEx

- 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
- Your order is not confirmed until you receive a confirmation email and payment has been processed
- 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

Credit Card or eCheck

- We offer online credit card payment via our payment provider Authorize.net on your mobile phone or computer
- Within seven (7) days of submitting your completed PDF order form you will receive
 1. An itemized confirmation email from TicketReservations@UniversalOrlando.com and
 2. An invoice email from Invoice@Authorize.net with a link to submit payment
- The invoice will not include the itemized details of your order
- The invoice email can be forwarded to the appropriate person in your organization to input payment information
- Payment must be processed in a single transaction, and orders must be paid in full before they can be printed
- We cannot accept payment over the phone and credit card information should not be sent via email
- Reach out to a youth sales representative to discuss orders of \$100,000 or more

Company/Organization Check

- Make checks payable to Universal Orlando
- Certified mail or tracking number is recommended. Send to:
*Universal Orlando
Attn: Group Travel Operations
8259B Exchange Drive
Orlando, FL. 32809*

On-Site Payment

- On-site payment should only be used in rare cases where pre-payment is not an option and must be pre-approved by a youth sales representative
- Allow extra time for your payment to be processed and order printed
- Unacceptable forms of payment include personal checks, purchase orders, payment vouchers, third party checks, counter checks or altered checks

Tax Exemption

Florida law states that each admission charge is taxable unless the transaction is specifically exempt. To qualify for tax exemption, you must provide a copy of your valid Florida Consumer's Certificate of Exemption and payment must be made directly from the funds of the exempt entity.

New in 2024: In addition, you will be asked to complete an affidavit confirming details of the exemption and payment method. To access this affidavit please visit [Tax Exempt Affidavit](#)

STEP 4 - REFUNDS

- Refunds are not available onsite. In terms of multi-day tickets, no refunds will be given for unused days
- Refunds will be applied dependent on original method of payment. Please allow 4-6 weeks for processing
- Unused admission tickets can be refunded if mailed within 72 hours of your visit date, 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

Valid for groups arriving between January 1 - December 20, 2024

If your group is participating in a STARS Performance or Universal Studios program **do not** use this form. Use the Universal STARS and Studios order form, which can be found at [Youth Programs | 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 and Universal's Islands of Adventure on the same day.
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	\$170 (+tax \$181.05)		
2-Park 1-Day Park-to-Park College	\$124 (+tax \$132.06)		
1-Park 1-Day Base College	\$98 (+tax \$104.37)		
Blockout Dates for All College Tickets: 01/01/2024 - 01/02/2024, 03/25/2024 - 03/31/2024, and 12/21/2024 - 12/31/2024			
SUBTOTAL:	Rates apply to groups of 10 or more		



Youth Programs

ENHANCEMENTS

UNIVERSAL ORLANDO RESORT GIFT CARDS AND YOUTH PROGRAMS FOOD & BEVERAGE CARDS

- **Gift Cards and Youth Programs Food & Beverage Cards** 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** are available in \$5 increments up to \$500 and 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 Card			
Universal Orlando Resort Gift Card			

- **Youth Programs Food & Beverage Cards** are available in \$5 increments up to \$100 and valid for use at all Food & Beverage locations throughout Universal Orlando Resort. This card may **not** be redeemed at merchandise locations or reloaded after initial activation

Product	Cost (\$5 Increments)	Quantity	Subtotal Including Applicable Taxes
Food & Beverage Card			
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)	\$37.56 (+tax \$40)		

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 (Minimum 6 Required)	Subtotal Including Applicable Taxes
Coca Cola Freestyle Souvenir Cup - 1 Day	\$14.99 (+tax \$15.97)		

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

- For specific pricing and information, please visit UniversalOrlando.com
- Universal Express ride access is a separate queue with a shorter wait time at **participating** attractions
- Express Passes are date specific, non-refundable, and not valid for separately ticketed events, such as Halloween Horror Nights
- 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
- Pricing varies based on desired date and time of submission and/or any subsequent change requests

Product	Quantity	Date
Universal's Islands of Adventure Express Pass		
Universal Studios Florida Express Pass		
2-Park Express Pass		
Universal's Islands of Adventure - Unlimited Express Pass		
Universal's 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
- It is recommended that all tickets be picked up at least one (1) day before the group's first day in the park(s)
- Please be prepared with your confirmation number(s) and a valid photo ID of the indicated pick-up person

NAME OF PICK-UP PERSON