



2021 GROUP PROCEDURES

*Fillable PDF forms may be completed and saved using Adobe Acrobat Reader**

STEP 1

SAVE YOUTH TICKET ORDER FORM

Before completing, **save** application form (PDF format) to a drive or location on your computer (e.g., Local Disk or desktop)

- The **Save button** provided on form will open a **Save As** dialog box, which allows you to save application to desired location on your computer.
- If viewing form in a built-in PDF viewer (e.g., Chrome, Firefox), **right-click** the PDF and select **Save as** or **Save Page As**.

STEP 2

FILL OUT YOUTH TICKET ORDER FORM

Use [Adobe Acrobat Reader](#) to open the empty PDF form that you saved on your own computer or network.

**Note: If you do not have Adobe Acrobat Reader, you may also print out the form and fill it out by hand*

- Complete the Youth Ticket Order Form and save your data. It is strongly recommended that you periodically save data entered into a form by clicking **File > Save** (or **Save As**) on the Adobe Reader menu bar

STEP 3

SUBMIT YOUTH TICKET ORDER FORM

Email completed Youth Ticket Order Form to ticketreservations@universalorlando.com or fax to **407-224-5954**.

- Your order form must be accompanied by a written request on school/organization **letterhead** that includes the name and address of the school/organization as well as the name and signature of the designated contact person
- All requests from a school must be sent from a valid school email address
- If applicable, a copy of your valid Florida Consumer's Certificate of Exemption must be included with your request
- If you are with a school who is not claiming tax exemption, a valid copy a School ID must be included with the request
- Completed forms must be received two (2) weeks prior to visit date
- Ticket Reservations will provide a confirmation number and invoice email within five (5) business days
- To check the status of your order, or to make any changes to your order, please call **407-363-8182**
- *In connection with your purchase of Universal Orlando products and your visit to Universal Orlando, including Universal Studios Florida, Universal's Islands of Adventure, Universal's Volcano Bay, Universal CityWalk, and the Universal Orlando Resort hotels, please be advised that you must follow Universal Orlando's policies, CDC guidelines and the recommendations of health officials. Please note that any public location where people are present provides an inherent risk of exposure to COVID-19 and Universal Orlando cannot guarantee that you will not be exposed during your visit. By visiting Universal Orlando, you acknowledge and agree that you assume these inherent risks associated with attendance. When you enter Universal Orlando, you understand that you are subject to the Universal Orlando terms of service (including arbitration, class action waiver, assumption of risk, and infectious disease release of liability) located at <https://www.universalorlando.com/web/en/us/terms-of-service/terms-of-use>.*

STEP 4

PAYMENT METHODS

Advance Payment (Preferred Method)

Send Payments to: *Universal Orlando*

Attn: Group Travel Operations

8259B Exchange Drive

Orlando, FL. 32809

- Certified mail or tracking number is recommended
- Tickets paid in advance (4 weeks before visit date) are eligible to be sent via FedEx
- Company/Organization credit card or check payments are accepted
- Credit card authorization form must be completed for each credit card purchase and faxed to **407-224-5954**
- Unacceptable Forms of Payment:
 - Personal Checks
 - Third Party Checks
 - Purchase Order/Payment Voucher
 - Counter Checks or altered checks
 - Universal Orlando Gift Cards

On-Site Payment (Group Sales Window):

- Tickets can be paid and picked up at either:
 - **Universal Studios Florida** Groups Sales window (between 9am and 3pm), Monday - Friday
- Please be prepared with your confirmation numbers and a valid photo ID of the pick-up person indicated on the form
- Please allow extra time for your payment to be processed and tickets print



Youth Programs

Group Travel Operations & Reservation Department

Business Hours:

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

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

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STEP 5

UPON ARRIVAL

Parking Information

- **Buses and Motor Coaches:**
 - School charter buses receive 15 complimentary minutes for drop-off/ pick-up
 - All day parking is available in designated areas for an additional fee
 - Daily parking fees: cars, vans and motorcycles are \$27.00* per vehicle; RV's and trailers are \$32.00* per vehicle. Parking fees are due at arrival.
- Cars, vans, RV's, trailers & motorcycles should follow the signs to the parking garage toll plaza.
- Theme Parks & Universal CityWalk Parking Garage Address: 6000 Universal Boulevard Orlando, FL. 32819
**Prices subject to change*

Conduct and Security

- All Universal Orlando Resort guests 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 Sheriff's 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.
- All guests are subject to metal detectors upon arrival.

STEP 6

AFTER DEPARTURE

Refunds

- **Refunds are not available at the ticket booths.**
- Unused admission tickets are able to be refunded within 72 hours of your visit date.
 - 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.
 - Mail Refunds to: *Universal Orlando*
Attn: Sonya Gauer, B-2
1000 Universal Studios
Plaza Orlando, FL. 32819
 - Certified mail or tracking number is recommended
 - Refunds will be applied via check or credit card dependent on original method of payment
 - Please allow 6-8 weeks to process refunds

FOR MORE INFORMATION

- **Youth Group Sales and Youth Programs:** 1-800-YOUTH-15 (1-800-968-8415), (407) 363-8182 or www.UniversalOrlandoYouth.com
- **Hollywood Drive-In Golf-** Hours of Operation: 9:00am-2:00am, 7 days a week. For more information, call (407) 802-4848

Pre K-12th Grade School Groups Ticket Order Form



Youth Programs

www.universalorlandoyouth.com • 1-800-YOUTH-15

If your group is participating in a STARS Performance Program or a Universal Studies Program, please see the STARS Performance Program/Universal Studies Ticket Order Form.

Prices are valid January 1, 2021 - December 31, 2021

Order Form not valid for groups visiting after December 31, 2021

Blockout dates apply to select ticket types

TICKET ORDER REQUIREMENTS

- Rates and Chaperone ratios apply to groups of 15 or more youths. Rates are subject to change.
- Complimentary chaperone tickets are only based on the total number of *Paid Youth*; the number of *Paid Chaperones* do not count towards the complimentary ratio. The number of chaperones cannot exceed the number of youth.
- Orders are required a minimum of 2 weeks in advance for in-person pick-up and 4 weeks for prepaid mail-out orders is requested.
- Your order form must be accompanied by a request on school/organization letterhead that includes the name and address of the school/organization as well as the name and signature of the designated contact person.
- If applicable, a copy of your valid Florida Consumer's Certificate of Exemption must be included with your request. If your school is not claiming tax exemption, a valid copy a School ID must be included with the request
- **Ticket Reservations will provide a confirmation number and invoice email within five (5) business days. Your reservation is not confirmed until you receive a confirmation number. To check the status of your order, or to make any changes to your order, please email TicketReservations@UniversalOrlando.com.**

GROUP INFORMATION

SCHOOL/ORGANIZATION NAME _____ DATE OF VISIT _____

CONTACT NAME _____ CONTACT EMAIL _____

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

DAY PHONE _____ CELL PHONE _____ FAX _____

IS THE GROUP A BAND, ORCHESTRA, CHOIR OR DANCE TEAM?: Yes No

TAX EXEMPT IN THE STATE OF FLORIDA?: Yes No

Florida law states that each admission charge is taxable unless the transaction is specifically exempt. The applicable 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 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. 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 to 407-224-5954.

TICKET PICK-UP METHOD PLEASE SELECT ONE (1) OPTION

If no pick-up method is chosen, order will default to pick-up at Group Sales Window under the Contact Name on this Order Form.

MAIL DELIVERY

Highly recommended to eliminate delays in your park experience. Advance payment required.

FedEx Ground (No Charge)

Overnight (\$10 +tax = \$10.65)

IN-PERSON PICK-UP

Pick-up person must present the confirmation number, form of payment and a valid driver's license as identification.

Universal Studios Florida (Open from 9am-3pm, Monday-Friday)

OR

NAME OF PICK-UP PERSON _____

Please email both pages of the completed order form, company/organization letterhead & copy of Florida Consumer's Certificate of Exemption (if applicable) to TicketReservations@UniversalOrlando.com

TICKET ORDER

Multiday tickets must be used within a 7 day period. No refunds will be given for unused days. Not valid for separately ticketed special events.

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

Ticket Type	Youth/ Chaperone Price Per Person	Quantity: Paid Youth	Quantity: Paid Chaperone	Amount
3-Park 5-Day Park-to-Park	\$203 (+tax \$216.20)			
3-Park 4-Day Park-to-Park	\$198 (+tax \$210.87)			
3-Park 3-Day Park-to-Park	\$193 (+tax \$205.55)			
3-Park 2-Day Park-to-Park	\$178 (+tax \$189.57)			
2-Park 5-Day Park-to-Park	\$168 (+tax \$178.92)			
2-Park 4-Day Park-to-Park	\$163 (+tax \$173.60)			
2-Park 3-Day Park-to-Park	\$158 (+tax \$168.27)			
2-Park 2-Day Park-to-Park	\$143 (+tax \$152.30)			
2-Park 1-Day Park-to-Park	\$99 (+tax \$105.44)			

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

***BLOCKOUT DATES: The 1-Park 1-Day Base Pre-K-5th ticket will not be valid during the following dates:**
1/1/21-1/3/21; 3/27/10-4/10/21; 7/1/21-7/31/21; 12/18/21-12/31/21 and all concert dates.

Ticket Type	Youth/ Chaperone Price Per Person	Quantity: Paid Youth	Quantity: Paid Chaperone	Amount
2-Park 2-Day Base	\$123 (+tax \$131.00)			
1-Park 1-Day Base (FL Groups Only)	\$76 (+tax \$80.94)			
1-Park 1-Day Base Pre-K-5th*(FL Groups Only)	\$66 (+tax \$70.29)		Price valid for students Pre-K-5th only	

COMPLIMENTARY CHAPERONE TICKETS: Rates and Chaperone ratios apply to groups of 15 or more youths.

Complimentary chaperone tickets are only based of the total number of *Paid Youth*; the number of *Paid Chaperones* do not count towards the complimentary ratio.

Florida Groups	1 per 10 paid youth	Out-of-state Groups	Max 2 per group of 20 or more paid youth	TOTAL COMPLIMENTARY:

ENHANCEMENTS

UNIVERSAL ORLANDO RESORT GIFT CARD

- Universal Orlando Resort Gift Cards are available for purchase in \$5 increments up to \$500.
- Universal Orlando Resort Gift Cards may be used to purchase select goods and services at participating retail, dining, hotel and other locations throughout Universal Orlando Resort.
 - Gift cards **will not be valid** for use on TapTu Pay purchases.
- Universal Orlando Resort Gifts are nonrefundable and do not expire.

	Quantity	Denomination	Amount
Universal Orlando Resort Gift Card			

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

Pricing varies based on desired date and time of submission. For specific pricing and information, please visit UniversalOrlando.com.

	Unlimited Express	Date Requested	Quantity
Universal's Islands of Adventure only	Yes No		
Universal Studios Florida only	Yes No		
2-Park Express (Islands of Adventure and Universal Studios)	Yes No		

PARKING ONLY FOR PRE-PAID MAIL DELIVERY ORDERS

Parking fees must be paid upon arrival if not prepaid and are subject to change without notice.

	Quantity	Amount
Bus Parking (Per Bus)	\$30.05 + tax (\$32.00)	
Regular Self-Parking (Per Car)	\$25.35 + tax (\$27.00)	

Please email both pages of the completed order form, company/organization letterhead & copy of Florida Consumer's Certificate of Exemption (if applicable) to TicketReservations@UniversalOrlando.com

**Valid theme park admission required. Not valid at Pteranodon Flyers™ at Universal's Islands of Adventure and separately ticketed events. Universal Express ride access at Universal Studios Florida and Islands of Adventure is a separate queue with a shorter wait time at participating attractions. Subject to availability. Available during normal theme park operating hours only. Additional restrictions may apply and benefits are subject to change without notice. Hollywood Drive-In Golf and associated logos are trademarks of Adventure Golf Design & Development, Inc. © 2020 BMP. Universal elements and all related indicia TM & © 2020 Universal Studios. All rights reserved.