



# GRADVENTURE

UNIVERSAL ORLANDO



KNOW BEFORE YOU GO

## FAQs

### **CAN I USE MY ANNUAL PASS TO GAIN ADMISSION TO GRADVENTURE?**

No. Gradventure is a hard ticketed event that is sold separately. In order to attend Gradventure you must purchase a Gradventure Ticket through your school.

### **HOW DO WE KNOW SPECIFICALLY WHERE TO ARRIVE AND DEPART FROM THE EVENT?**

1-2 weeks prior to the event, you will be sent an information packet including everything there is to know about your Gradventure experience including specific arrival and departure locations. The color of the event wristbands correspond to your departure location.

### **ARE THERE RESTRICTIONS ON PRESCRIPTION MEDICATION?**

Any prescription medication must be in the original prescription container and only the dosage needed for the student's visit is allowed. The student's name must be printed on the label and a valid picture ID is required. Also, students may carry inhalers, EpiPens, insulin and other necessary medications, but proper prescription documentation is required.

### **WHAT IF I HAVE A STUDENT/CHAPERONE ARRIVING LATE OR WHO NEEDS EARLY DEPARTURE FROM THE EVENT?**

Since Gradventure is a special after-hours school event, we do have a "lock-down" policy. Due to the "lock-down" policy and safety considerations, everyone, including chaperones, will have to stay in the parks until the event ends. Students and chaperones must arrive to Gradventure as a group.

We understand that school responsibilities and family obligations may cause a student/chaperone to arrive late or leave early; this is permitted with strict parameters - **APPROVAL FROM THE HEAD CHAPERONE AND THE GRADVENTURE TEAM.**

#### **LATE ARRIVALS**

- The Head Chaperone must be present to meet the parent or legal guardian of the student as well as a chaperone at the designated transfer area in order to access Gradventure.

#### **EARLY DEPARTURES**

- The Head Chaperone must escort the student to a designated transfer area and a parent or legal guardian must be present in order for a student to be released from the park. Same applies for chaperones as we need approvals from the Head Chaperone that they are okay to leave.

**IF YOU HAVE A CIRCUMSTANCE WHERE YOU HAVE A LATE ARRIVAL/EARLY DEPARTURE, PLEASE CONTACT THE GRADVENTURE TEAM TWO WEEKS BEFORE YOUR VISIT DATE AT 407-363-8223.**

## FAQs

### **WHAT IF I HAVE A STUDENT THAT REQUIRES SPECIAL ASSISTANCE (ESE)?**

The previous process for ESE students has now changed. Universal Orlando has developed an Attractions Assistance Pass for Guests whose disability prevent them from waiting in a conventional attraction queue environment. Guests requesting an attraction queue accommodation must obtain the IBCCES Individual Accessibility Card (IAC) by registering at [www.accessibilitycard.org](http://www.accessibilitycard.org) prior to their visit to the park. The IAC registration consists of an online application which includes uploading necessary documentation.

Once all requirements for IBCCES Individual Accessibility Card are met, a Universal Orlando Team Member will contact the cardholder to discuss their request for an attraction queue accommodation.

This application **MUST** be completed no less than 30 days prior to your event date. If approved, be sure to stop by the Chaperone Check-In table, with the IBCCES Case Reference Number, to pick up the students' silver wristband.

### **WHAT ARE THE HOURS OF THE EVENT?**

The Gradventure event runs from 7PM to 12AM. Groups can start arriving as early as 4PM at no additional cost.

### **IS THERE A DRESS CODE?**

Seniors should wear comfortable clothing that lets them have fun while still looking their best.

## Dress Code

All schools should conduct their own security and dress code screening prior to departing for Gradventure.

### OK

#### ACCEPTABLE ATTIRE

- Dresses, skirts, capris or shorts
- Casual pants (including jeans)
- Casual blouses and tops with sleeves
- Comfortable shoes (including tennis shoes, dress sandals, boots and flip-flops)
- Hats
- Any bags and purses must be under the size of 8.5" x 5.5" (half a sheet of paper) including drawstring backpacks
- Drawstrings bags **ARE** allowed
- Casual pants (including khakis)
- Shirts with sleeves (polos, dress and t-shirts)

### NOT OK

#### UNACCEPTABLE ATTIRE

- Clothing with holes or shredding
- Clothing with obscene, offensive language or graphics
- Visible undergarments
- Tank tops or undershirts
- Clothing that exposes excessive portions of the skin that may be viewed as inappropriate at a school function (e.g., bikini tops and bottoms)
- Short shorts
- Area codes displayed on clothing
- Accessories such as chains, spiked collars or studded/spiked belts
- Bandanas
- Selfie sticks STUDENTS
- Large backpacks

**IT IS HIGHLY RECOMMENDED THAT STUDENTS WEAR MATCHING, BRIGHTLY COLORED SHIRTS WITH THEIR SCHOOL CLEARLY IDENTIFIED ON THEM.**

**\*Universal Orlando reserves the right to refuse entry into the event or require the purchase of appropriate clothing for non-compliance with the dress code.**

# Arrival

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## UPON ARRIVING TO GRADVENTURE

**Students and chaperones must arrive as a group (chaperones cannot park personal vehicles with the buses).**

- Personal vehicles **MUST** park in the main parking garage and subject to a parking fee.
- Individual arrivals will not be able to enter event at the same location as their group and arrangement must be made in advance.

**We ask that all students and chaperones put on their wristbands and have their tickets before exiting the buses.**

- Students will be assigned solid color wristbands.
- Please have your students take a picture of their tickets and meal vouchers on their cell phones in case they lose them to be reprinted.
- Chaperones will be assigned a checkered wristband which provides access to the chaperone lounges and Express ride access to participating rides and attractions.
- Ensure you have enough Gradventure tickets and wristbands for all students and chaperones. If you did not receive enough wristbands, they will be available at each of our arrival location's Chaperone Check-In Table.

## CHAPERONE CHECK-IN

Upon entry, the Head Chaperone should immediately report to the Head Chaperone Check-In Table at your school's arrival location.

- Each school must designate ONE Head Chaperone to check in. They must also provide primary and secondary cell phone numbers in case of a student issue. We ask that the two designated chaperones check their cell phones frequently and set their phones to both vibrate and audible ring.
- For your safety, Roller Coaster Attractions do NOT allow anyone to carry cell phones with them. If you're a Chaperone, please ensure that we can reach someone from your school in case of an emergency.

## EVENT ENTRY

When entering Gradventure, both students and chaperones will go through a security check that includes passing through a metal detector. Security will also be screening students and chaperones for the following prohibited items:

- Alcohol
- Illegal drugs
- Cigarettes, E-cigarettes, or tobacco items
- Weapons
- Any chains, spiked collars, and spiked belts
- Any accessories that may be used as weapons

**All unauthorized items will be confiscated by Security.**

Any prescription medication must be checked into Health Services (First Aid) once you are in the theme parks. Over the-counter medication should be left at school or on the bus. Any medication that is not in a prescription bottle with student's name (i.e. loose pills) will be confiscated by Security.

## CHAPERONE COMMAND CENTER

Location will be indicated on the Gradventure Event Guide. This is the main location to report to in case of any student issue

## During the Event

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### **ARE THERE ANY SPECIAL RESPONSIBILITIES FOR OUR CHAPERONES DURING GRADVENTURE?**

This is considered a school event, so all school rules and regulations should be enforced by all chaperones. Chaperones are required to make sure that students follow the event policies throughout the entire evening. Please be sure chaperones check cell phones frequently. Chaperones may not leave the event until park close except for an emergency.

### **WHAT KIND OF SECURITY WILL BE PRESENT?**

All bags, pockets and other items are checked for any illegal substances and weapons. For everyone's security, metal detectors are used to check guests at the event entrance. All questionable items will be confiscated at the gate. Security is visibly present throughout the park during the event.

### **CHAPERONE LOUNGES**

We invite you to take a break and relax at one of two chaperone-only lounges featuring complimentary light snacks and beverages (location indicated in Gradventure Event Guide). A checkered wristband is required for entry.

### **UNIVERSAL EXPRESS RIDE ACCESS**

Universal Express allows chaperones to skip the regular lines at select rides and attractions at both parks. Express access at the attractions will begin at 7 pm. Please go to the Universal Express™ entrances at each participating ride or attraction and show the ride attendant your checkered chaperone wristband to gain exclusive access. \*Valid during Gradventure only. Unlimited ride access limited to one person per wristband. Some attractions excluded. Benefits are subject to change without notice. Additional restrictions may apply.

### **HEALTH SERVICES (FIRST AID)**

The Health Services Department will be fully staffed throughout the event. In the event of injury, illness or medical needs, Health Services can be found at Islands of Adventure and Universal Studios theme parks. Please refer to the Gradventure Event Guide for Health Services locations. Should a student require medical attention, the Head Chaperone will be called and then directed to the appropriate location.

### **MEAL VOUCHERS & SOUVENIR CUPS**

One complimentary meal voucher is included with every admission. Check the Gradventure Event Guide for participating dining locations. Gradventure Meal Vouchers are like cash; do not lose them. Meal Vouchers MUST be redeemed by 11pm the night of the event. Souvenir sipper cups are also available for purchase\* with FREE refills throughout the event.

\*While supply lasts.

## Departure

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### FOR EVERYONE'S SAFETY

Students must leave as a group and are NOT allowed to be picked-up by personal vehicles in the bus parking lots.

- Any special pick-up must be submitted by the Head Chaperone and approved by the Gradventure Team two weeks in advance.

### EXIT LOCATIONS

Departure locations will be color coded to match the school's wristband color.

- Detailed departure locations will be sent to the Head Chaperone prior to the event.
- These color-coded exit areas will also be shown on the Gradventure Event Guide and additional signage will be placed throughout the event towards the end of the evening.

### EARLY RELEASE

Though we do not encourage early release of a student or chaperone, there may be special circumstances to leave the event early with pre-approval from the school's Head Chaperone and from The Gradventure Team. Entire schools are not permitted to leave early.

- The Head Chaperone must escort the student to a designated transfer area and a parent or legal guardian must be present in order for a student to be released from the park.
- Same applies for chaperones as we need approvals from the Head Chaperone that they are allowed to leave. If you have a circumstance where you have a student that needs to leave the park early, please contact the Gradventure Team at **1-800-YOUTH15** or [Gradventure@UniversalOrlando.com](mailto:Gradventure@UniversalOrlando.com).

### BUS LOADING

If any students are missing once your group boards your bus, a Chaperone should contact a Security representative at your departure location

- Once you arrive at your exit locations parking lot, there will be Gradventure staff and directional signage to your parking location.

**Please be patient with the departure process as the school's safety is our number one priority.**