



WELCOME PACKET

Thank you for choosing LEGOLAND® Florida Resort for your field trip experience! We are excited to welcome you and your students to the park for a brick-tastic time. Please review the information below for helpful hints to make your experience an easy, safe and memorable one.

BEFORE YOUR VISIT

CHANGES TO YOUR RESERVATION

Should you need to make any modifications to your booking (update numbers, make payments, cancel your reservation, etc.), please email LLFR.Groups@legoland.com and one of our Model Citizens (employees) will be in touch. All changes to your reservation, including number of students and chaperones, must be submitted ten (10) business days prior to your visit.

EDUCATIONAL RESOURCE GUIDES

You may download our Educational Resource Guides to include in pre-visit curriculum. Please visit our School Group Programs [website](#) to download these resources.

FLORIDA TEACHER PASS

Did you know that we offer a FREE Florida Teacher Pass for all certified teachers in Florida who teach grades PreK-12? The Florida Teacher Pass provides unlimited admission to LEGOLAND® Florida Theme Park, Madame Tussauds Orlando and SEA LIFE Orlando, as well as access to select theme park events and a free subscription to LEGOLAND® Florida e-newsletter. Upgrade your pass to include the LEGOLAND Water Park for just \$49.99 + tax! Make sure you pick up your Teacher Pass prior to visiting with your field trip so that you can use your pass when you come back with your class. To receive your FREE Florida Teacher Pass, please bring your most recent paystub, current Florida photo ID and valid FLDOE Professional or Temporary Certificate to the ticket window at the entrance of LEGOLAND® Florida Resort. To find out more about this great benefit, visit our Teacher Pass [website here](#).

PAYMENT

It is **highly** recommended that groups pay at least 10 business days in advance of your visit. Groups that do not pay in advance may experience long wait times on the day of their visit. LEGOLAND® Florida Resort will only accept one form of payment for your group booking.

LEGOLAND® Florida Resort accepts VISA and Mastercard for pre-payment. Purchase must be made in one single payment. If your organization is tax exempt, the name on the credit card must match the tax exemption documentation provided. Once email confirmation is received, please call 855-753-8888 to make a credit card payment. For security purposes, we are unable to accept credit card information via fax or email.

LEGOLAND® Florida Resort accepts organization/school checks, money orders and certified cashier's checks. No personal checks allowed. If payment is to be made with a non-government issued organization check, it must be received a minimum of 10 business days prior to the visit date. If your organization is tax exempt, the name on



the check must match the tax exemption documentation provided. Checks should be made payable to LEGOLAND Florida and mailed to:

Attn: LEGOLAND Group Reservations
LEGOLAND Florida Resort
1 LEGOLAND Way
Winter Haven, FL 33884

POINT OF CONTACT

Our Education Coordinator will be in touch with you to confirm all details of your visit to ensure an exceptional field trip experience. Should you have any questions in the meantime, please feel free to email our Education Coordinator at LLFR.Education@legoland.com.

DAY OF YOUR VISIT

DIRECTIONS

LEGOLAND® Florida Resort is just 45 minutes from Orlando and Tampa. Our address is: One LEGOLAND Way, Winter Haven, FL 33884.

➤ **From Orlando:**

- Take I-4 WEST to exit 55 (US Hwy 27 South)
- Turn right off U.S. Highway 27 at State Road 540/Cypress Gardens Boulevard. Park is four miles on the left.

➤ **From Tampa:**

- Take I-4 EAST to Exit 27 (Polk County Parkway)
- Then take Exit 14 to Winter Haven (2nd Toll Booth) by turning east on S.R. 540 and follow eight miles to Hwy 17 North.
- Turn left to take Hwy 17 North two miles over the bridge to Cypress Gardens Boulevard and turn right. LEGOLAND Way will be on your right.

Please Note: If using a GPS system, keep in mind that LEGOLAND® Florida Resort may not yet be included as a destination. A secondary address for GPS systems is 6000 Cypress Gardens Boulevard, Winter Haven, FL 33884.

DROP-OFF / PARKING

We have a designated guest drop-off area as you enter the LEGOLAND® Florida Resort parking lot. Please follow the signs for the drop off area to your right. Simply turn right into the horseshoe-shaped area, where an Education Greeter will meet you at the bus loop to provide your group with admission instructions.

Complimentary parking is offered for buses and shuttles transporting groups to LEGOLAND® Florida Resort. The bus driver must present their CDL license at the ticket window marked "School/Group Check-In" and reference the group they are with to receive complimentary admission. Individuals driving separately from the group or not arriving on a bus will have to pay for parking. Current parking prices are \$23 for cars, \$24 for campers/RVs, \$10 for motorcycles and \$33 for preferred parking. (Prices subject to change without notice.)



DAY OF PAYMENT

It is **highly** recommended that groups pay at least 10 business days in advance of your visit. Groups that do not pay in advance may experience long wait times on the day of their visit. If you are unable to pre-pay, an Education Greeter will assist you with payment and getting tickets from the admissions window.

LEGOLAND® Florida Resort will only accept **one** form of payment. Only government/county issued or bank certified/cashier's checks, credit cards and cash are accepted the day of your visit. If tax exempt and paying by check or credit card, the name listed on check or credit card must match the exemption documentation provided. If tax exempt and paying cash, tax will be charged. On the day of your visit, groups may only add-on tickets to their order once. All other add-ons will be at the current gate price.

LUNCH OPTIONS

We offer a couple of lunch options for your group when visiting LEGOLAND® Florida Resort on your field trip. First, groups are welcome to bring their lunches and eat in the Imagination Pavilion, located in between Pirate's Cove Ski Stadium and Imagination Zone. Our Education Greeters will assist in unloading coolers from the school bus in the morning upon arrival and will transport them to the Imagination Pavilion in time for lunch and then back to your bus at the end of the day. When you arrive, please make sure that your coolers are clearly labeled with your group name. Lunches from outside vendors (i.e. Pizza Hut, McDonalds, Subway, etc.) will not be allowed into the park and may not be delivered to the park. LEGOLAND® Florida Resort is not responsible for lost, stolen or damaged items placed in our storage area.

Groups may choose to purchase meal vouchers for students (ages 12 and under) at one of three restaurants throughout the park: Burger Kitchen, Kick'n Chicken and/or Pizza Pasta Buffet. Adults may purchase meals at selected restaurant upon arrival with cash or credit card or may purchase Pizza Pasta Buffet meal vouchers in advance. Space is limited as Burger Kitchen and Kick'n Chicken have a 50 child max capacity and Pizza Pasta Buffet has a 25 child max within each time spot. Groups that have purchased meal vouchers may only dine at the specific location indicated on their meal voucher ticket.

And last but not least, LEGO® Dollars are available for purchase and can be redeemed for food, beverage and merchandise when visiting LEGOLAND® Florida Resort. LEGO® Dollars are our exclusive currency with a dollar for dollar exchange rate to the US Dollar. They are available in \$1, \$5 and \$10 denominations.

For more information, please visit our School Group Programs [website](#). To order meal vouchers or LEGO® Dollars for your group, please call 855-753-8888 or email LLFR.Groups@legoland.com.

EDUCATIONAL EXPERIENCES

We offer six (6) unique Educational Experiences, that are approximately 45 minutes in length and begin on the half of every hour. Educational Experiences are located in Imagination Zone, which is located at the rear of the park near Cypress Gardens.

If your Educational Experience starts at 10:30AM, please plan to arrive to the park by 9:45AM to allow time for admission into the park and walk time to Imagination Zone. If you are running late for any reason, please give our Education Coordinator a call at 863-956-7871 to inform them of your anticipated arrival time. While we will make every attempt to accommodate your group when they arrive, we cannot guarantee that we will be able to reschedule your Educational Experience to a later time so it is important that you arrive on time.



When you arrive at Imagination Zone, please check in at the MINDSTORMS Reception Desk (located across from the WB Play Zone) 15 minutes prior to the start of your Education Experience. One of our Edutainers will show you to your room.

Please note that if you have booked a self-guided program, you will not have a reservation for an Educational Experience. Please visit our School Group Programs [website](#) to download our Educational Resource Guides to assist in planning a self-guided lesson during your field trip. If you are not currently signed up for one of our Educational Experiences and would like to participate, please call 855-753-8888 to inquire about availability of experiences for your scheduled field trip. Unfortunately, we are unable to accept day-of requests.

EMERGENCY CONTACT INFORMATION

Please ensure that an adult chaperone (either a teacher or a parent) has emergency contact information for every student who visits LEGOLAND® Florida Resort in the unlikely event of an emergency. Should you need a template to obtain this information from your students, please visit our School Group Programs [website](#) to download the Emergency Contact Form.

AFTER YOUR VISIT

EDUCATIONAL RESOURCE GUIDES

You may download our Educational Resource Guides to include in your post-visit curriculum. Please visit our School Group Programs [website](#) to download these resources.

REFUNDS

If you wish to request a refund for unused tickets or overpayment, please visit our School Group Programs [website](#) to download the School Group Refund Form. Refunds will only be processed if the refund amount is **over \$100.00** on tickets that were not issued, tickets that were unused or overpayments. Please note that the number of student tickets returned will affect the ratio of complimentary tickets on your order and you may be charged for additional adult tickets. Refunds may take 8-12 weeks to process and will be returned via check. Any unused tickets should be mailed along with the completed School Group Refund Form to the address on the form. Incomplete refund forms will not be accepted. Refund requests must be submitted within 30 days of your visit.

HELPFUL PARK INFORMATION

The following information should help answer any questions you may have about the park. If you have still have questions on something that is not covered below, please click [here](#) to find additional information.

ATM & CREDIT CARDS

LEGOLAND Florida does not accept personal checks. Valid photo ID with signature required. LEGOLAND Florida also accepts American Express, Discover Card, VISA and MasterCard for park admission, merchandise and restaurant purchases (specific locations only). ATMs are located in front of Heartlake Mall and in the Hotel lobby.



DIETARY CONCERNS

Should any of your students have dietary concerns, please email our Education Coordinator at LLFR.Education@legoland.com and they will be able to coordinate with our Food & Beverage team on your behalf. Check out our [dietary guide](#) for more information.

DINING

When visiting the park, you better bring your appetite! We have all of your favorites from cheeseburgers, pizza, a wide range of sweet treats and freshly prepared choices from grilled paninis, tasty salads and fried chicken. Popcorn, novelty ice cream and cold beverages available at carts (weather permitting).

FIRST AID STATION

Qualified first aid personnel are located in the First Aid building next to Fun Town Factory Tour. Automatic External Defibrillator's (AED) are available. For immediate assistance, please notify any Model Citizen.

GUEST SERVICES

Guest Services is located in the Beginning by the turnstiles. Our Model Citizens can assist you with guides for guests with disabilities, show information, lost and found, lost parent's center and general park information. You can also find the answers to many of the [Frequently Asked Questions](#) online.

INCLEMENT WEATHER

LEGOLAND Florida Resort is open rain or shine, and while we can guarantee a memorable experience, we unfortunately can't control the weather (yet!). Due to Central Florida's climate, afternoon showers and thunderstorms are possible, especially in the summer. Whether it is a sprinkle or a shower, the following attractions are available for your group to enjoy:

- DUPLO Farm
- DUPLO Splash
- Fun Town 4D Theater
- Imagination Zone
- LEGO® NINJAGO® The Ride
- LEGO Masters of Flight
- Lost Kingdom Adventure
- Merlin's Challenge
- Tot Spots

Your safety is our number one priority. When lightning is in the area we adhere to these ride procedures to ensure everyone stays out of harm's way.

Lightning within 15 miles – All rides operational other than Boating School and Waterpark attractions.

Lightning within 5 miles or closer – The following attractions are available to enjoy:

- DUPLO Farm
- Fun Town 4D Theater
- Imagination Zone
- LEGO® NINJAGO® The Ride
- LEGO Masters of Flight
- Lost Kingdom Adventure
- Merlin's Challenge
- Tot Spots

Please note, our Rainy Day Guarantee does not apply to annual passholders or youth and education groups.



LOCKERS

Lockers are available for rent in The Beginning and inside LEGOLAND® Water Park. LEGOLAND® Florida is not responsible for personal items. Current locker pricing is \$9 for small, \$12 for medium and \$15 for large. (Prices subject to change without notice.)

MINIFIGURE TRADING

Guests can purchase or bring LEGO® Minifigures to trade with LEGOLAND® Model Citizens throughout the resort. Most Model Citizens wear at least one Minifigure on their brick badge (name tag) and are happy to trade. Just ask! Minifigures should be complete with a head, body, legs and hair or hat. If any accessories are included, you're in luck! To find out more about Minifigure Trading, please visit our YouTube channel by clicking [here](#).

PERSONAL TRANSPORTATION

Guests are welcome to bring their own stroller, ECV or wheelchair to LEGOLAND® Florida Resort, however no other wheeled personal transportation devices (i.e. bicycles, skateboards or segways) are permitted. Strollers, wheelchairs and ECVs are available for rent on a first-come, first-served basis. Stroller pricing is \$16 for single seat stroller and \$22 for double seat stroller. Wheelchairs are \$14 and ECVs are \$56 for the day. (Prices subject to change without notice.)

RIDE HEIGHT REQUIREMENTS

Being able to fit within the restraints comfortably and safely is a requirement set by each of the ride manufacturers and a key factor for the safety of our guests. Therefore, if the safety belt or lap bar does not secure the rider in the seat properly, you would be asked to exit the ride prior to its start up. Get more information about [Ride Height Requirements](#).

SECURITY & COURTESY WHEN IN THE PARK

Video surveillance cameras are in use at various locations around the park. Children under 12 must be accompanied by an adult. In order to help maintain our family atmosphere, we request that there be no offensive language or behavior. No offensive or rude clothing is allowed. Segways, roller blades, wheeled shoes and skateboards are prohibited. For the comfort of those around you, we request there be no flash photography, smoking, eating or drinking in any attraction. Park Rangers patrol all areas of the park and are more than happy to help or advise. No weapons of any kind are allowed on park property. LEGOLAND Florida is not responsible for any lost or stolen items. LEGOLAND Florida reserves the right to search/inspect any item.

SHOPPING

Students, teachers and parents are encouraged to bring spending money to purchase awesome souvenirs to remember their field trip to LEGOLAND® Florida Resort! Get your favorite LEGO® toys, LEGOLAND® Florida Resort apparel and much more in the many diverse shops found throughout LEGOLAND® Florida Resort.

SHOWS

From a pirate-themed water ski spectacular to meet-and-greets with your favorite characters from The LEGO® Movie, LEGOLAND® Florida Resort offers entertainment to delight everyone! Be sure to pick up a Show Time Guide for times and locations.



SOUVENIR PHOTOS

What better way to remember your awesome field trip to LEGOLAND® Florida Resort than through photo memories! We offer significant discounts on our souvenir photos for youth and education groups:

- \$10.00 LEGOLAND® Driver's License (retail \$16.99)
- \$5.00 6" x 8" souvenir photo (retail \$17.99)
- \$10.00 DigiPass (retail \$44.99)
 - DigiPass allows you to collect all your digital photos all day long from the welcome sign and entrance to participating ride locations, and character meet and greets.
 - With DigiPass you can share all your memories with friends and family quickly and easily.

Once again, thank you for choosing LEGOLAND® Florida Resort and we hope you have a BRICK-TASTIC time!

