



## 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.

If you need to make any modifications to your booking (update numbers, make payments, cancel your reservation, etc.), please call 1-877-865-5346. If you have questions preparing for your upcoming field trip, please contact our Education Coordinator at [LLFR.Education@legoland.com](mailto:LLFR.Education@legoland.com).

## BEFORE YOUR VISIT

### CHANGES TO YOUR RESERVATION

Please call 1-877-865-5346 to modify your reservation. 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 your pre-visit curriculum. Please visit [www.legoland.com/education](http://www.legoland.com/education) to download these resources.

### 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 1-877-865-5346 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. Once email confirmation is received, check 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, please feel free to email [LLFR.Education@legoland.com](mailto: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 \$17 for cars, \$18 for campers/RVs, \$10 for motorcycles and \$27 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 cash, tax will be charged. If tax exempt and paying by check or credit card, the name listed on check or credit card must match the exemption documentation provided. 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 your group in getting coolers from the school bus in the morning when you arrive 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.

Meal Vouchers are available for children ages 12 and under. There are five participating restaurants throughout the park so there is definitely something for everyone: Fried Chicken, Panini Restaurant, Burger Kitchen, Pizza Pasta Buffet, and Market Restaurant. Prices range from \$6.99 to \$10.00 + tax (unless tax exempt). For more information on meal vouchers and available options, please visit [www.legoland.com/education](http://www.legoland.com/education). Field trip organizers may add meal vouchers for their students to their order by calling 1-877-865-5346. Meal vouchers cannot be added to your reservation on the day of your visit.

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. To purchase LEGO® Dollars, please call 1-855-753-8888.

## **EDUCATIONAL EXPERIENCES**

We offer nine (9) unique Educational Experiences, which are included in park admission for your school field trip. Experiences are approximately 45 minutes in length and begin every hour, on the 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 10:00AM, please plan to arrive to the park by 9:15AM 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 1-863-956-7871 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 Education Facilitators 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 [www.legoland.com/education](http://www.legoland.com/education) 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 1-877-865-5346 to inquire about availability of experiences for your scheduled field trip. Unfortunately, we are unable to accept day-of requests.



### **CERTIFICATES OF COMPLETION**

We are excited to introduce our themed Certificates of Completion, which will be given to each teacher upon completion of the Educational Experience. Teachers may then distribute the certificates to their students when they return to their classrooms. This is a great keepsake for your students to remember their brick-tastic visit to LEGOLAND® Florida Resort!

### **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 [www.legoland.com/education](http://www.legoland.com/education) 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 [www.legoland.com/education](http://www.legoland.com/education) to download these resources.

### **POST-VISIT SURVEY**

You will receive a post-visit survey via email after your visit. We kindly ask you complete this survey to let us know about your experience at LEGOLAND® Florida Resort. If you received excellent service from one of our Model Citizens (that's a fancy term for our employees), please share so they can be recognized accordingly! If there is anything that you feel we can improve on, please include that as well. We value our guest's feedback (both positive and negative) and continually improve our offerings based on this information.

### **REFUNDS**

If you wish to request a refund for unused tickets or overpayment, please visit [www.legoland.com/education](http://www.legoland.com/education) 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 visit [www.legoland.com/florida](http://www.legoland.com/florida) to find additional information.

### **ATM & CREDIT CARDS**

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



### **DIETARY CONCERNS**

Should any of your students have dietary concerns, please email our Education Coordinator at [LLFR.Education@legoland.com](mailto: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, fried chicken and pizza. 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 the Factory Store. Automatic External Defibrillator's (AED) are available. For immediate assistance, please notify any Model Citizen (employee).

### **GUEST SERVICES**

In The Beginning, you will find Guest Services, where our friendly Model Citizens (employees) 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 answers to the most [Frequently Asked Questions](#) online.

### **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 (employees) 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: <https://youtu.be/H3n-k4oBAhg>.

### **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!

