



NEWS

1ST TO PLAY PASS: Frequently Asked Questions

What's the 1st to Play Pass?

It's a limited edition pass that gives you the chance to experience LEGOLAND® New York Resort **before** it officially opens! Here are just some of the benefits you'll receive as a 1st to Play Pass member:*

- An invitation to a special **pre-opening Park Preview Day event**
- **12 months admission** to LEGOLAND New York Resort from the date you first use the pass**
- Invitations to **special events** at LEGOLAND New York Resort
- A **commemorative 1st to Play Pass Card**
- **Special seasonal offers** only for Pass Members

*Terms and conditions apply.

**Some blackout dates apply. You will be able to upgrade your pass to remove blackout dates at a later date.

When Does LEGOLAND New York Resort Open?

We are opening in spring 2020! Stay tuned for a Grand Opening date announcement later this year.

When Is the Preview Day?

All 1st to Play Pass Holders will be notified directly when dates for our Preview Days are announced. While pass holders are eligible to attend only one Preview Day, you will have several dates to choose from. We want to make sure as many people as possible can attend!

What If I Can't Make It to the Preview Day?

This is a once-in-a-lifetime opportunity that will only be available before LEGOLAND New York Resort opens! We are unable to offer this at any other time.

What Are Blackout Dates?

Blackout dates are pre-determined dates where your 1st to Play Pass will not provide admission to LEGOLAND New York Resort. A full operating calendar will be released closer to Grand Opening.

How Much Does It Cost?

The 1st to Play Pass is offered for a limited time at \$94.99 each.

Is There a Difference In Price Between Adults and Children When Purchasing an Annual Pass?

Annual Pass prices are the same for adults and children ages 3 and up.

How Do I Purchase a 1st to Play Pass?

1st to Play Passes are on sale through our website: LEGOLAND.com/new-york.

Is There a Family Discount When Purchasing an Annual Pass?

Our annual passes are the same price for adults and children ages 3 and up. When you purchase an annual pass through our website, there is a “family” option that allows you to buy four passes at once. This is for convenience only and does not include a discount.

Is There a Monthly Payment Plan I Can Use to Purchase My 1st to Play Pass?

The 1st to Play Pass must be paid in full at time of purchase.

How Long Will the 1st to Play Pass Be Available?

The 1st to Play Pass is only available for a limited time before we sell out. We can only offer a limited number of passes because there are a limited number of spaces available for our Preview Days!

When 1st to Play Passes are sold out, we'll release our Annual Passes, which don't include a Preview Day.

Is the 1st to Play Pass Valid at Other LEGOLAND Locations or LEGOLAND Discovery Centers?

The 1st to Play Pass is only valid at LEGOLAND New York Resort.

When Can I Use My 1st to Play Pass?

You can begin using your pass on our first day of public operations in 2020. You'll also receive a special invitation to attend our **pre-opening Park Preview Day event!**

When is My 1st to Play Pass Activated?

The 1st to Play Pass becomes active on the first day of admission into LEGOLAND New York Resort, not including pre-opening events. Annual Passes must be activated within three months of LEGOLAND New York's opening in spring 2020.

When Does My 1st to Play Pass Expire?

The 1st to Play Pass is valid for 365 days after your first admission into LEGOLAND New York Resort. Your admission into the pre-opening Preview Day event will not count as your first admission!

How Do I Receive My 1st to Play Pass?

The day you purchase your 1st to Play Pass online, you'll be emailed a printable ticket. The first time you visit LEGOLAND® New York Resort during normal operations, you'll exchange this ticket for your special **commemorative 1st to Play Pass Card!**

You'll also be able to pick up your 1st to Play Pass Card at our Preview Day event. Look for the instructions on the receipt you'll get when you purchase your Pass!

Why Do I Need to Give My Email Address and Phone Number to Purchase an Annual Pass?

We want to make sure you don't miss any important messages we might send – such as invites to special **pre-opening Park Preview Day events**, official opening dates, and seasonal offers.

If I Change My Mind, Can I Get a Refund?

LEGOLAND Annual Passes are not refundable.

Can Someone Else Use My Annual Pass?

No, LEGOLAND Annual Passes are not transferable. We will use a photograph and barcode scan at our front gate. This will also protect you if your Annual Pass is lost or stolen.

Can Two People Share an Annual Pass?

No, LEGOLAND® Annual Passes are non-transferable and are issued in the member's name with a photo. Any attempt to use another guest's Annual Pass card will result in the permanent confiscation of the Pass.

Can I Transfer a Pass to Someone Else If I Don't Want to Use It Anymore?

No, LEGOLAND Annual Passes are non-transferable. Once the photo ID card is issued, the Annual Pass is only valid for the person named on the Pass.

Does the 1st to Play Pass Come With Parking?

The 1st to Play Pass does not include parking. We will offer a parking pass upgrade available for purchase. Price for the parking pass will be announced closer to our Grand Opening in 2020.

Does the 1st to Play Pass Come With a Hotel Booking?

The 1st to Play Pass does not include a Hotel visit. Hotel bookings will launch at a later date.

When Will You Announce Other Annual Pass Offers?

Details about all our passes will be announced soon, once the full range of passes is available. If you haven't already, be sure to sign up for email alerts, and follow us on Facebook and Instagram, so you can be first to know about all the excitement!

Can I Upgrade My 1st to Play Pass to Another Annual Pass Once Announced?

Yes! You can upgrade to another Annual Pass within its validity dates – just pay the difference!

Do Children Under 3 Years Old Require an Annual Pass or Admission Ticket to Visit LEGOLAND® New York Resort?

Children under the age of 3 can enter LEGOLAND New York Resort free of charge.

Where Is LEGOLAND New York Resort?

LEGOLAND New York Resort is located in Goshen, Orange County, New York – just 60 miles northwest of New York City.

Is LEGOLAND New York Resort an Indoor or Outdoor Attraction?

LEGOLAND New York Resort is primarily an outdoor theme park, but we also offer a number of indoor attractions, such as our 4D Cinema and many of our rides, shows, and building experiences.

Do You Offer Accommodations For Guests With Disabilities?

Yes! For questions regarding accommodations please email us at LLNY.Experience@LEGOLAND.com.

What Are the Hours For LEGOLAND New York Resort?

LEGOLAND New York Resort will be open daily from 10:00 a.m. – 5:00 p.m. from April – November, with longer hours during weekends and holidays. During the shoulder season, we will be closed on some weekdays. We'll release our full operating calendar as we get closer to our Grand Opening.

How Big is LEGOLAND New York Resort?

LEGOLAND New York Resort offers more than 50 interactive rides, shows and attractions for families to experience together! The theme park and hotel sit on approximately 150 acres.

What Age is LEGOLAND New York Resort Best For?

LEGOLAND New York Resort is built primarily for families with kids age 2-12, but most attractions are designed for the whole family to enjoy together!

Will Your Rides and Attractions Have Height Restrictions?

We carefully select our rides and attractions to ensure there's plenty to do for children age 2-12 (and parents too!). However, to ensure everyone's safety, some of our rides will have minimum height requirements. These height requirements are provided by ride manufacturers. They'll be clearly listed on our ride guides and maps, and posted on our website closer to our Grand Opening.

Does LEGOLAND® New York Resort Look After Children While They're In the Park?

LEGOLAND® New York Resort is the perfect place for a day out with family. Most of our rides are designed to be enjoyed by children and their families together. We do not offer services to look after children.

What Kinds of Restaurants Will LEGOLAND New York Resort Offer?

Both the Park and Hotel will have a wide variety of family-friendly dining options. The majority of our restaurants will offer both indoor and outdoor seating.

Will I Be Able to Purchase LEGO® Products at LEGOLAND New York Resort?

Of course! We'll have numerous shops throughout the Park and Hotel, with the widest selection of LEGO® products in the world! You'll also find LEGOLAND souvenirs and everything you need for a perfect day out.

Who Owns LEGOLAND New York Resort?

LEGOLAND New York Resort is owned by Merlin Entertainments Group, the second-largest visitor attraction operator in the world (and the largest in Europe). Merlin operates more than 125 attractions worldwide, more than 30 of them in North America – including iconic brands such as Madame Tussauds and SEA LIFE Aquariums.

How Can I Work at LEGOLAND New York Resort?

We're building our team right now! We'll be hiring more than 1,000 Model Citizens before our Grand Opening, in a wide variety of roles. To see our current vacancies, create a profile, and sign up for job alerts, visit LEGOLAND.com/new-york/jobs.

How Do I Contact LEGOLAND New York Resort?

Please send your questions to LLNY.Experience@LEGOLAND.com!