



PLAY PASS: Frequently Asked Questions

What's the Play Pass?

The Play Pass is **the most affordable way to experience LEGOLAND® New York Resort!** Here are some of the benefits you'll receive as a Play Pass member:*

- **Valid for 12 months unlimited admission** to LEGOLAND New York Resort from the date you first use the pass*
- Invitations to **special events** at LEGOLAND New York Resort

*Some blackout dates apply, including peak times during summer season and holidays. Full operating calendar will be released closer to Park opening. 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 2020! Stay tuned for a Grand Opening date announcement later this year.

What Are Blackout Dates?

Blackout dates are pre-determined dates where your Play Pass will not provide admission to LEGOLAND New York Resort. Blackout dates typically include peak times during the summer season and holidays. A full operating calendar will be released closer to Grand Opening.

We will be releasing other Annual Passes which do not include blackout dates. You'll be able to easily upgrade to any pass once it's released, simply by paying the difference.

How Much Does It Cost?

The Play Pass is offered for a low price of **\$94.99 each**. This is our most affordable Annual Pass and is designed to pay for itself in less than two visits.

How Much Does a One-Day Ticket Cost?

We will be releasing information about our one-day tickets, including pricing, later this year.

What Ages Require an Annual Pass or Admission Ticket to Visit LEGOLAND New York Resort?

Adults and children **ages 3 and up at the time of entry** must have an Annual Pass or an admission ticket. Children under the age of 3 can enter LEGOLAND New York Resort free of charge.

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 Play Pass?

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 Play Pass?

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

How Long Will the Play Pass Be Available?

The Play Pass is only available for a limited time as it will not be part of our normal Annual Pass offers which will be launched later this year.

Does the Play Pass Give Me Access to a Preview Day?

Our exclusive pre-opening Preview Day events are only available to holders of our 1st To Play Pass. That benefit is not offered with any other pass.

Is the Play Pass Valid at Other LEGOLAND® Locations or LEGOLAND Discovery Centers?

The Play Pass is only valid at LEGOLAND® New York Resort. We will be releasing other Annual Passes which will be valid at more than 30 Merlin attractions in North America.

If I Have an Annual Pass From Another Merlin Attraction, Can I Use It at LEGOLAND New York Resort?

Starting in the 2020 season, any Annual Pass that is valid at all Merlin attractions in North America will also be valid at LEGOLAND New York Resort.

When Can I Use My Play Pass?

You can begin using your pass for the 2020 season! (Some blackout dates will apply. We'll release our full operating calendar closer to our Grand Opening.)

How Many Times Can I Use My Play Pass?

Your Play Pass is good for **unlimited visits** for 12 months after you activate it! (Some blackout dates will apply. We'll release our full operating calendar closer to our Grand Opening. Play Pass must be activated within 3 months of Grand Opening.)

When is My Play Pass Activated?

The Play Pass becomes active on the first day of admission into LEGOLAND® New York Resort. Annual Passes must be activated within three months of LEGOLAND New York's opening in 2020.

When Does My Play Pass Expire?

The Play Pass is **valid for 12 months** after your first admission into LEGOLAND New York Resort.

How Do I Receive My Play Pass?

The day you purchase your Play Pass online, you'll be emailed an **E-ticket**. On your first visit to LEGOLAND New York Resort you'll be able to redeem that ticket for your Play Pass card. (You must redeem your E-ticket on your first visit in order to receive a card.)

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 – such as invites to special events and official opening dates!

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 Play Pass Come With Parking?

The Play Pass does not include parking. We will offer a parking pass upgrade available for purchase. We'll announce more information about the parking pass, including pricing, closer to our Grand Opening in 2020.

Does the Play Pass Come With a Hotel Booking?

The Play Pass only includes admission to the LEGOLAND New York theme park. Information about accommodations will be announced later this year.

When Will You Announce Other Annual Pass Offers?

Details about all our passes will be announced as we get closer to our Grand Opening. 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 Play Pass to Another Annual Pass Once Announced?

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

Where Is LEGOLAND® New York Resort?

LEGOLAND® New York Resort is being built 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 generally be open daily from 10:00 a.m. – 5:00 p.m. during our operating season, 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! Our theme park and hotel will 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!