



Youth Programs

Group Travel Operations & Reservation Department

Business Hours:

Open Daily: 8:30AM-5:30PM EST.

1-800-YOUTH-15 | www.UniversalOrlandoYouth.com

2018 GROUP PROCEDURES

*Fillable PDF forms may be completed and saved using [Adobe Acrobat Reader](#)**

STEP 1

SAVE YOUTH TICKET ORDER FORM

Before completing, **save** application form (PDF format) to a drive or location on your computer (e.g., Local Disk or desktop)

- The **Save button** provided on form will open a **Save As** dialog box, which allows you to save application to desired location on your computer.
- If viewing form in a built-in PDF viewer (e.g., Chrome, Firefox), **right-click** the PDF and select **Save as** or **Save Page As**.

STEP 2

FILL OUT YOUTH TICKET ORDER FORM

Use [Adobe Acrobat Reader](#) to open the empty PDF form that you saved on your own computer or network.

- Complete the Youth Ticket Order Form and save your data. It is strongly recommended that you periodically save data entered into a form by clicking **File > Save** (or **Save As**) on the Adobe Reader menu bar

STEP 3

SUBMIT YOUTH TICKET ORDER FORM

Email completed Youth Ticket Order Form to ticketreservations@universalorlando.com or fax to **407-224-5954**.

- Your order form must be accompanied by a written request on school/organization **letterhead** that includes the name and signature of the designated contact person
- Completed forms must be received two weeks prior to visit date
- Ticket Reservations will provide a confirmation number and invoice email within five (5) business days
- To check the status of your order, or to make any changes to your order, please call **407-363-8182**

**Note: If you do not have [Adobe Acrobat Reader](#), you may also print out the form and fill it out by hand*

STEP 4

PAYMENT METHODS

Advance Payment (Preferred Method)

Send Payments to: *Universal Orlando*

Attn: Group Travel Operations

8259B Exchange Drive

Orlando, FL 32809

- Certified mail or tracking number is recommended
- Tickets paid in advance (4 weeks before visit date) are eligible to be sent via FedEx
- Credit card of company/organization check payments are accepted
- Credit card authorization form must be completed for each credit card purchase and faxed to **407-224-5954**
- Unacceptable Forms of Payment:
 - Personal Checks
 - Purchase Order/Payment Voucher
 - Universal Orlando Gift Cards
 - Third Party Checks
 - Counter Checks or altered checks

On-Site Payment (Group Sales Window):

- Tickets can be paid and picked up at either:
 - **Universal Studios Florida™** Groups Sales window (between 8am and 4pm), 7 days a week
 - **Universal's Islands of Adventure™** Group Sales window (between 8am and 2pm), 7 days a week
- Please be prepared with your confirmation numbers and a valid photo ID of the pick-up person indicated on the form
- Please allow extra time for your payment to be processed and tickets print



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2017-2018 GROUP PROCEDURES

STEP 5

UPON ARRIVAL

Parking Information

- **Buses and Motor Coaches:**
 - School charter buses receive 15 complimentary minutes for drop-off/ pick-up
 - All day parking is available in designated areas for an additional fee
 - Daily parking fees: cars, vans and motorcycles are \$25.00* per vehicle; RV's and trailers are \$30.00* per vehicle. Parking fees are due at arrival.
- Cars, vans, RV's, trailers & motorcycles should follow the signs to the parking garage toll plaza.
- Theme Parks & CityWalk® Parking Garage Address: 6000 Universal Boulevard Orlando, FL. 32819
**Prices subject to change*

Conduct and Security

- All guests at Universal Orlando are expected to conduct themselves in a mature and responsible manner during their visit. Any unsafe or disruptive behavior may result in dismissal from the park without a refund. Line jumping is expressly prohibited and may also result in dismissal from the park without a refund. Please discuss this with your group.
- Be aware that Universal Orlando staffs uniform and undercover security and will report any illegal activity directly to Orange County Sheriff's Department.
- Coolers are not permitted in our parks. No outside food or drinks may be brought in. All bags, backpacks, or packages are subject to inspection prior to entering our parks.
- All guests are subject to metal detectors upon arrival.

STEP 6

AFTER DEPARTURE

Refunds

- **Refunds are not available at the ticket booths.**
- Unused admission tickets are able to be refunded within 72 hours of your visit date.
 - Unused admission tickets must be returned with a copy of the receipt and a letter explaining the reason for the refund.
 - Mail Refunds to: *Universal Orlando*
Attn: Sonya Gauer, T-4
1000 Universal Studios Plaza
Orlando, FL. 32819
 - Certified mail or tracking number is recommended
 - Refunds will be applied via check or credit card dependent on original method of payment
 - Please allow 6-8 weeks to process refunds

FOR MORE INFORMATION

- **Youth Group Sales and Youth Programs:** 1-800-YOUTH-15 (1-800-968-8415), (407) 363-8182 or www.UniversalOrlandoYouth.com
- **Blue Man Group-** Nightly Performances. For more information, contact Group Sales at (407) 224-3313 or BlueManGroup@universalorlando.com. Hours of Operation: 9:00am- 6:00pm, Monday-Friday
- **Hollywood Drive-In Golf-** Hours of Operation: 9:00am-2:00am, 7 days a week. For more information, call (407) 802-4848

Youth Group Ticket Order Form

www.universalorlandoyouth.com • 1-800-YOUTH-15



Youth Programs

College Groups

Group Travel Operations & Reservation Department:

Open Daily: 8:30am to 5:30pm EST

Prices are effective December 1, 2017*

Valid for travel through December 31, 2018

*(Rates are subject to change)

GROUP INFORMATION

SCHOOL/ORGANIZATION NAME _____ DATE OF VISIT _____

CONTACT NAME _____ CONTACT EMAIL _____

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP CODE _____

DAY PHONE _____ CELL PHONE _____ FAX _____

GROUP TYPE: College Group

PAYMENT METHOD: Check Credit Card

TAX EXEMPT IN THE STATE OF FLORIDA?: Yes No

IF YES, PLEASE SEE ORDER INFORMATION BELOW FOR MORE DETAILS.

TICKET ORDER Groups participating in our STARS Performance/Workshop or Universal Studies are required to purchased Park-to-Park tickets.			
PARK-TO-PARK TICKETS: Explore both Universal Studios Florida™ and Universal's Islands of Adventure™ on the same day.			
In-State Groups & Out-of-State Groups		Quantity:	Amount
Ticket Type	Price Per Person		
2-Park 2-Day Park-to-Park College	\$140 (+tax \$149.10)		
2-Park 1-Day Park-to-Park College	\$114 (+tax \$121.41)		
BASE TICKETS: Explore either Universal Studios Florida™ or Islands of Adventure™; One Park, Per Day.			
In-State Groups & Out-of-State Groups		Quantity:	Amount
Ticket Type	Price Per Person		
1-Park 1-Day Base College	\$1 F (+tax \$86.27)		

Please email both pages of the completed order form & an organization letterhead to ticketreservations@universalorlando.com
See back for additional add-on information.

TICKET DISTRIBUTION PLEASE CHECK ONE OPTION

IF NO PICK-UP METHOD IS CHOSEN, ORDER WILL DEFAULT TO PICK-UP AT GROUP SALES WINDOW UNDER THE CONTACT NAME ON THIS ORDER FORM

PICK-UP METHOD

Universal Studios Florida™

Universal's Islands of Adventure™

Name of person picking up tickets: _____
 Proceed to the Group Sales Window. Daily operating hours at Universal Studios™ 8am-4pm and Islands of Adventure™ 8am-2pm.
 Present the confirmation number, form of payment and a valid driver's license as identification.

DELIVERY METHOD

FedEx Ground (No Charge)

Overnight \$10 (+ tax = \$10.65)

Prepayment and delivery of tickets is highly recommended to eliminate delays in your park experience.

YOUTH PROGRAMS UNIVERSAL DINING CARD

Valid for one (1) Quick Service combo meal (one entree platter, one combo extra + one non-alcoholic beverage) at participating restaurants in Universal Studios Florida™ and Universal's Islands of Adventure™ theme parks OR one (1) meal and one (1) soft drink beverage from a select menu at participating Universal CityWalk™ locations. The Youth Programs Universal Dining Card is a one-time use, is not reloadable and will not be replaced if lost, stolen or destroyed. Participating locations are subject to change without notice and venue operating hours may vary by location. Theme park admission is required for dining in Universal Studios and Islands of Adventure. Additional restrictions may apply and are subject to change without notice.
One card per person will be utilized for multiple meals.

	Rates	Quantity	Amount	Meals Per Person
Youth Programs Universal Dining Card	\$17.50 + tax (\$18.64) each			

UNIVERSAL EXPRESS SKIP THE REGULAR LINES FOR ONE (1) DAY

Enter the appropriate rates below, found at UniversalOrlando.com/tickets

	Date Requested	Quantity	Amount
Islands of Adventure™ Universal Studios Florida™ 2-Park Express			
Unlimited Express: Yes No			

UNIVERSAL ORLANDO GIFT CARDS Email YouthGroupSales@UniversalOrlando.com or call 1-800-YOUTH15**PARKING** ONLY FOR MAILOUT ORDER

Bus Parking (Per Bus)	\$28.16 + tax (\$30.00)		
Regular Self-Parking (Per Car)	\$23.47 + tax (\$25.00)		
TOTAL DUE:			

BLUE MAN GROUP Email BlueManGroup@UniversalOrlando.com or contact 1-888-340-5476 for rates and reservations.**ORDER INFORMATION**

Rates apply to groups of 15 or more.
 Rates are subject to change. Your reservation is not confirmed until you receive a confirmation number.
Ticket Reservations will provide a confirmation number and invoice email within five (5) business days.
To check the status of your order, or to make any changes to your order, please call 407-363-8182
 Advanced reservations are required. A minimum of two weeks for pick-up ticket orders and four weeks for prepaid mail-out orders is requested.
 Multiday tickets must be used within a seven (7) day period. No refunds will be given for unused days.
 Florida law states that each admission charge is taxable unless the transaction is specifically exempt. The applicable sales tax rate is currently 6.5 percent and subject to change under Florida law. To qualify for tax exemption, you must attach a copy of your valid Florida Consumer's Certificate of Exemption and the total must be paid with an organizational check or organizational credit card only. The name imprinted on the check or credit/debit card must clearly match the Florida Consumer's Certificate of Exemption. Certificates of Exemption issued by any state other than Florida will not be accepted. If paying by credit card with tax exempt status, please fax an enlarged and lightened copy of the credit card matching the exemption certificate with your order form to 407-224-5954. Youth Programs Universal Dining Card pricing is subject to change without notice.
 Universal Orlando reserves the right to pursue final payment in the event of an unpaid check. In keeping with this, Universal Orlando requests two phone numbers and an email address as contact information.