



Youth Programs

Group Travel Operations & Reservation Department

Business Hours:

Open Daily: 8:00AM-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](mailto: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 (2) 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
- Company/Organization credit card or 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





