



Merlin “Stay for Less” Employee Hotel Discount Frequently Asked Questions

1. **How do I make a booking?**

You can book directly at www.LEGOLAND.com/MerlinEmployee or by calling (888) 690-5346 and ask for the Merlin Associate Rate. Reservations must be guaranteed with a credit card payment which will be charged to the card. Advance purchase/non-refundable rules and restrictions apply (please see full terms and conditions).

2. **How much will it cost?**

The rate is \$160 USD for peak times and \$134 USD off-peak, including Bricks Breakfast included up to maximum room occupancy. Taxes and Resort Fees are NOT included in the room price which has a local tax of 10% and \$2.00 per room, per night and Resort Fees of \$28, plus tax per room per night. Please note that peak times vary for each property (school holidays, weekends, special events and the festive season are likely to be excluded), so please check the online system for more details.

3. **How will the hotel know I am an employee?**

You will need to provide your employee number at the point of booking and also show a valid employee ID card when you check in at the hotel. Failure to produce a valid ID will result in you being charged the best available rate of the day.

4. **Can I book a hotel room for a friend?**

You are only able to book a room for a friend if you will be visiting with them as you will need to show your photo ID at check in. **LEGOLAND Hotel at LEGOLAND California Resort may offer periodic Friends & Family discounts.**

5. **How many rooms am I able to book?**

As part of this benefit you are able to book a maximum of two standard rooms per employee per night at any one time on a bed and breakfast basis. Upgraded accommodation will be available on check in subject to availability.

6. **Can more than two people stay in a room?**

Yes, most rooms accommodate four sharing however; some hotels will incur additional charges as follows. Please check the online reservation system for more details. **LEGOLAND Hotel at LEGOLAND California Resort has a maximum of 2 adults and 3 children per room based on the existing bedding.**

7. **What happens if the employee rate is not available on my chosen date of stay?**

There are a defined number of peak and off peak days available for Merlin employees, so if your date is not available you will automatically be given the next best available rate. Please do not telephone the hotels to question additional availability.

8. **What time can I check in/out?**

This may differ from hotel to hotel – please check on the local website. **LLCH check in begins at 4pm and check out is 11am. No late check outs are available.**

9. **Are any other discounts available?**

You will be able to access the full range of employee benefits using your Merlin Magic Pass for admission to specific attractions.

10. **What happens if I leave the company before my date of visit?**

You need a valid ID employee card so you will be given the next best available hotel rate of the day and will not be eligible for the employee discount.

11. **Who do I contact with any queries about my booking?**

Please visit the Hotel website or call (888) 690-5346.

Terms and Conditions

1. If you use a debit/credit card to check in, a hold may be placed on your card account for the full anticipated amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such hold may not be released for 72 hours from the date of check-out or longer at the discretion of your card issuer.
2. Cancellation Policy: If you cancel for any reason, attempt to modify this reservation, or do not arrive on your specified check-in date, your payment is non-refundable.
3. At check in, the front desk will verify your check-out date. Rates quoted are based on check-in date and length of stay. Should you choose to depart early, price is subject to change.
4. We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.
5. Rates are estimated based on current taxes and exchange rates (if applicable) and do not include additional fees/charges that may be incurred during your stay.
6. ADVANCE PURCHASE/NON-REFUNDABLE RATES- Rules & Restrictions Payments for bookings at Advance Purchase/Non-Refundable rates are not refundable and bookings may not be modified. Rates are subject to availability at participating hotels. Each hotel has specific booking terms and conditions that vary and might include length of stay requirements, day of week restrictions, deposit requirements and blackout dates. Please check with your hotel at the time of booking to determine if any additional conditions apply. Your credit card will be charged immediately for entire stay. No refunds for changes, cancellation or non-arrival on check-in date. Charges cannot be applied to other stays, services or merchandise. No prices or hotel availability are guaranteed until full payment is received. Even after full payment has been received, we reserve the right to cancel a reservation without notice if we become aware of or are notified of any fraud or illegal activity associated with the payment for this reservation.
7. Modification of Reservation: Price quoted applies to exact date(s)/nights/stay booked. Modifications to your reservation (including but not limited to name changes, date changes, etc.) are not permitted.
8. Early departure/cancellation: If you depart early or you cancel or fail to honour this reservation for any reason, you will not receive any credit or refund.
9. Extending your stay: Extensions will require a new reservation for the additional date(s), subject to availability and prevailing rates, and this rate shall not apply.
10. Price: The price you selected includes room rate and **does not include any applicable taxes, Resort Fees, service charges or** charges for optional incidentals (including but not limited to gratuities, food and beverage, parking, minibar charges and other optional incidentals). Please note that the local tax for Gardaland is €uro1,20 per person and applicable to all guest above 13 years of age. **Carlsbad, CA local tax is 10% + \$2.00 per room per night, and Resort Fee of \$28, plus tax per room per night.**
11. Other restrictions: This rate is not combinable with any other offers and promotions and is not available to groups. This rate is non-commissionable. If you fail to arrive at the hotel on the scheduled arrival date, your reservation will be cancelled and you will not receive any refund or credit.

Services provided for an additional charge:

- Parking charges in some hotels
- In-Room Wireless Internet in some hotels
- Public Wireless Internet in some hotels

Other information

No pets allowed