

# Ways We Are Making It Safe to Visit



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At **LEGOLAND® California Resort**, our mission is to create truly memorable experiences, and we place the utmost importance on the safety and well being of our guests and employees.

To ensure that you can come play in our parks without concern, we have introduced a range of new health and safety measures that reduce the risk associated with COVID-19. These measures are in line with government advice and the requirements of your health authorities.

Some of the measures set out below may be clearly visible to you from the moment you arrive. Others require consideration from guests to help ensure everyone has a fantastic visit.

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# Prior To Your Arrival



## Be a Super Planner

Advanced reservations or pre-booked tickets are required for all guests.



## Know It All

Before arriving, **check our website and social media** for the latest park hours, updates, and more!



## We only take plastic!

Be ready to make on-site payments using a credit or debit card. No cash will be accepted.



## Need to contact us?

Please contact our Guest Experience Team at [Experience@LEGOLAND.com](mailto:Experience@LEGOLAND.com) with at least 48 hour notice of your date of visit to request a date change on your ticket booking(s) date. Subject to availability.



## Make it a Mask-querade

All guests 2 and over will be required to wear face coverings for everyone's safety. See our [face coverings FAQs](#).



## Be Healthy On Arrival

Your party will not be admitted if someone has a **fever over 100° F** or other COVID-19 symptoms. See [legoland.com](https://www.legoland.com) for full list, including prior travel exclusions.



## Ready To Rock

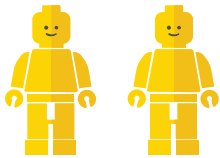
Employees participate in **COVID-19 specific training programs** instructing them how to stay safe and keep our guests safe.

# On Your Arrival



## More Room to Park!

Please leave a space on both sides of your car. You're welcome!



## More Room to Play!

We have reduced the daily capacity of our parks to allow for social distancing and the best guest experience.



## Extra-Super-Safety Checks Required

All guests will participate in non-invasive temperature checks as a condition of entry. See [legoland.com](https://legoland.com) for full list of additional checks, including prior travel exclusions.



## Shiny New Signs

You'll notice new information signage that includes key safety messages and instructions—**keep an eye out for them!**



## Download our Mobile App

Download the official LEGOLAND® mobile app to see what rides are open, check wait times, locate the nearest hygiene stations, and more.

# Social Distancing While You Are Here



## Enjoy The Views

You'll find empty rows and/or empty seats between guests in **ride vehicles**.



## Dine Differently

We have new arrangements in our **dining areas** including distanced seating layouts, changes to food services and enhanced cleaning procedures.



## Stand Clear

Look for these markers throughout our Resort to help **keep appropriate distance** between groups. Our Model Citizens will also be around to help.



## More Room to Play!

We have reduced the daily capacity of our parks to allow for social distancing and the best guest experience. Some of our resort experiences have also been altered for safety. Example: Costume Character appearances are now socially distant.



## Extra Elbow Room

Live shows may be temporarily unavailable or seating will be changed to allow **appropriate spacing** from the performers and each other.



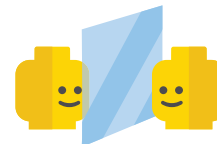
## Some Things are on Time-Out

Certain areas or attractions in the park may be **temporarily closed** for safety reasons and to maintain social distancing.



## No need for crowds!

There is a **reduced capacity** for our indoor experiences and facilities like shops, restaurants, theaters, and Guest Services.



## Wave Hello

We have installed new **hygiene screens** at many of our service counters and food venues to for everyone's safety.

# Additional Hygiene and Disinfection Measures



## Squeaky Clean

Along with new cleaning throughout the parks, **high-frequency touch points** get extra attention throughout the day.



## We Got This

If a person presents symptoms consistent with COVID-19 while on-site, we have new **deep cleaning measures** to enact.



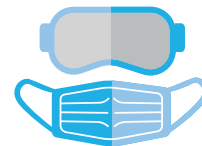
## New Dining Style

Many food venues now offer additional **'grab & go' options**. Self-service buffets and salad bars have been reconfigured or closed to reduce the number of high-frequency touch points. Cutlery and condiments will now be provided with your meal, or on request, rather than left in open areas.



## Pump It Up

There are now a large number of **hand sanitizer dispensers** around the Resort for your convenience and safety.



## Our Safety Becomes Yours

You may see our employees wearing new **Personal Protective Equipment (PPE)** like face masks, disposable gloves, and eye protection. They're keeping us all safe!



## Scrub-A-Dub

As with our employees, we politely request that all of our guests uphold the highest possible **hygiene standards** – whether it be when sneezing or coughing, through regular hand washing, and the application of hand sanitizer, as needed.



## First Aid

First Aid is on-site to support you. If you find that you are not feeling well while here, please head over to First Aid next to The BIG Shop.

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We hope these new health and safety measures provide you with confidence and eagerness to visit LEGOLAND® California. These are unprecedented times for all communities around the world. And while every effort is being taken to protect the safety and well being of our guests, everyone should inform themselves of the risks, conditions, and personal responsibilities before they visit the park.

Thank you for your understanding as we work to make every visit as fun and safe as possible for everyone.

[Safe to play](#)

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