



## **WELCOME PACKET**

Thank you for choosing LEGOLAND® Florida Resort for your field trip experience! We are excited to welcome you and your students to the park for a brick-tastic time. Please review the information below for helpful hints to make your experience an easy, safe and memorable one.

## **BEFORE YOUR VISIT**

### **CHANGES TO YOUR RESERVATION**

Should you need to make any modifications to your booking (update numbers, cancel your reservation, etc.), please email [LLFR.Groups@legoland.com](mailto:LLFR.Groups@legoland.com) and a member of our booking team will be in touch. All changes to your reservation, including number of students and chaperones, must be submitted ten (10) business days prior to your visit.

### **FLORIDA TEACHER PASS**

Did you know that we offer a FREE Florida Teacher Pass for all certified teachers in Florida who teach grades PreK-12? The Florida Teacher Pass provides unlimited admission and access to select theme park events at LEGOLAND® Florida Theme Park, as well as unlimited admission to Madame Tussauds Orlando and SEA LIFE Orlando. Upgrade your pass to include the LEGOLAND Water Park for just \$59.99 + tax!

Make sure you pick up your Teacher Pass prior to visiting with your field trip so that you can use your pass when you come back with your class. To receive your FREE Florida Teacher Pass, please bring your most recent paystub, current Florida photo ID and valid FLDOE Professional or Temporary Certificate to the ticket window at the entrance of LEGOLAND® Florida Resort. To find out more about this benefit, visit our Teacher Pass website [here](#).

### **PAYMENT IN ADVANCE**

LEGOLAND® Florida Resort only accepts one form of payment for all group bookings.

LEGOLAND® Florida Resort accepts VISA and Mastercard for payment. Purchase must be made in one single payment. For security purposes, we are unable to accept credit card information via fax or email.

### **POINT OF CONTACT**

A member of our booking team will be in touch with you to confirm all details of your visit to ensure an exceptional field trip experience. Should you have any questions in the meantime, please feel free to email our Education Coordinator at [LLF.Groups@legoland.com](mailto:LLF.Groups@legoland.com).



## **SAFETY GUIDELINES**

To ensure that you and your students can have confidence in the safety of being able to play at our Resort, we have introduced a range of new health & safety measures. For the most up-to-date information on the park's reopening date and other operational updates, [click here](#).

## **DAY OF YOUR VISIT**

### **DIRECTIONS**

LEGOLAND® Florida Resort is just 45 minutes from Orlando and Tampa. Our address is: One LEGOLAND Way, Winter Haven, FL 33884.

#### ➤ **From Orlando:**

Take I-4 WEST to exit 55 (US Hwy 27 South)

Turn right off U.S. Highway 27 at State Road 540/Cypress Gardens Boulevard. Park is four miles on the left.

#### ➤ **From Tampa:**

Take I-4 EAST to Exit 27 (Polk County Parkway)

Then take Exit 14 to Winter Haven (2nd Toll Booth) by turning east on S.R. 540 and follow eight miles to Hwy 17 North.

Turn left to take Hwy 17 North two miles over the bridge to Cypress Gardens Boulevard and turn right. LEGOLAND Way will be on your right.

**Please Note:** If using a GPS system, keep in mind that LEGOLAND® Florida Resort may not yet be included as a destination. A secondary address for GPS systems is 6000 Cypress Gardens Boulevard, Winter Haven, FL 33884.

### **LUNCH OPTIONS**

Groups are welcome to bring their lunches in coolers to the Resort and eat in the designated seating areas. Lunches from outside vendors (i.e. Pizza Hut, McDonalds, Subway, etc.) will not be allowed into the park and may not be delivered to the park. LEGOLAND® Florida Resort is not responsible for lost, stolen or damaged items placed in our storage area.

### **EMERGENCY CONTACT INFORMATION**

Please ensure that an adult chaperone (either a teacher or a parent) has emergency contact information for every student who visits LEGOLAND® Florida Resort in the unlikely event of an emergency. Should you need a template to obtain this information from your students, please visit our School Group Programs website to download the Field Trip Emergency Contact Form.



## **AFTER YOUR VISIT**

### **REFUNDS**

Tickets expire on the date and time they are purchased for. Please note that there are NO REFUNDS on unused tickets after your visit date has passed.

## **HELPFUL PARK INFORMATION**

The following information should help answer any questions you may have about the park. If you have still had questions on something that is not covered below, please [click here](#) to find additional information.

### **CREDIT CARDS**

LEGOLAND Florida has gone cashless and does not accept cash as a means of payment at the Resort. For credit card purchases, valid photo ID with signature is required. LEGOLAND Florida accepts American Express, Discover Card, VISA and MasterCard for park admission, merchandise and restaurant purchases (specific locations only). LEGOLAND Florida does not accept personal checks. For all other questions or forms of payment, please visit Guest Services upon admission to the theme park.

### **FIRST AID STATION**

Qualified first aid personnel are located in the First Aid building next to Fun Town Factory Tour. Automatic External Defibrillator's (AED) are available. For immediate assistance, please notify any Model Citizen.

### **GUEST SERVICES**

Guest Services is located at the Admissions building by the turnstiles. Our Model Citizens can assist you with guides for guests with disabilities, show information, lost and found, lost parent's center and general park information. You can also find the answers to many of the Frequently Asked Questions online.

### **INCLEMENT WEATHER**

The LEGOLAND® Florida Resort is open rain or shine, and while we can guarantee a memorable experience, we unfortunately can't control the weather (yet!). Due to Central Florida's climate, afternoon showers and thunderstorms are possible, especially in the summer. Whether it is a sprinkle or a shower, the following attractions are available for your group to enjoy:

- DUPLO School House
- DUPLO Splash
- Fun Town 4D Theater
- Imagination Zone
- LEGO® Ninjago® The Ride
- LEGO® DOTS
- LEGO® Masters of Flight
- LOST Kingdom Adventure
- Merlin's Challenge
- Tot Spots
- Rebuild the World

Lightning within 15 miles – All rides operational other than Boating School and Waterpark attractions.  
Lightning within 5 miles or closer. Please note, our Rainy-Day Guarantee does not apply to annual passholders or youth and education groups.



## **LOCKERS**

Lockers are available for rent in The Beginning (inside the entrance of LEGOLAND Florida Theme Park) and also inside LEGOLAND Water Park. LEGOLAND Florida is not responsible for personal items and/or lost or stolen items. Locker pricing ranges from \$10-\$16 (tax-inclusive) depending on the size selected.

## **PERSONAL TRANSPORTATION**

Guests are welcome to bring their own stroller, ECV or wheelchair to LEGOLAND Florida, however, no other wheeled personal transportation devices (for example: bicycles, skateboards or segways) are permitted.

Strollers, wheelchairs and ECVs are available for rent just inside the LEGOLAND Theme Park front gate on a first-come, first-served basis. Stroller pricing is \$17 for single seat stroller and \$24 for double seat stroller. Wheelchairs are \$15 and ECVs with shade are \$57 for the day.

## **RIDE HEIGHT REQUIREMENTS**

Being able to fit within the restraints comfortably and safely is a requirement set by each of the ride manufacturers for the attractions at LEGOLAND Florida Resort and are a key factor for the safety of our guests. Therefore, if the safety belt or lap bar does not secure the rider to the seat properly, the guest will be asked to exit the ride prior to its launch. Required heights to enjoy the attractions across the Resort are available on the [Attractions pages on our website](#) and on the [official mobile app](#).

## **SECURITY & COURTESY WHEN IN THE PARK**

The following rules are a condition of your use of and access to LEGOLAND Florida Resort as well as our services (website, mobile app and on-site digital services). In order to help maintain our family atmosphere, we ask that our guests and Model Citizens refrain from using offensive language or participating in disruptive, illegal, unsafe or offensive behavior at our Resort which includes skipping the lines, saving places in line for others, etc. For entrance to the Resort, offensive or rude clothing is not permitted, and guests may be asked to change in order to gain access. No weapons of any kind are allowed on park property. LEGOLAND Florida reserves the right to search/inspect any item and guests may be subject to bag checks upon entry.

Video surveillance cameras are in use at various locations around the Resort and entry to the on-site hotels, theme park and/or water park. Segways, roller blades, wheeled shoes and skateboards are prohibited. For the comfort of those around you, we request there be no flash photography, smoking, eating or drinking in any attraction. Park Rangers patrol all areas of the park and are more than happy to help or advise. LEGOLAND Florida is not responsible for any lost or stolen items.

## **SHOPPING**

Students, teachers and parents are encouraged to purchase awesome souvenirs to remember their field trip to LEGOLAND® Florida Resort! Get your favorite LEGO® toys, LEGOLAND® Florida Resort apparel and much more in the many diverse shops found throughout LEGOLAND® Florida Resort. Our attractions are completely CASH FREE therefore we do not accept any cash payment. Only credit/debit card purchases allowed.



### **SHOWS**

From pirate-themed water sports stunt show spectacular, 4-D Movies, to meet-and-greets with your favorite characters from The LEGO® Movie, LEGOLAND Florida theme park offers entertainment to delight everyone! Be sure to pick up a Show Time Guide for times and locations.

### **SOUVENIR PHOTOS**

What better way to remember your awesome field trip to LEGOLAND® Florida Resort than through photo memories!

- DigiPass allows you to collect all your digital photos all day long from the welcome sign and entrance to participating ride locations, and character meet and greets.
- With DigiPass you can share all your memories with friends and family quickly and easily.

Once again, thank you for choosing LEGOLAND® Florida Resort and we hope you have a **BRICK-TASTIC time!**