



UNIVERSAL



# REFERENCE GUIDE

# THANK YOU

**for being one of our most valued travel partners.**

At Universal Orlando® Resort we're dedicated to providing an unforgettable, once-in-a-lifetime vacation experience for your clients, and to making your job as easy and trouble-free as possible.

We've prepared this comprehensive reference guide to answer all the most common questions travel professionals have regarding Universal Orlando's theme parks, resort hotels, dining, entertainment, and so on. Should you not find the information you're looking for you may find it at **UniversalTravelAgents.com**, or on our consumer website, **UniversalOrlando.com**.

We look forward to working with you and welcoming all your clients to Universal Orlando® Resort.



# THEME PARKS





## UNIVERSAL STUDIOS FLORIDA®

The world's premier film and TV based theme park is a real, working motion picture studio where your clients will feel like stars. Here an incredible array of rides, shows, movie sets and attractions put your clients right into the middle of the action of their favorite films and TV shows.

### THRILLS & ADVENTURES

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#### **Harry Potter and the Escape from Gringotts™**

Enter Gringotts™ bank and experience a multi-dimensional thrill ride.

Must be at least 42" (106cm); 42" (106cm) to 48" (121cm) must be accompanied by an adult.

#### **Hollywood Rip Ride Rockit®**

Take your music on a high-speed roller coaster ride.

Must be at least 51" (129cm).

#### **MEN IN BLACK™ Alien Attack™**

Zap aliens and save the galaxy.

Must be at least 42" (106cm); 42" (106cm) to 48" (121cm) must be accompanied by an adult.

#### **Revenge of the Mummy®**

A psychological thrill ride 3000 years in the making. Must be at least 48" (121cm).

#### **TERMINATOR 2®: 3-D**

A live show where the future of humanity is in your hands.

#### **TRANSFORMERS™: The Ride-3D**

Battle the Decepticons in a 3D intergalactic war.

Must be at least 40" (101cm); 40" (101cm) to 48" (121cm) must be accompanied by an adult.

### FUN FOR THE FAMILY

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#### **Despicable Me Minion Mayhem**

3D ride based on the hit film.

Must be at least 40" (101cm).

#### **E.T. Adventure®**

Ride your bike across the stars.

Must be at least 34" (86cm).

#### **Hogwarts™ Express – King's Cross Station**

Catch the train and travel to Hogsmeade™ Station in Universal's Islands of Adventure®.

Park-to-Park admission ticket required.\*

#### **Kang & Kodos' Twirl 'n' Hurl**

Go on an intergalactic spin.

#### **Shrek 4-D**

A totally in-your-face fairy tale adventure.

#### **The Simpsons Ride™**

Ride with The Simpsons and crash through Krustyland.

Must be at least 40" (101cm).



## JUST FOR KIDS

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### **A Day in the Park with Barney™**

Sing and clap along with Barney.

### **Curious George Goes To Town<sup>SM</sup>**

Storybook water play area for kids.

### **Fievel's Playland®**

A playground with a mouse-eye view of the world.

### **Woody Woodpecker's Nuthouse Coaster®**

Take a fun-filled ride on this family coaster.  
Must be at least 36" (91cm).

## EXCITING SHOWS & ENTERTAINMENT

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### **Animal Actors On Location!®**

A live show that's more fun than humanly possible.

### **The Blues Brothers® Show**

Enjoy a Chicago-style street party with live music.

### **FEAR FACTOR LIVE (seasonal)**

Interactive stunt show based on the TV series.

### **Ollivanders™: Makers of Fine Wands Since 382 BC**

See a wand choose a wizard in this live experience.

### **Universal Orlando's Horror Make-Up Show**

Behind the scenes of make-up effects.

### **Universal's Superstar Parade®**

Join the fun as some of your favorite characters take to the streets.

### **Universal's Cinematic Spectacular®**

End your day with highlights from 100 years of great movie moments.





## THE WIZARDING WORLD OF HARRY POTTER™ - DIAGON ALLEY™

Experience the magic and excitement of The Wizarding World of Harry Potter™ at each of Universal Orlando's theme parks. At Universal Studios Florida® guests can visit the shops and establishments of Diagon Alley™, including the Leaky Cauldron™, Weasleys' Wizard Wheezes, and Ollivanders™ wand shop. Experience the darker side of magic in Knockturn Alley. Then get ready for an adventure on the multi-dimensional thrill ride, Harry Potter and the Escape from Gringotts™. Plus, guests with a Park-to-Park admission ticket can board the Hogwarts™ Express\* and travel between King's Cross Station in Universal Studios Florida and Hogsmeade™ Station in Universal's Islands of Adventure®.

### EXPERIENCES

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**Harry Potter and the Escape from Gringotts™**    **Ollivanders™: Makers of Fine Wands Since 382 BC**  
**Hogwarts™ Express (Park-to-Park admission ticket required)\***

#### **King's Cross Station**

Located outside of Diagon Alley™ in London in Universal Studios Florida®. Guests will need to exit the train station in order to enter Diagon Alley™.

#### **Hogwarts™ Express Park-to-Park Requirement**

Guests with Park-to-Park admission tickets or Annual Passes can board the Hogwarts™ Express\* and travel between King's Cross Station in Universal Studios Florida and Hogsmeade™ Station in Islands of Adventure.

#### **Ridership Guidelines**

During heavy ridership periods, guests riding the Hogwarts™ Express for the first time that day will be given priority when boarding the train. Guests can still enjoy additional trips by entering a re-ride line with a longer wait - just look for the sign in the station. All guests need a Park-to-Park admission ticket or Annual Pass\* to board. All trips are subject to availability.

#### **Wheelchair/ECV/Stroller Accessibility**

- The ride will be accessible for guests with wheelchairs and ECVs.
- Guests may bring guest-owned strollers, wheelchairs, and ECVs on the train.
- Guests may bring rented Universal Orlando® wheelchairs and ECVs on the train.
- Guests will need to transfer from their ECV to a wheelchair while in the queue line.
- Guests may NOT bring rented Universal Orlando strollers on the train. They can drop off the rental stroller upon entering the Hogwarts™ Express queue. They can pick up another rental stroller upon exiting the train in the other station.

\*Additional restrictions apply.



## DINING

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**Leaky Cauldron™**

**Florean Fortescue's Ice-Cream Parlour**

## SHOPPING

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**Borgin and Burkes™**

**Gringotts™ Money Exchange**

**Madam Malkin's Robes for All Occasions**

**Magical Menagerie**

**Quality Quidditch™ Supplies**

**Scribbulus**

**Shutterbutton's™ Photography Studio**

**Wands By Gregorovitch**

**Weasleys' Wizard Wheezes**

**Wiseacre's Wizarding Equipment**







## PRODUCTION CENTRAL

- 1 Despicable Me Minion Mayhem
- 2 Shrek 4-D
- 3 Hollywood Rip Ride Rockit®
- 4 TRANSFORMERS™: The Ride-3D

## NEW YORK

- 5 Revenge of the Mummy®
- 6 The Blues Brothers® Show

## THE WIZARDING WORLD OF HARRY POTTER™ - DIAGON ALLEY™

- 7 Hogwarts™ Express\* - King's Cross Station
- 8 Ollivanders™
- 9 Harry Potter and the Escape from Gringotts™

## WORLD EXPO

- 10 FEAR FACTOR LIVE (seasonal)
- 11 MEN IN BLACK™ Alien Attack™
- 12 The Simpsons Ride™
- 13 Kang & Kodos' Twirl 'n' Hurl

## WOODY WOODPECKER'S KIDZONE®

- 14 Animal Actors on Location!®
- 15 A Day in the Park with Barney™
- 16 Curious George Goes To Town™
- 17 Woody Woodpecker's Nuthouse Coaster®
- 18 Fievel's Playland®
- 19 E.T. Adventure®

## HOLLYWOOD

- 20 Universal Orlando's Horror Make-Up Show
- 21 TERMINATOR 2®: 3-D



## UNIVERSAL'S ISLANDS OF ADVENTURE®

Your clients can take an unforgettable journey through their favorite myths, legends, cartoons, comic books, children's tales, and movies at Universal's Islands of Adventure®. From The Wizarding World of Harry Potter™ - Hogsmeade™ to the comic book streets of Marvel Super Hero Island™ to the jungles of Jurassic Park™, once-in-a-lifetime adventure awaits around every corner.

### THRILLS & ADVENTURES

#### The Amazing Adventures of Spider-Man®

Swing above the streets in 3D.

Must be at least 40" (101cm); 40" (101cm) to 48" (121cm) must be accompanied by an adult.

#### Doctor Doom's Fearfall®

Takes fear to new heights—150 ft. straight up.

Must be at least 52" (132cm).

#### Dragon Challenge™

A high-speed roller coaster chase across the sky.

Must be at least 54" (137cm).

#### Dudley Do-Right's Ripsaw Falls®

Fun & hilarious flume ride.

Must be at least 44" (111cm); 44" (111cm) to 48" (121cm) must be accompanied by an adult.

#### Harry Potter and the Forbidden Journey™

Join Harry Potter™ and his friends on an unforgettably thrilling adventure.

Must be at least 48" (121cm).

#### The Incredible Hulk Coaster®

CLOSED FOR ENHANCEMENTS, RE-OPENING SUMMER 2016.

Go on a high-speed roller coaster rampage.

Must be at least 54" (137cm).

#### Jurassic Park River Adventure®

Escape the jaws of a T. rex on a river raft.

Must be at least 42" (106cm); 42" (106cm) to 48" (121cm) must be accompanied by an adult.

#### Skull Island: Reign of Kong<sup>SM</sup> (open Summer 2016)

Meet the most colossal ape ever known on a savage ride for your life.

Height restrictions to be determined.





## FUN FOR THE FAMILY

### Comic Strip Lane

#### Hogwarts™ Express – Hogsmeade™ Station

Board the train and travel to King's Cross Station in Universal Studios Florida®.

Park-to-Park admission ticket required.\*

#### Flight of the Hippogriff™

Swoop and soar on this family-friendly coaster.

Must be at least 36" (91cm).

### Jurassic Park Discovery Center®

Get hands-on with the mysteries of the past.

#### Popeye & Bluto's Bilge-Rat Barges®

Brave white water rapids in this churning raft ride.

Must be at least 42" (106cm); 42" (106cm) to 48" (121cm) must be accompanied by an adult.

#### Storm Force Accelerator®

Spin as you summon the forces of nature.

Under 48" (121cm) must be accompanied by an adult.

## JUST FOR KIDS

### Camp Jurassic®

Run, climb and explore in this prehistoric playground.

### Caro-Seuss-el™

The world's most unusual merry-go-round.

### The Cat in the Hat™

Whirl through the pages of the famous children's book.

Must be at least 36" (91cm).

### The High In The Sky Seuss Trolley Train Ride!™

A high-flying ride through Dr. Seuss's imagination.

Must be at least 40" (101cm).

### If I Ran The Zoo™

Explore the wondrous interactive playground.

### Me Ship, The Olive®

This multi-level ship playground is an ocean of fun.

### One Fish, Two Fish, Red Fish, Blue Fish™

Steer your fish through an obstacle course of fountains.

Under 48" (121cm) must be accompanied by an adult.

### Pteranodon Flyers®

Soar through the air on a gliding roller coaster for kids.

Must be at least 36" (91cm); 36" (91cm) to 56" (142cm) must be accompanied by an adult; over 56" (142cm) must be accompanied by guest within height requirement.

## EXCITING SHOWS & ENTERTAINMENT

### The Eighth Voyage of Sindbad®

Spectacular live stunt show.

### Oh! The Stories You'll Hear!®

Meet and greet characters from the pages of Dr. Seuss's books.

### Ollivanders™: Makers of Fine Wands Since 382 BC

See a wand choose a wizard in this live experience.

### Poseidon's Fury®

Special effects-filled adventure.

\*Additional restrictions apply.



## THE WIZARDING WORLD OF HARRY POTTER™ - HOGSMEADE™

From magical spells to magical creatures, from dark villains to daring heroes, it's all here at The Wizarding World of Harry Potter™ - Hogsmeade™, at Universal's Islands of Adventure®. Pass through the towering Hogwarts™ castle gates and explore the familiar classrooms and corridors. Visit the shops of Hogsmeade™ and sample fare from the wizarding world's best-known establishments. Experience pulse-pounding rides including Harry Potter and the Forbidden Journey™. Plus, guests with a Park-to-Park admission ticket can board the Hogwarts™ Express\* and travel between King's Cross Station in Universal Studios Florida and Hogsmeade™ Station in Islands of Adventure.

### EXPERIENCES

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**Dragon Challenge™**

**Harry Potter and the Forbidden Journey™**

**Flight of the Hippogriff™**

**Ollivanders™: Makers of Fine Wands Since 382 BC**

**Hogwarts™ Express (Park-to-Park admission ticket required)\***

#### **Hogsmeade™ Station**

Located outside of the Hogsmeade™ arch in Islands of Adventure. Guests will need to exit the train station in order to enter Hogsmeade™.

#### **Hogwarts™ Express Park-to-Park Requirement**

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#### **Ridership Guidelines**

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\*Additional restrictions apply.



## DINING

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**Hog's Head™ Pub**

**Three Broomsticks™**

## SHOPPING

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**Dervish and Banges™**

**Honeydukes™**

**Filch's Emporium™ of Confiscated Goods**

**Owl Post™**





**MARVEL SUPER HERO ISLAND®**

- 1 The Incredible Hulk Coaster®
- 2 Storm Force Accelatron®
- 3 Doctor Doom's Fearfall®
- 4 The Amazing Adventures of Spider-Man®

**TOON LAGOON®**

- 5 Me Ship, The Olive®
- 6 Popeye & Bluto's Bilge-Rat Barges®
- 7 Dudley Do-Right's Ripsaw Falls®

**SKULL ISLAND: REIGN OF KONG<sup>SM</sup>**

- 8 New Ride Summer 2016

**JURASSIC PARK**

- 9 Camp Jurassic®
- 10 Pteranodon Flyers®
- 11 Jurassic Park River Adventure®
- 12 Jurassic Park Discovery Center®

**THE WIZARDING WORLD OF HARRY POTTER™ - HOGSMEADE™**

- 13 Harry Potter and the Forbidden Journey™
- 14 Flight of the Hippogriff™
- 15 Ollivanders™
- 16 Dragon Challenge™
- 17 Hogwarts™ Express\* - Hogsmeade™ Station

**THE LOST CONTINENT®**

- 18 The Eighth Voyage of Sindbad®
- 19 Poseidon's Fury®

**SEUSS LANDING™**

- 20 The High in the Sky Seuss Trolley Train Ride!™
- 21 Caro-Seuss-el™
- 22 One Fish, Two Fish, Red Fish, Blue Fish™
- 23 Oh! The Stories You'll Hear!™
- 24 The Cat in the Hat™
- 25 If I Ran the Zoo™

\*Additional restrictions apply.

# ON-SITE RESORT HOTELS





## ON-SITE RESORT HOTELS

The ultimate Universal Orlando® vacation begins at one of our spectacular on-site hotels. There's one for every vacation style and budget, with thoughtfully designed rooms and suites that welcome your clients to enjoy every moment of their stay.

Guests choose from Universal Orlando's one-of-a-kind portfolio of hotels in three distinct categories:

- **PREMIER** hotels promise beautiful escapes, distinguished service, spacious accommodations, unique experiences and more.
- **PREFERRED** hotels offer relaxing getaways with the perfect blend of resort conveniences and amenities.
- **PRIME VALUE** hotels are stylish resorts with rooms and suites designed for fun and affordability.

Universal Orlando's on-site hotel guests enjoy carefree complimentary transportation from our hotels to both Universal theme parks and Universal CityWalk®. Plus, your on-site hotel is never more than a stroll away from both theme parks—there are walkways that connect everything. So it's always easy for on-site guests to experience the amenities of all our hotels—including seven sparkling pools across the resort, a winding lazy river, incredible restaurants, relaxing spa escapes and so much more.








## HOTEL BENEFITS



Staying on-site means your clients enjoy more than just a convenient location and spectacular accommodations. On-site hotel guests enjoy an array of special benefits and privileges to enhance their experiences throughout the entire resort — at the theme parks, in Universal CityWalk®, and at the hotels themselves.

ON-SITE HOTELS EXCLUSIVE BENEFITS	PRIME VALUE	PREFERRED	PREMIER		
					
SKIP THE REGULAR LINES* for FREE with Universal Express <sup>SM</sup> Unlimited ride access <small>A value of up to \$89** per person, per day. Valid theme park admission required.</small>			●	●	●
Early Park Admission <sup>^</sup> to The Wizarding World of Harry Potter <sup>TM</sup> one hour before the theme park opens <small>Valid theme park admission required. Early Park Admission to one (1) Universal Orlando theme park as determined by Universal Orlando.</small>	●	●	●	●	●
Complimentary transportation and walking paths to both theme parks and CityWalk <sup>®</sup>	Shuttle Buses	Water Taxis, Shuttle Buses	Water Taxis, Shuttle Buses	Water Taxis, Shuttle Buses	Water Taxis, Shuttle Buses
Resort-wide charging privileges with room key	●	●	●	●	●
Complimentary access <sup>^^</sup> to select live entertainment venues at Universal CityWalk <sup>®</sup> for the length of stay	●	●	●	●	●
Complimentary delivery of merchandise purchased throughout the resort to your hotel	●	●	●	●	●
Priority seating at select restaurants throughout the resort			●	●	●
Complimentary Scheduled Transportation <sup>†</sup> to nearby Wet 'n Wild <sup>®</sup> Orlando water park, SeaWorld <sup>®</sup> and Aquatica <sup>TM</sup>	●	●	●	●	●
Character appearances and morning wake up calls from one of your favorite Universal Orlando <sup>®</sup> characters	●	●	●	●	●
Golf Universal Orlando program <sup>††</sup>	●	●	●	●	●
Exclusive access to all on-site hotels	●	●	●	●	●

\*Paid theme park admission required. Benefit not valid for guests staying at Universal's Cabana Bay Beach Resort or Loews Sapphire Falls Resort; available for purchase only. Not valid at Harry Potter and the Forbidden Journey<sup>TM</sup>, Harry Potter and the Escape from Gringotts<sup>TM</sup>, and other select attractions. Not valid at Hogwarts Express. Only valid for the number of guests staying in the room for the length of hotel stay as indicated on the Universal Express Unlimited pass. Available during normal theme park operating hours only. Not valid for separately ticketed special events. Additional restrictions may apply and benefits are subject to change without notice. \*\*Based on seasonal peak pricing for the Universal Express Unlimited pass. ^Paid theme park admission required. Early Park Admission begins one (1) hour prior to regularly scheduled park opening to one (1) Universal Orlando theme park as determined by Universal Orlando. Valid at select attractions at each park. Universal Orlando Resort reserves the right to open alternative attractions in the event that a technical problem arises or an attraction opening is delayed. Additional restrictions may apply. ^^Valid for registered on-site hotel guests for the length of stay. Not valid for separately ticketed concerts and special events. Some venues require ages 21 or older for admission. Valid Photo ID required. Does not include admission to AMC<sup>®</sup> Universal Cineplex 20 with IMAX<sup>®</sup>, the Blue Man Group show or Hollywood Drive-In Golf<sup>TM</sup>. Subject to availability. Restrictions apply and benefits are subject to change without notice. †Scheduled transportation to Wet 'n Wild is provided via SuperStar Shuttle with departures based on regular operating hours. Must be booked one day in advance. Shuttle service does not run continuously. Boarding passes for the SuperStar Shuttle required and available at the Attraction Ticket Center located in the hotel lobby. Not valid for Special Events or Groups. ††Complimentary transportation for groups of four available on a limited basis. Transportation for one (1) – three (3) players requires a surcharge. Program and transportation are subject to change without notice and not valid with any other promotions or discounts.

ACCOMMODATIONS	PRIME VALUE	PREFERRED		PREMIER	
					
Standard rooms (2 queen beds or 1 king)	300 sq ft	Starting at 321 sq ft	Starting at 335 sq ft	Starting at 375 sq ft	Starting at 450 sq ft
Max Occupancy - Standard Room, Two Queen	up to 4	up to 5*	up to 5*	up to 5*	up to 5*
Max Occupancy - Standard Room, King		up to 4**	up to 3*	up to 4**	up to 3*
Max Occupancy - Suites		up to 5*	up to 5*	up to 5*	up to 5*
Max Occupancy - Family suites with kitchenette	up to 6				
Club level upgrade available offering complimentary continental breakfast and more			●	●	●
Complimentary wireless internet access in each guest room and most common areas <sup>^</sup>	●	●	●	●	●
Pets allowed with a \$50 fee per night <sup>†</sup> (other restrictions apply)		●	●	●	●
Non-smoking	●	●	●	●	●
Flat panel TV	●	●	●	●	●
Hairdryer	●	●	●	●	●
In-room safe	●	●	●	●	●
Iron and ironing board	●	●	●	●	●
Coffee maker	●	●	●	●	●
Mini refrigerator	●	●	●	●	● (fees apply)
Microwave	● (family suites only)	● (fees apply)	● (fees apply)	● (fees apply)	● (fees apply)
Mini bar					●
Self parking (fees apply)	●	●	●	●	●
Valet parking (fees apply)		●	●	●	●

\*Maximum occupancies may require a rollaway at \$25 per day. Only one rollaway is allowed per room. King Rooms have bedding for 2, requires rollaway for 3. Double Queen have bedding for 4, requires rollaway for 5. Available on a first come first serve basis. Additional charges apply for more than 2 adults guests per room. \*\*Loews Sapphire Falls Resort and Hard Rock Hotel Standard King Rooms have bedding for 4 with pull-out sofa. No rollaway allowed. <sup>^</sup>Premium Wireless Access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm. <sup>†</sup>Maximum of \$150 will be charged for stays of three nights and more. Fee is subject to change without notice.

AMENITIES & DINING	PRIME VALUE	PREFERRED	PREMIER		
					
Themed pools with cabana rentals and water slide or play area	●	●	●	●	●
Lazy river	●				
Bowling alley	●				
Game room	●	●	●	●	●
Complimentary fitness center	●	●	●	●	●
Shopping	●	●	●	●	●
Laundry services	●	●	●	●	●
Access to on-site kids' camp† (fees apply)	●	●	●	●	●
Access to Mandara Spa® at Loews Portofino Bay Hotel (fees apply)	●	●	●	●	●
Universal Orlando® Ticket Desk	●	●	●	●	●
Rental car desk	●	●	●	●	●
Concierge desk		●	●	●	●
Business center		●	●	●	●
Full service restaurant	●	●	●	●	●
24-hour room service		●	●	●	●
Food court dining or grab and go	●	●	●	●	●
Bar and lounge	●	●	●	●	●
Pizza delivery (limited hours)	●				

†Times are subject to change. Contact the hotel Concierge for reservations and more information.



## ACCESSIBILITY INFORMATION

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### Guest Room Accessible Features

- Entry doors are 36" (91cm) wide
- Doors with peepholes at 3'6" (106cm) from floor
- Closets with rods at 48" (121cm) high
- Toilets with hand bar
- Bathroom choices
  - Roll-in shower stall with adjustable shower head or combination shower/tub with adjustable shower head, tub seat, and hand bar
- Closed-caption television
- Smoke detector with light

### Sight & Hearing Impaired Features

- All entrance to individual guest rooms will include the room number in Braille, the international language of the blind
- Hearing Impaired Kits (that include a TDD relay service) are available from Star Service and may be used in any guest room





## UNIVERSAL'S CABANA BAY BEACH RESORT PRIME VALUE HOTEL

Enjoy vibrant, retro-style with rooms and suites brilliantly designed for fun and affordability. Relax and play, surrounded by amazing iconic architecture inspired by classic Florida beach resorts of the 1950s and 60s. Every day comes with fun for all ages with two massive pools, a winding lazy river, a bowling alley and more.

### GUEST ROOMS

Type	# of Rooms	Sq. Ft.
Standard Room	528	300
Poolside Room	372	300
Courtyard Family Suite	315	430
Courtyard Family Suite Poolside	285	430
Tower Family Suite	176	430
Tower Family Suite Poolside	124	430
<b>Total Number of Rooms</b>	<b>1,800</b>	

**Connecting Rooms:** (70% of the resort guest rooms are connecting rooms)

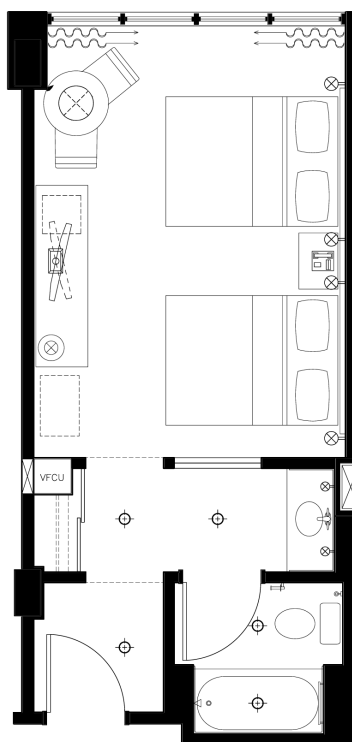
Standard Rooms	Queen to Queen
Family Suites	Suite to Suite





## STANDARD ROOM AMENITIES

- 40" flat panel television with HD channels and On-Demand in-room movies (fees apply)
- Cuisinart single coffee pod brewer
- Disposable coffee cups
- Disposable plastic glasses
- Mini refrigerator
- HVAC controls connected to Smart Room technology, allowing guests to set desired temperature
- Small dining table with two chairs
- Wall-mounted hair dryer
- Iron and ironing board
- In-room safe
- Complimentary\* wireless internet access in each guest room and most common areas of the hotel
- Upgrade to Premium Plus^ wireless internet access for optimal entertainment and business needs
- One telephone – single line and voicemail
- Zest and V05 body care products provided



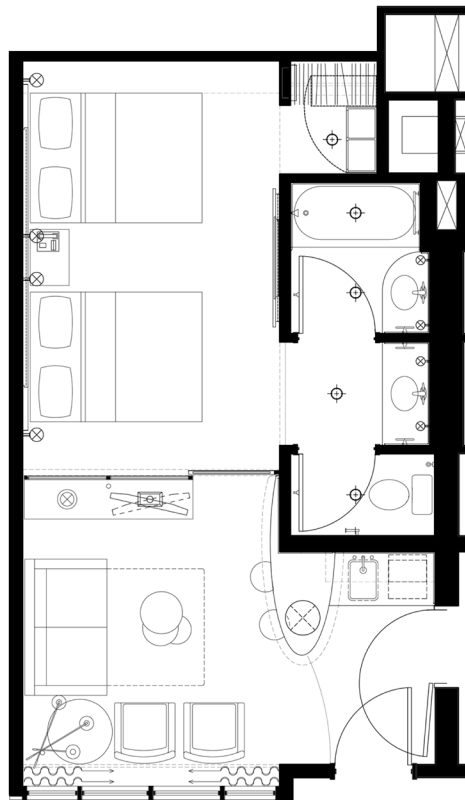
Standard Room / Poolside Room  
300 sq ft

\*Premium wireless access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm.  
^Premium Plus wireless access is \$14.95 for up to 8 devices per room and for a 24-hour period of 1pm to 1pm.



## FAMILY SUITE AMENITIES

- Two 40" flat panel televisions with HD channels and On-Demand in-room movies (fees apply)
  - One in bedroom and one in living room
- Kitchenette
  - Mini refrigerator
  - Microwave
  - Small sink
  - Cuisinart double coffee pod brewer
  - Disposable coffee cups
  - Disposable plastic glasses
  - Individually wrapped plastic flatware
  - Plastic ice bucket with liner
  - Bar counter with two stools
  - Electrical outlets, phone jack and data port
  - Charging station at bar
- Living Room
  - Sofa which pulls out into full-size bed
  - Pre-made with two sheets (extra pillows and blanket in closet)
- Bedroom
  - Two queen-size beds
- Bathrooms
  - Three-compartment, four-fixture bathroom
  - Compartment one contains tub/shower combination containing a retractable clothesline and single vanity sink
  - Compartment two contains a sink and vanity
  - Compartment three contains the toilet
  - Wall Mounted Hairdryer
- HVAC controls connected to Smart Room technology, allowing guests to set desired temperature



*Courtyard Family Suite / Courtyard Family Suite Poolside  
Tower Family Suite / Tower Family Suite Poolside  
430 sq ft*

- Iron and ironing board
- In-room safe
- In-room wireless high-speed Internet access
- Two telephones - single line and voicemail
- Zest and V05 body care products provided





## RECREATION & AMENITIES

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### **Cabana Courtyard**

Located at the north courtyard (exterior family suites), this pool features an iconic dive tower with waterslide and 17 cabanas available for rental. Stop by the Atomic Tonic for a signature frozen drink.

### **Lazy River Courtyard**

Located at the south courtyard (interior tower), this pool features a lazy river surrounded by lush landscaping. Stop by The Hideaway Bar & Grill for a burger and draft beer.

### **Game-O-Rama – Open daily**

Features modern and classic arcade games like skee-ball.

### **Galaxy Bowl – Open daily (Fees apply)**

- Bowling Alley with 10 lanes
- Full Service

### **Jack LaLanne Physical Fitness Studio**

- The Cabana Bay Beach Resort Fitness Center is complimentary to guests and offers equipment for cardiovascular workout routines.
- Locker rooms with showers are provided for changing for resort facility use, including pre-arrival and post-departure day.
- Restrooms are provided for men and women
- The Fitness Center is open from 5:00 am – midnight, seven days per week

### **Universal Orlando® Resort Store**

Offers sundries, guest necessities, newspapers, magazines, and more, as well as Universal and Universal's Cabana Bay Beach Resort logo merchandise.

### **Miscellaneous Recreation**

Staff will offer a variety of activities geared to attract and involve youth. Activities include:

- Hula Hoop® Contests
- Bingo
- Poolside Movies
- Ping Pong





## FOOD & BEVERAGE OUTLETS

### **Bayliner Diner – Breakfast, Lunch and Dinner**

When you're on the go, you can sit down to a quick meal or grab something to eat on the run at this food court.

### **Galaxy Bowl Restaurant – Open daily**

Take a break between frames and enjoy a meal at this table service restaurant, located in the hotel's bowling alley.

### **The Hideaway Bar & Grill – Open daily**

The perfect poolside escape for specialty cocktails, beers, snacks, grilled sandwiches and more.

### **Atomic Tonic – Open daily**

An out-of-this-world poolside bar where you'll find a variety of specialty cocktails, beers, and non-alcoholic beverages.

### **Swizzle Lounge – Cocktails**

Enjoy a unique take on classic cocktails from a bygone era in this retro-themed bar.

### **Starbucks® – Open daily**

Conveniently located in the lobby serving premium coffee, tea and fresh food items.

### **Delizioso Pizza – Available daily**

Call Delizioso Pizza for classic home-style pizza delivered to your room during limited hours.

Restaurant hours subject to change without notice.





## LOEWS SAPPHIRE FALLS RESORT OPENING SUMMER 2016 PREFERRED HOTEL

Picture a colorful Caribbean hideaway where blue waterfalls cascade across lush grounds, and the invitation to cool relaxation is everywhere. Loews Sapphire Falls Resort is a brand-new jewel reminiscent of a leisurely estate in the heart of the tropics.

### GUEST ROOMS

Type	# of Rooms	Sq. Ft.
Standard Room (Queen/Queen)	470	321
Pool View Room (Queen/Queen)	191	321
Pool View Room (King)	16	321
Lagoon View Room (Queen/Queen)	220	321
Lagoon View Room (King)	20	321
King Suite	10	595
Kids' Suite	36	529
Sapphire Suite	20	851
Hospitality Suite	15	1,353
Presidential Suite	2	1,294
<b>Total Number of Rooms</b>	<b>1,000</b>	

#### Connecting Rooms: (50% of the resort guests rooms are connecting rooms)

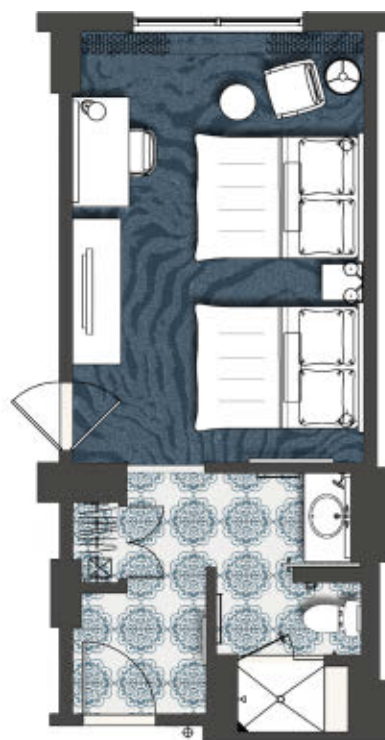
Standard View	Queen to Queen
Lagoon/Pool View	Queen to Queen & King to Queen





## STANDARD ROOM AMENITIES

- 300 thread-count, 100% cotton bed linens
- 49" flat panel television with HD channels, On-Demand in-room movies and video check-out (fees apply)
- HVAC controls connected to Smart Room technology, allowing guests to set desired temperature
- iHome clock radios with iPod docking stations
- Cuisinart single coffee pod brewer
- Complimentary\* wireless internet access in each guest room and most common areas of the hotel
- Upgrade to Premium Plus^ wireless internet access for optimal entertainment and business needs
- Telephone with voicemail system
- Mini refrigerator
- In-room safe
- Iron and ironing board
- Separate bath and vanity in most guest rooms
- Hair dryer and lighted make-up mirror
- Davines skin and body care products provided

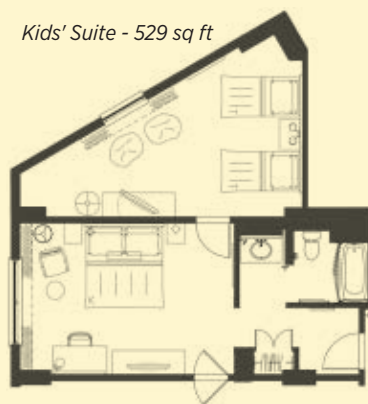


Standard Room  
Pool View Room / Lagoon View Room  
321 sq ft

\*Premium wireless access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm.  
^Premium Plus wireless access is \$14.95 for up to 8 devices per room and for a 24-hour period of 1pm to 1pm.



King Suite - 595 sq ft



Kids' Suite - 529 sq ft

For information on luxury suites, please call 1-888-444-2131.



## RECREATION & AMENITIES

### **Swimming Pool**

16,000 square-foot pool offers two sand areas, a children's play area with pop-up jets, a large hot tub, cabana rentals, and a water slide.

### **Calypso Game Zone – Open daily**

Features the latest video games.

### **Kalina Health & Fitness**

- The hotel's fitness center is complimentary to guests and offers equipment for cardiovascular workout routines
- Includes sauna and locker rooms
- Fitness center open daily

### **Universal Studios Store®**

Offers sundries, guest necessities, newspapers, magazines, and more, as well as Universal and Loews Sapphire Falls Resort merchandise.

### **Full-service concierge and Universal Orlando® Attraction Ticket Center**

### **Hertz car rental desk on-site**

### **Full-service business center**

Open 7:00am – 7:00pm Monday – Friday, and 9:00am – 3:00pm Saturday. Closed Sunday. Hours subject to change.

### **Resort kids' camp**

Supervised children's activity center (fees apply). Times are subject to change. Contact the hotel Concierge for reservations and more information.



## FOOD & BEVERAGE OUTLETS

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### **Amatista Cookhouse – Breakfast, Lunch and Dinner**

Caribbean cuisine prepared in an open exhibition kitchen makes Amatista Cookhouse an instantly inviting option for any meal. Whether dining indoors or out—or in one of the private dining areas—guests of Amatista Cookhouse will feel welcomed and relaxed in this vibrant and inspiring restaurant.

### **Strong Water Tavern – Dinner**

A wall of vintage rums, your own rum specialist, a ceviche bar and a patio overlooking the lagoon combine to make Strong Water Tavern an exceptionally cool and stylish watering hole. Featuring tapas style dining options with rum tastings, this is a true destination lounge in the heart of an island jewel.

### **Drhum Club Kantine – Open daily**

Nestled within the lush grounds of the pool, Drhum Club Kantine offers sun-seekers a delightful menu focusing on fresh seafood and taste-tempting tropical drinks. The adjoining fire-pit area, awash in the rhythms of the islands, is the perfect spot to indulge in an afternoon or evening libation.

### **New Dutch Trading Co. – Open daily**

New Dutch Trading Co. is the grab-and-go option for families who want to stock up before heading off on their adventures. With ready to go meals, beverages, fresh-baked breads and ice cream, this is the stop for on-the-go snacks, meals and supplies.

### **24-Hour Room Service allows guests to eat in the privacy of their room.**

Restaurant hours subject to change without notice.



## LOEWS ROYAL PACIFIC RESORT PREFERRED HOTEL

Kick back and relax in an oasis of tropical splendor. Your clients will discover lush landscaping, exotic native carvings, and a huge white sand beach to make them feel as if they've sailed away to the enchanted isles of the South Seas.

### GUEST ROOMS

Type	# of Rooms	Sq. Ft.
Standard Room (Queen/Queen)	605	335
Standard Room (King)	133	335
Pool/Lagoon View Room (Queen/Queen)	132	335
Pool/Lagoon View Room (King)	29	335
Royal Club Room (Queen/Queen)	22	335
Royal Club Room (King)	28	335
Lagoon View Room (Queen/Queen)	220	321
Lagoon View Room (King)	20	321
King Suite	28	670
Kids' Suite - Jurassic Park® Themed	8	670
Hospitality Suite	10	1,005 (parlor only)
Royal Suite (Club Level)	3	1,005 (parlor only)
Presidential Suite (Club Level)	2	1,340 (one-bedroom)
<b>Total Number of Rooms</b>	<b>1,000</b>	

#### Connecting Rooms:

Standard View	Queen to Queen & King to Queen
Pool/Lagoon View	Queen to Queen & King to Queen
Club Level	King to Queen



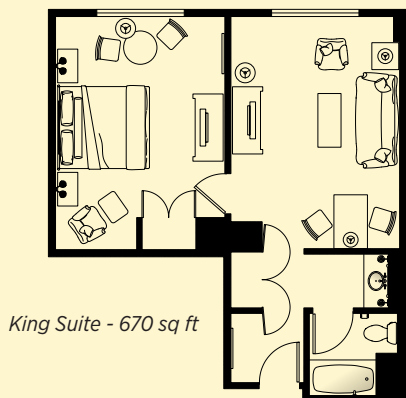
## STANDARD ROOM AMENITIES

- 300 thread-count, 100% cotton bed linens
- 49" flat panel television with HD channels, On-Demand in-room movies and video check-out (fees apply)
- HVAC controls connected to Smart Room technology, allowing guests to set desired temperature
- iHome clock radios with iPod docking stations
- Keurig coffee makers with individual coffee and assorted teas
- Complimentary\* wireless internet access in each guest room and most common areas of the hotel
- Upgrade to Premium Plus^ wireless internet access for optimal entertainment and business needs
- Two dual-line telephones (one cordless) with voicemail system
- Refreshment pantry
- In-room safe
- Iron and ironing board
- Separate bath and vanity in most guest rooms
- 100% combed, ring-spun cotton terry towels
- Hair dryer and lighted make-up mirror
- Lather skin and body care products provided

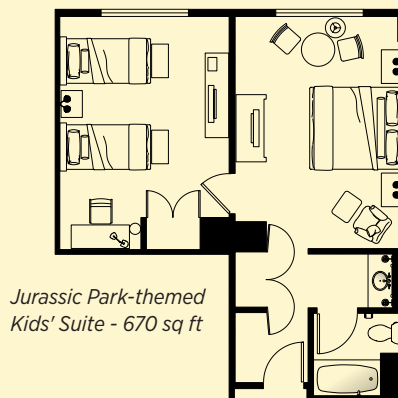


Standard Room  
Pool View Room / Lagoon View Room  
335 sq ft

\*Premium wireless access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm.  
^Premium Plus wireless access is \$14.95 for up to 8 devices per room and for a 24-hour period of 1pm to 1pm.



King Suite - 670 sq ft



Jurassic Park-themed  
Kids' Suite - 670 sq ft

For information on luxury suites, please call 1-888-444-2131.



## ADDITIONAL RECREATION & AMENITIES

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- Lagoon style swimming pool featuring a white sand beach and the following:
  - Two hot tubs
  - Interactive water play area for children
  - Poolside activities plus weekly “dive-in” movies” (weather permitting)
  - Sand volleyball court, pool table and ping pong
  - Private cabanas available for rent. Call 407-503-3235 for reservations and more information
- Torch lighting ceremony featuring the “oli aloha” welcoming chant, a fire dancer and more. Poolside on select evenings
- The Gymnasium – Complimentary fitness center featuring locker rooms with separate steam and sauna rooms, a co-ed whirlpool, and the latest in Cardio Fitness and circuit training equipment featuring Cardio Theater
- Three gift and retail shops including:
  - Toko Gifts featuring a range of toiletries and sundry items plus resort apparel, Universal toys and souvenirs and much more
  - Treasures of Bali featuring tropical island wear, snacks and imported gifts
  - Gift Shop featuring custom wood carvings, mirror mosaics and more
- Business center. Hours subject to change
- Daily newspaper delivery to all guest rooms upon request
- Complimentary turndown service upon request
- Resort kids’ camp, a supervised children’s activity center (fees apply). Contact the hotel Concierge for reservations and more information
- Game room arcade
- Jogging & walking paths around the resort
- The Golf Universal Orlando® program offers resort guests special benefits and preferred tee times at several nearby award-winning courses
- Concierge and Universal Orlando Ticket Desk
- Hertz® car rental desk on-site
- Mandara Spa® at Loews Portofino Bay Hotel – offers massages, facials and more (fees apply)

## CLUB LEVEL AMENITIES

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- Personal concierge services to meet all our guests' vacation needs
- Access to Club lounges featuring:
  - Complimentary coffee, tea and soft drinks throughout the day
  - Continental breakfast served each morning
  - Daily snacks provided each afternoon
  - Hors d’oeuvres, desserts, beer and wine served each evening





## SPECIAL EVENTS

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Please see the Annual Events section for information regarding events at our on-site resort hotels.

## FOOD & BEVERAGE OUTLETS

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### **Islands Dining Room – Breakfast Buffet and Dinner**

Islands features modern, Pan Asian cuisine with a twist. Enjoy casual surroundings and a menu that will satisfy any taste.

### **Emeril's Tchoup Chop – Lunch and Dinner**

Celebrity Chef Emeril Lagasse offers a unique and exotic journey through the Pacific Seas.

### **Jake's American Bar – Open daily**

The pilot of his own island-hopper airplane, Jake also runs this friendly bar that's the perfect place to meet for drinks, food and lively conversation about your day's adventures.

### **Bula Bar & Grille - Open daily**

"Bula" means "welcome" in Fijian, and you will love this casual poolside eatery, featuring tropical drinks, sandwiches, wraps and "Our Own Half Pound Burger!" Bula Ice Cream shop offers homemade ice cream, along with a bar featuring a variety of smoothies, shakes and tropical drinks you can enjoy without venturing far from your beach chair. Open seasonally March – October.

### **Orchid Court Lounge - Breakfast and Cocktail Lounge**

Our elegant lobby lounge serves a continental breakfast and Starbucks® coffee every morning. Enjoy delectable lounge food and cocktails in the afternoon and evening, along with great views of the resort.

### **Orchid Court Sushi Bar - Open daily**

Located adjacent to Orchid Court Lounge. Features modern, inventive sushi and sashimi presentations, Asian-inspired desserts and a variety of South Seas martinis.

### **Character Dining**

Guests can enjoy a meal with some of their favorite Universal Orlando® Resort theme park characters on select mornings and nights at Islands Dining Room.

### **24-Hour Room Service allows guests to eat in the privacy of their room.**

Restaurant hours subject to change without notice.



## HARD ROCK HOTEL® PREMIER HOTEL

Your clients will feel like they've just stepped off the stage, surrounded by the music, style, and irreverent attitude of the rock 'n' roll lifestyle. The hotel features over \$1 million in rock memorabilia throughout the public areas, and service that makes every guest feel like an A-list celebrity.

### GUEST ROOMS

Type	# of Rooms	Sq. Ft.
Standard Room (Queen/Queen)	41	375
Garden View Room (Queen/Queen)	325	375
Pool View Room (Queen/Queen)	123	375
Deluxe King	16	400
Deluxe Queen	26	500
Rock Royalty (Club Level Queen/Queen)	69	375
Rock Royalty (Club Level King)	21	375
Hospitality Suite	2	1,250 (parlor only)
		1,625 (entire suite)
Kids' Suite	12	800
King Suite	10	650 (one-bedroom)
Kids' Suite (Club Level)	2	800 (one-bedroom)
King Suite (Club Level)	2	650 (one-bedroom)
Graceland Suite	1	2,375 (one-bedroom)
<b>Total Number of Rooms</b>	<b>650</b>	

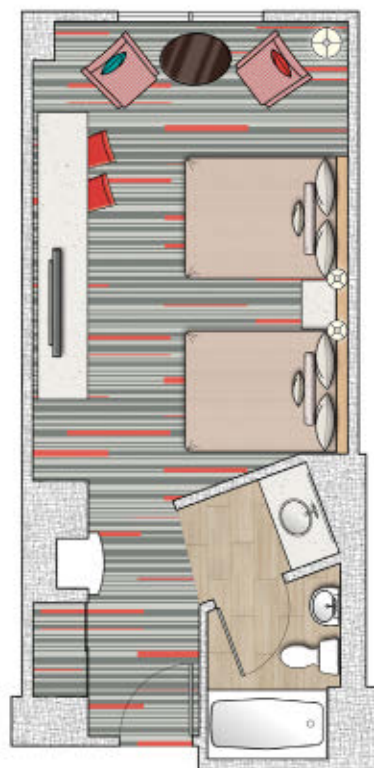
#### Connecting Rooms:

Garden View	Queen to Queen
Pool View	Queen to Queen
Club Level	Queen to Queen & King to Queen



## STANDARD ROOM AMENITIES

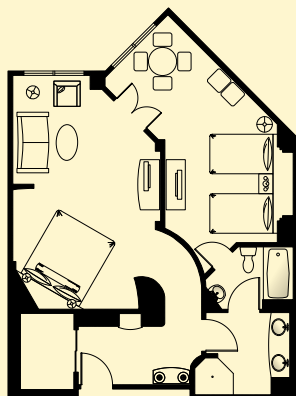
- 300 thread-count, 100% cotton bed linens
- 32" flat panel television with HD channels, On-Demand in-room movies and video check-out (fees apply)
- HVAC controls connected to Smart Room technology, allowing guests to set desired temperature
- iHome clock radios with iPod docking stations
- Keurig coffee makers with individual coffee and assorted teas
- Complimentary\* wireless internet access in each guest room and most common areas of the hotel
- Upgrade to Premium Plus^ wireless internet access for optimal entertainment and business needs
- One cordless phone with dual voice lines, data port, and voicemail
- Mini refrigerator
- In-room safe
- Iron and ironing board
- Separate bath and vanity with two sinks, available in most guest rooms
- Hair dryer and lighted make-up mirror
- 100% combed, ring-spun cotton terry towels
- Rock Spa skin and body care products provided



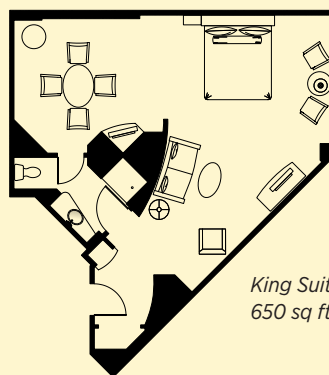
Standard Room / Garden View Room  
Pool View Room  
375 sq ft

\*Premium wireless access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm.  
^Premium Plus wireless access is \$14.95 for up to 8 devices per room and for a 24-hour period of 1pm to 1pm.

Kids' Suite  
800 sq ft



King Suite  
650 sq ft (one bedroom)



For information on luxury suites, please call 1-888-444-2131.



## ADDITIONAL RECREATION & AMENITIES

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- 12,000-sq. ft. sand beach pool featuring an underwater stereo sound system plus:
  - Interactive play area for children, including a 260-foot waterslide
  - Two whirlpools
  - Private cabanas available for rent. Call (407) 503-2236 for reservations and more information
- Over \$1 million worth of rock n' roll memorabilia throughout the hotel
- Poolside activities including sand volleyball court, ping pong, Guitar Hero and more
- Poolside dive-in movies and concerts on select nights
- Hard Rock® Rock Shop – offering premier rock 'n' roll clothing or just a souvenir of your visit
- Complimentary body rock® fitness center featuring the latest in cardio fitness and circuit training equipment with steam and sauna rooms, and locker facilities
- The Sound of Your Stay® is our free all-encompassing music amenity program that gives every guest access to experiences you can't get anywhere else including our Fender guitar “room service” boasting guitars to choose from and jam out on, a 15-song curated playlist, and a Traxtor Kontrol Z1 so you can become your own DJ
- Full-service business center. Hours subject to change
- Daily newspaper delivery to all guest rooms upon request
- Complimentary turndown service upon request
- Resort kids' camp, a supervised children's activity center (fees apply). Contact the hotel Concierge for reservations and more information
- Game room arcade
- Jogging & walking paths around the resort
- The Golf Universal Orlando® program offers resort guests special benefits and preferred tee times at several nearby award-winning courses
- Full-service concierge and Universal Orlando Ticket Desk
- Hertz® car rental desk on-site
- Mandara Spa® at Loews Portofino Bay Hotel – offers massages, facials and more (fees apply)

## CLUB LEVEL AMENITIES

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- Personal concierge services to meet all our guests' vacation needs
- Access to Club lounges featuring:
  - Complimentary coffee, tea and soft drinks throughout the day
  - Continental breakfast served each morning
  - Daily snacks provided each afternoon
  - Hors d'oeuvres, desserts, beer and wine served each evening

## SPECIAL EVENTS

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Please see the Annual Events section for information regarding events at our on-site resort hotels.



## FOOD & BEVERAGE OUTLETS

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### **The Kitchen – Breakfast, Lunch and Dinner**

Food and rock music have never come together the way they do at The Kitchen.

### **Palm Restaurant – Open daily for dinner**

The Palm's legendary menu offers a variety of American fare and Italian specialties and is most famous for its prime cuts of beef and jumbo lobster.

### **Velvet Bar – Open daily**

Chic, stylish and swanky, Velvet is a bar and so much more.

### **Beachclub – Open daily**

Whether you are sunbathing, relaxing in a cabana, playing in the sand or just waiting on an important call, this poolside bar and grill serving light fare and refreshing cocktails is the place to hang out.

### **Emack & Bolio's Marketplace – Open daily**

A true Boston experience, Emack & Bolio's serves award-winning ice cream, sorbets and frozen yogurts.

### **Character Dining**

Guests can enjoy a meal with some of their favorite Universal Orlando® Resort theme park characters on select mornings and nights at The Kitchen.

### **24-Hour Room Service allows guests to eat in the privacy of their room.**

Restaurant hours subject to change without notice.



## LOEWS PORTOFINO BAY HOTEL

### PREMIER HOTEL

Experience la dolce vita – the sweet life – at Universal Orlando’s premier hotel, a stunning re-creation of the seaside resort town of Portofino, Italy, authentic down to the cobblestone streets and sidewalk cafes.

#### GUEST ROOMS

Type	# of Rooms	Sq. Ft.
Garden View Room (Queen/Queen)	114	450
Garden View Room (King)	54	450
Bay View Room (Queen/Queen)	161	450
Bay View Room (King)	81	450
Deluxe Room (Queen/Queen)	163	490
Deluxe Room (King)	11	490
Club Level Room (Queen/Queen)	91	490
Kids’ Suite - Despicable Me Themed	18	650 (bunk beds)
		675 (twin beds)
Portofino Suite	12	450 (parlor only)
Villa Suite	12	620 (parlor only)
Hospitality Suite	6	920 (parlor only)
Governatore Suite	2	2,755 (one-bedroom)
Presidente Suite	1	3,215 (one-bedroom)
<b>Total Number of Rooms</b>	<b>750</b>	

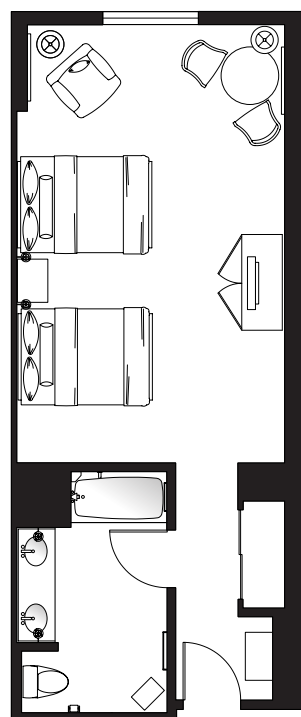
#### Connecting Rooms:

Garden View	Queen to Queen & King to Queen
Bay View	Queen to Queen
Deluxe	Queen to Queen
Club Level	Queen to Queen



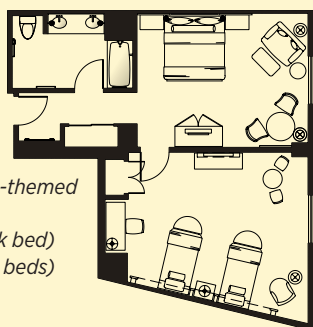
## STANDARD ROOM AMENITIES

- 300 thread-count, 100% cotton bed linens
- 42" flat panel television with HD channels, On-Demand in-room movies and video check-out (fees apply)
- HVAC controls connected to Smart Room technology, allowing guests to set desired temperature
- iHome clock radios with iPod docking stations
- Keurig coffee makers with individual coffee and assorted teas
- Complimentary\* wireless internet access in each guest room and most common areas of the hotel
- Upgrade to Premium Plus^ wireless internet access for optimal entertainment and business needs
- Three telephones - bedside, desk, and bathroom - each with dual voice lines, data port, and voicemail
- Refreshment pantry
- In-room safe
- Iron and ironing board
- Separate bath and vanity with two sinks, available in most guest rooms
- Hair dryer and lighted make-up mirror
- 100% combed, ring-spun cotton terry towels
- Lather skin and body care products provided

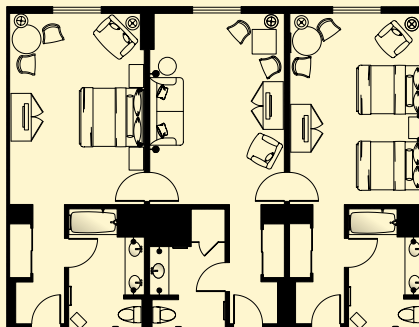


Garden View Room / Bay View Room  
450 sq ft

\*Premium wireless access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm.  
^Premium Plus wireless access is \$14.95 for up to 8 devices per room and for a 24-hour period of 1pm to 1pm.



Despicable Me-themed  
Kids' Suite  
650 sq ft (bunk bed)  
675 sq ft (twin beds)



Portofino Suite  
450 sq ft (parlor only)



## ADDITIONAL RECREATION & AMENITIES

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- Mandara Spa® - Full-service spa offering a wide range of services including massage, skin care, body treatments, hair and nail care, and steam/sauna
  - Reservations Required. Call 1-800-224-3838 to book your clients today
- Complimentary fitness center (at Mandara Spa) with Cardio Theater, free weights, exercise machines, lockers, steam and sauna rooms
- Nightly opera show, Musica della Notte (Music of the Night) - Every night at sunset (weather permitting), Harbor Piazza comes alive with a musical celebration capturing the romance and charm of Italy
- Three beautifully themed pools to choose from:
  - Beach Pool featuring a Roman aqueduct-styled waterslide, adjacent children's pool, poolside activities and weekly dive-in movies (weather permitting)
  - Villa Pool offers more exclusivity and upgraded amenities rental prices vary by seasons
  - Hillside Pool on the east wing of the hotel offers more privacy
  - Private cabanas available for rent. Call 407-503-1200 for reservations
- Bocce ball courts
- Full-service business center. Hours subject to change
- Daily newspaper delivery to all guest rooms upon request
- Complimentary turndown service upon request
- Resort kids' camp, a supervised children's activity center (fees apply). Contact the hotel Concierge for reservations and more information
- Game room arcade
- Jogging & walking paths around the resort
- The Golf Universal Orlando® program offers resort guests special benefits and preferred tee times at several nearby award-winning courses
- Full-service concierge and Universal Orlando Ticket Desk
- Hertz® car rental desk on-site

## CLUB LEVEL AMENITIES

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- Personal concierge services to meet all our guests' vacation needs
- Access to Club lounges featuring:
  - Complimentary coffee, tea and soft drinks throughout the day
  - Continental breakfast served each morning
  - Daily snacks provided each afternoon
  - Hors d'oeuvres, dessert, beer and wine served each evening

## SPECIAL EVENTS

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Please see the Annual Events section for information regarding events at our on-site resort hotels.





## FOOD & BEVERAGE OUTLETS

### **Mama Della's Ristorante<sup>SM</sup> – Open daily**

At Mama Della's Ristorante, everyone is family. Featuring authentic Old World favorites from Tuscany, Naples and Piemonte. Mama herself often greets guests in person and encourages everyone to "Eat, eat!" Strolling musicians create a memorable atmosphere for an unforgettable meal. Private dining options also available.

### **Bice Ristorante – Open daily**

Your Italian Fine Dining Experience. Since 1926, Bice's (pronounced BEE-chay) reputation throughout the world for outstanding food and superb service precedes itself. All dishes are freshly prepared, including handmade pasta, delicious entrées and homemade desserts. Private dining options also available.

### **Trattoria del Porto<sup>®</sup> – Breakfast and Dinner**

Casual, warm and friendly restaurant serving brasserie-style menu. You can also enjoy an all-you-can eat interactive kitchen experience where you are the chef, with Pasta Cucina 'Kitchen'.

### **Sal's Market Deli – Open daily**

The perfect place for a fresh pastry, coffee or freshly brewed espresso or cappuccino to start your day. Featuring brick-oven pizzas, Italian meats, cheeses, antipasti, biscotti and other delicacies.

### **Splendido Bar & Grill – Open daily**

Located poolside, offering burgers, salads and an array of light specialties.

### **The Thirsty Fish<sup>®</sup> – Open nightly**

Our dockside wine bar is family friendly. Enjoy a light appetizer and an extensive selection of wines offered by the glass. Live entertainment Thursday, Friday and Saturday evenings.

### **Bar American – Open nightly**

Swank, stylish and sleek, Bar American's atmosphere is unsurpassed in its elegance. Offering appetizers, aperitifs, wine and cognac.

### **Starbucks<sup>®</sup> – Open daily**

Located on the Harbor Piazza, Starbucks<sup>®</sup> features the exquisite Starbucks Reserve<sup>®</sup> coffees, brewed with the exclusive Clover<sup>®</sup> brewing system found only in select Starbucks<sup>®</sup> stores, as well as a selection of hand crafted beverages.

### **Gelateria – Open daily**

Much like the cafes on the original Portofino Bay, our Gelateria serves artisan gelato, milkshakes and smoothies.

### **Character Dining**

Guests can enjoy a meal with some of their favorite Universal Orlando<sup>®</sup> Resort theme park characters on select nights at Trattoria del Porto.

### **24-Hour Room Service allows guests to eat in the privacy of their room.**

Restaurant hours subject to change without notice.





## UNIVERSAL CITYWALK®

This is where it all comes together. The one place where the dining tastes of every member of the family and entertainment everyone can enjoy all intersect. Conveniently located right between both theme parks and within walking distance of each on-site hotel, CityWalk® is open daily until 2 am. There is no admission fee and theme park admission is not required.

Guests with a Multi-Day theme park ticket enjoy admission to select live entertainment venues at CityWalk® without cover charges.

### DINING - FULL SERVICE

#### **Antojitos Authentic Mexican Food**

Journey through the cantinas and markets of Mexico City for craveable Mexican street fare.

#### **Bob Marley—A Tribute to Freedom**<sup>SM</sup>

Authentic Jamaican cuisine, drinks and nightly live reggae music.

#### **Bubba Gump Shrimp Co.™ Restaurant & Market**

Shrimp and seafood set amid memorabilia from the film Forrest Gump.

#### **The Cowfish**®

Cutting-edge fusion of burgers and sushi to create an untraditional dining experience.

#### **Emeril's® Restaurant Orlando**

Imaginative New Orleans cuisine from celebrity chef Emeril Lagasse. Emeril's reservation line is: 407-224-2424.

#### **Hard Rock Cafe**®

The world's largest Hard Rock Cafe features classic American food and rock memorabilia.

#### **Jimmy Buffett's® Margaritaville**®

Caribbean inspired cuisine, margaritas and the music of Jimmy Buffett.

#### **NBC Sports Grill & Brew**

Enjoy great food and over 100 beers, while nearly 100 HD screens play a constant stream of sports coverage.

#### **Pat O'Brien's® Orlando**

Iconic New Orleans restaurant and home of the Hurricane® features piano bar and famous flaming fountains.

#### **Vivo Italian Kitchen**

Made from scratch pasta and fresh takes on classic Italian dishes.

**CITYWALK® DINING RESERVATIONS: 407-224-FOOD (407-224-3663)**

 **PARTICIPATING UNIVERSAL DINING PLAN LOCATIONS.**  
See Vacation Enhancements section for details.



## DINING – QUICK SERVICE

### **Bread Box Handcrafted Sandwiches**

Quality meats, vegetables and fresh bread transform simple sandwiches into something more.

### **Cinnabon®**

Original Cinnabons plus Caramel Pecanbon®, Cinnabon® Stix, coffee and more.

### **Cold Stone Creamery®**

Custom ice cream delights created right before your eyes on a frozen granite stone.

### **Fat Tuesday®**

Daiquiris, margaritas and New Orleans-style frozen drinks.

### **Fusion Bistro Sushi & Sake Bar™**

Sushi, Japanese fusion dishes and fruit-infused sakes.

### **Hot Dog Hall of Fame®**

Iconic hot dog creations from the nation's most famous ballparks.

 **PARTICIPATING UNIVERSAL DINING PLAN LOCATIONS.**  
See Vacation Enhancements section for details.

### **Menchie's®**

Quality frozen yogurt featuring an expansive self-serve toppings bar.

### **Moe's® Southwest Grill**

Giant burritos, cheesy quesadillas and fresh salads.

### **Panda Express**

Chinese dishes from the wok including Orange Chicken and Beijing Beef.

### **Red Oven Pizza Bakery<sup>SM</sup>**

Authentic, artisan Neopolitan-style pizza made before your eyes.

### **Starbucks®**

Specialty coffee, tea, blended drinks and bakery items.

### **BURGER KING® WHOPPER® BAR**

Flame-broiled burgers with a variety of toppings.

## ENTERTAINMENT/ACTIVITIES

### **AMC® Universal Cineplex 20 with IMAX®**

Twenty screens, stadium seating, concessions serving beer and wine, and an IMAX® screen.

### **Blue Man Group**

Blue Man Group is comedy, theater, rock concert and dance party all rolled into one. This wildly popular phenomenon delivers an unforgettable, multi-sensory experience. It's an outrageous evening of entertainment.

### **Hard Rock Live®**

Performance venue featuring the biggest names in music and comedy.

### **Hollywood Drive-In Golf™**

Enjoy 36 holes of B-movie themed miniature golf.



## SHOPPING

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### **Element**

Skateboards, accessories, shoes and apparel.

### **Fossil®**

Watches, handbags, jewelry, sunglasses and apparel.

### **Fresh Produce®**

Women's and children's apparel, handbags and jewelry.

### **Hart & Huntington Tattoo Company®**

Body ink, piercing and authentic H&H apparel.

### **The Island Clothing Store**

Casual wear and accessories featuring brands like Tommy Bahama.

### **P!Q**

Fun and innovative gifts, toys, household items and personal accessories.

### **Quiet Flight® Surf Shop**

Surf fashions, sunglasses, sandals and accessories.

### **Universal Studios Store®**

Universal Studios® character toys, apparel and souvenirs.

## BARS/NIGHTCLUBS

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### **CityWalk's Rising Star**

Karaoke bar where you can sing with a live band and backup singers.

### **the groove<sup>SM</sup>**

Dance club featuring state-of-the-art effects and three themed lounges.

### **Lone Palm Airport**

Enjoy drinks and appetizers beneath Jimmy Buffett's sea plane, the "Hemisphere Dancer."

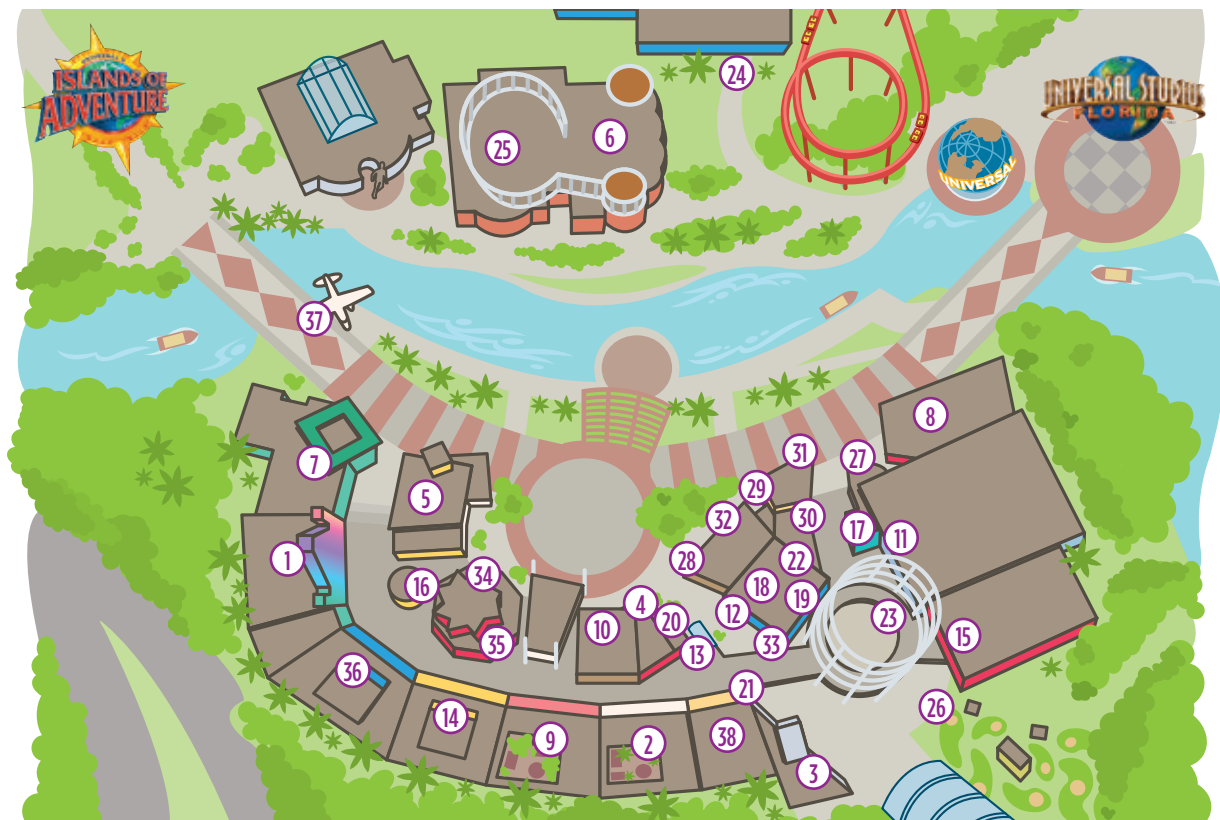
### **Porch of Indecision**

Performance venue featuring the biggest names in music and comedy.

### **Red Coconut Club®**

Trendy tropical-themed nightclub and ultra-lounge.





### DINING – FULL SERVICE

- 1 Antojitos Authentic Mexican Food
- 2 Bob Marley—A Tribute to Freedom<sup>SM</sup>
- 3 Bubba Gump Shrimp Co.<sup>TM</sup> Restaurant & Market
- 4 The Cowfish<sup>®</sup>
- 5 Emeril's<sup>®</sup> Restaurant Orlando
- 6 Hard Rock Cafe<sup>®</sup>
- 7 Jimmy Buffett's<sup>®</sup> Margaritaville<sup>®</sup>
- 8 NBC Sports Grill & Brew
- 9 Pat O'Brien's<sup>®</sup> Orlando
- 10 Vivo Italian Kitchen

### DINING – QUICK SERVICE

- 11 Bread Box Handcrafted Sandwiches
- 12 Cinnabon<sup>®</sup>
- 13 Cold Stone Creamery<sup>®</sup>
- 14 Fat Tuesday<sup>®</sup>
- 15 Fusion Bistro Sushi & Sake Bar<sup>TM</sup>
- 16 Hot Dog Hall of Fame<sup>®</sup>
- 17 Menchie's<sup>®</sup>
- 18 Moe's<sup>®</sup> Southwest Grill
- 19 Panda Express
- 20 Red Oven Pizza Bakery<sup>SM</sup>
- 21 Starbucks<sup>®</sup>
- 22 Whopper<sup>TM</sup> Bar

### ENTERTAINMENT/ACTIVITIES

- 23 AMC<sup>®</sup> Universal Cineplex 20 with IMAX<sup>®</sup>
- 24 Blue Man Group
- 25 Hard Rock Live<sup>®</sup>
- 26 Hollywood Drive-In Golf<sup>TM</sup>

### SHOPPING

- 27 Element
- 28 Fossil<sup>®</sup>
- 29 Fresh Produce<sup>®</sup>
- 30 Hart & Huntington Tattoo Company<sup>®</sup>
- 31 The Island Clothing Store
- 32 P!Q
- 33 Quiet Flight<sup>®</sup> Surf Shop
- 34 Universal Studios Store<sup>®</sup>

### BARS/NIGHTCLUBS

- 35 CityWalk's Rising Star
- 36 the groove<sup>SM</sup>
- 37 Lone Palm Airport
- 38 Red Coconut Club<sup>®</sup>

# BLUE MAN GROUP





## BLUE MAN GROUP\*

Blue Man Group is comedy, theater, rock concert and dance party all rolled into one. This wildly popular phenomenon delivers an unforgettable multi-sensory experience that has captivated 35 million people worldwide. Don't miss Blue Man Group - enemy of monotony, remedy for boredom, promoter of overjoy and elation.

### DESCRIPTION

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Blue Man Group at Universal Orlando® Resort combines music, science and laughter, making for an explosive evening of entertainment. Each show features audience participation and improvisation, making every performance as different as the audience.

### LENGTH OF SHOW

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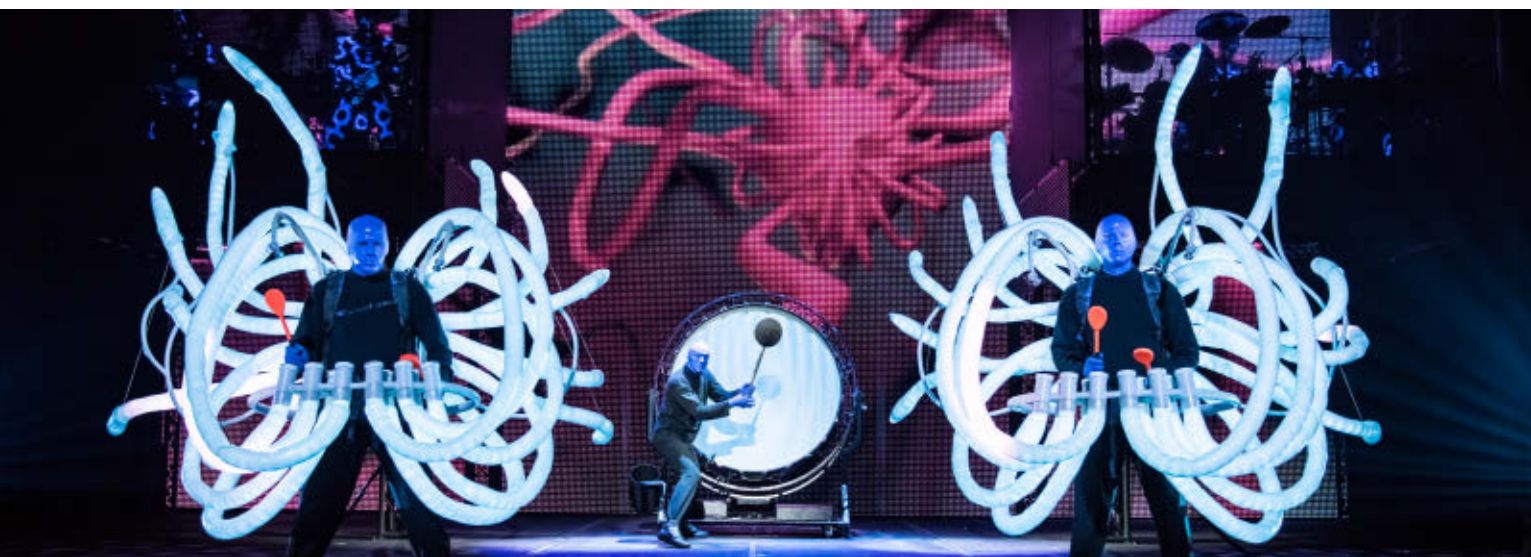
1 hour and 45 minutes with no intermission. Guests should arrive 30 minutes prior to showtime.

### LOCATION

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The Blue Man Group theater is located in Universal CityWalk® at Universal Orlando® Resort. The main entrance to the theatre is located between Hard Rock Cafe® and the entrance to Universal Studios®. It can also be accessed by leaving Universal Studios® between Despicable Me Minion Mayhem and the Universal Studios Store®.

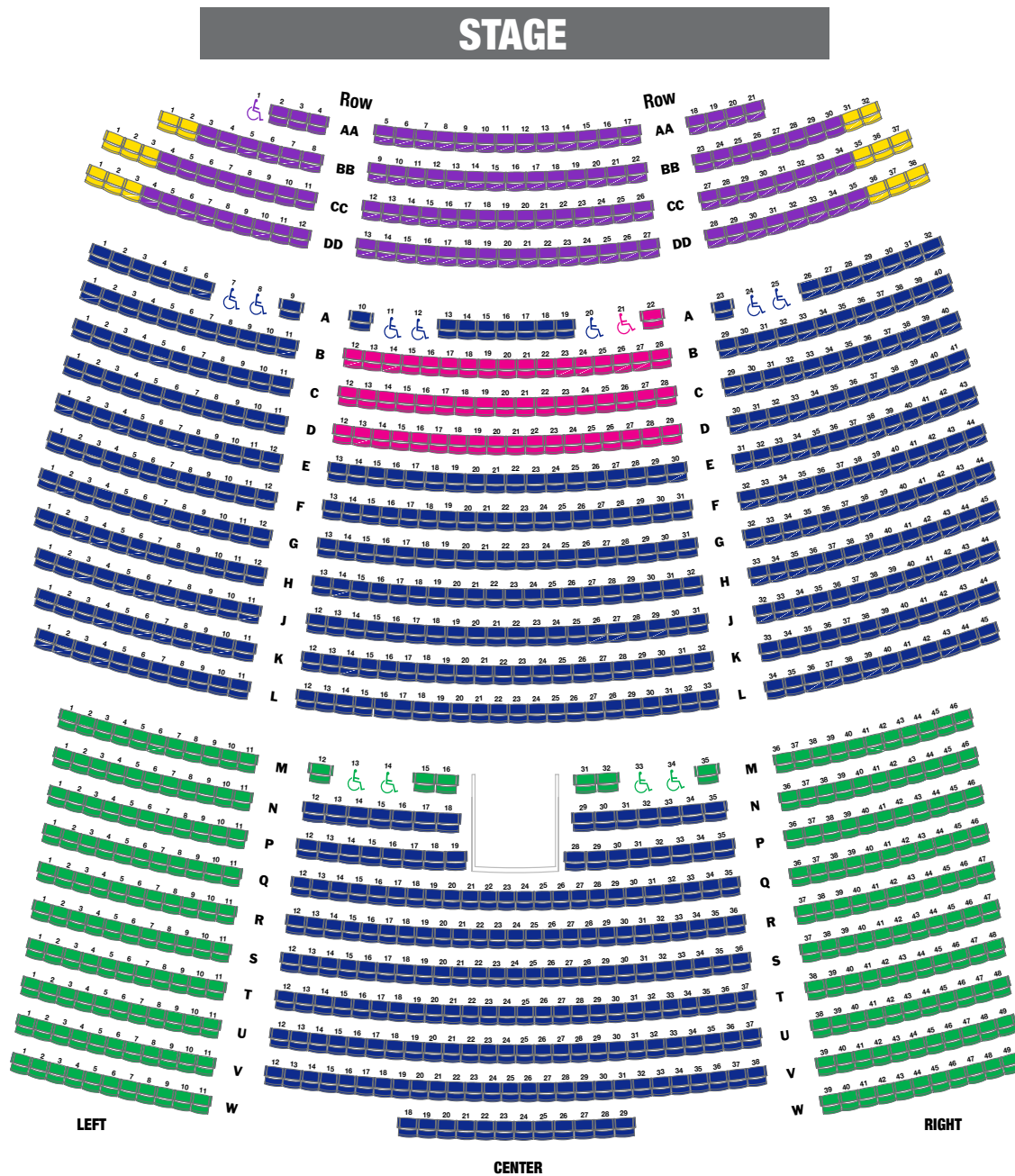
\*Separately ticketed show.










## SEATING & TICKETS

Capacity: 1,000 seats per show plus 15 ADA approved seats available. Tickets available up to 6 months in advance. All guests, including children 3 and older, are required to have a ticket and their own seat. Children under 3 may sit on a parent's lap. Theme park admission is not required.



	<b>PREMIUM</b>	<b>Poncho: Row AA-DD</b> <b>Zone One: Row A-D</b> <b>Zone Two: Row E-L</b> <b>Zone Three: Row M-P</b> <b>Zone Four: Row Q-W</b>
	<b>PONCHO 1</b>	
	<b>PONCHO 2</b>	
	<b>TIER 1</b>	
	<b>TIER 2</b>	



## SELLING POINTS

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Blue Man Group is high energy and interactive.

**NO LANGUAGE BARRIER:** There is very limited spoken language in the show, making it the perfect choice for non-English speaking guests.

**THEATER:** Stadium style seating in an intimate theatre setting. Excellent sightlines.

**ATTIRE:** Casual environment; jeans and sneakers are ideal.

**FOOD & BEVERAGE:** Concessions, beer, wine and limited spirits are available for purchase and may be taken into the theatre.

**MERCHANDISE:** Souvenirs are available on-site.

## SPECIAL NOTES

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### CHILDREN

Recommended for ages 5 and up due to the extensive use of dynamic music, percussion and periodic strobe lighting effects.

### PONCHO SECTION

Most interactive section of the theater. Complimentary ponchos are provided to this seating area in the event materials used during the show reach into the audience. All materials are edible and water-soluble. However, it is recommended that guests in this area should not wear leather, silk, suede or items which require dry cleaning.

### AUDIO

Sound levels vary; complimentary earplugs will be available to patrons upon their request.

### CAUTION

Strobe lights are utilized during the show. Guests with medical conditions that may be aggravated by strobe effects can be escorted out of the theater during those periods.

**WET 'N WILD**<sup>®</sup> LOCATED MINUTES AWAY



[UNIVERSALTRAVELAGENTS.COM](http://UNIVERSALTRAVELAGENTS.COM)



## WET 'N WILD® WATERPARK

With more multi-passenger tube rides than any other waterpark in Orlando, Wet 'n Wild® is the perfect place to relax, have fun, and enjoy the warm Florida sun. Wet 'n Wild is located just five minutes from Universal Orlando® Resort, and can be added to any Universal Orlando® Multi-Park admission to create a 3-Park Ticket.

**NOTE:** Wet 'n Wild® is scheduled to close December 31, 2016 (date subject to change).

### GROUP THRILLS

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#### THE BLACK HOLE™: THE NEXT GENERATION

Must be at least 48" (121cm).

#### THE BLAST

Must be at least 48" (121cm); or 36" (91cm) tall if riding with an adult.

#### BRAIN WASH™

Must be at least 48" (121cm).

#### DISCO H2O™

Must be at least 48" (121cm); 36" (91cm) tall if riding with an adult.

#### THE FLYER

Must be at least 48" (121cm); 36" (91cm) tall if riding with an adult.

#### THE SURGE

Must be at least 48" (121cm); 36" (91cm) tall if riding with an adult.

### SUPER THRILLS

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#### AQUA DRAG RACER™

Must be at least 42" tall (106cm).

#### THE BOMB BAY

Must be at least 48" (121cm).

#### MACH V

No height restrictions. Ability to control a mat is needed. Under 48" (121cm) tall are required to wear a US Coast Guard approved life vest/floatation device.

#### DER STUKA

Must be at least 48" (121cm).

#### THE STORM

Must be at least 48" (121cm) and a strong swimmer.

### FAMILY FUN

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#### BLASTAWAY BEACH™

- Under 48" (121cm) must be accompanied by an adult
- Sandcastle-themed water playground
- 60-foot sandcastle with over 160 interactive toys and 15 slides
- Spans two pools (upper and lower)
- Secluded area with dedicated seating and only one entrance/exit

#### WAVE POOL SURF LAGOON

Children and non-swimmers should not be left unattended. All children 48" (121cm) tall and under are required to wear a US Coast Guard approved life vest/floatation device while swimming in the Surf Lagoon.

#### LAZY RIVER

Children and non-swimmers should not be left unattended. All children 48" (121cm) tall and under are required to wear a US Coast Guard approved life vest/floatation device while swimming in the Lazy River.



## RULES & GUIDELINES

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- Notice: Some attractions at Wet 'n Wild® demand strenuous activity requiring a high degree of physical control. We strongly recommend that persons who are pregnant, overweight, in poor health or possess a weak heart, weak back or any physical limitation should not participate in these attractions.
- Children under 6 must be accompanied by a supervising companion
- Eyeglasses must have head straps



# SPECIAL EVENTS





## SPECIAL EVENTS

Nobody throws a party like Universal Orlando® Resort. From concerts to parades to unique seasonal festivities, your clients will want to plan their visits around one or more of these exciting special events.

### THEME PARKS

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#### SPRING

##### **Mardi Gras**

It's the biggest party of the year as the best of The Big Easy takes to the streets of Universal Studios®. Enjoy live concerts with some of the biggest names in music, a colorful parade, outrageous street performers and authentic Cajun food. Select dates February – April.

#### FALL

##### **Rock The Universe®**

Universal Studios® is the setting for this two-day festival featuring the hottest bands in Christian rock. Select dates in September.

SEPARATELY TICKETED EVENT.

##### **Halloween Horror Nights®**

The nation's premier annual Halloween event takes place at Universal Orlando® Resort, with terrifying haunted houses, nightmarish street experiences, live shows and more. Select dates September – October.

SEPARATELY TICKETED EVENT.

All events, dates, locations, and entertainment subject to change without notice.







## WINTER

### Grinchmas™

Dr. Seuss's classic tale comes to life at Universal's Islands of Adventure® with colorful decorations, a live show and a chance to meet The Grinch™ himself. Select dates in December.

### Holiday Parade

Guests can join in the fun of a colorful parade at Universal Studios® with marching bands, costumed characters, and Santa himself. Select dates in December.

### A Celebration of Harry Potter™

Celebrate Harry Potter's adventures with a weekend of events including film talent appearances, Q&A sessions, interactive experiences, special exhibits and more, along with all the magic and excitement of The Wizarding World of Harry Potter™ - Hogsmeade™ and Diagon Alley™.

## UNIVERSAL CITYWALK®

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## SPRING

### Bob Marley's Birthday Jam

Celebrate the life of a legend with live reggae music, authentic Jamaican food, birthday cake, and more.

### Mardi Gras After Party

Continue the fun of Universal Studios' Mardi Gras celebration afterwards on event nights at Pat O'Brien's® and the rest of CityWalk's clubs.

### St. Patrick's Day

Universal CityWalk® transforms into "St. Patrick's Day Central" with themed decorations, live Irish/party music, traditional Irish food, and more.

## WINTER

### New Year's Eve

Adults can ring in the New Year with a spectacular street party at Universal CityWalk® featuring incredible food and live entertainment.

SEPARATELY TICKETED EVENT.



## ON-SITE RESORT HOTELS

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### **Harbor Nights – Quarterly at Loews Portofino Bay Hotel**

A wine tasting and jazz event designed to capture the ambience of the Mediterranean. The event is held quarterly on the beautiful Harbor Piazza overlooking the sparkling Portofino Bay and features select wines, gourmet food samples, live jazz music and complimentary hand-rolled cigars. Additional ticket required. To learn more about this event or to purchase tickets, visit [www.universalorlando.com/hotevents](http://www.universalorlando.com/hotevents).

### **Velvet Sessions – Last Thursday of every month at Hard Rock Hotel® (adults 21+)**

Each “session” combines creative cocktails and finger food with live music from legendary rock bands. 21 & older event. Tickets vary by performance. To learn more about this event or to purchase tickets, visit [www.universalorlando.com/hotevents](http://www.universalorlando.com/hotevents).

### **Jake’s Beer Dinner & Jake’s Beer Festival – Loews Royal Pacific Resort Hotel (adults 21+)**

Kick back and relax in a South Seas island paradise with these two unique experiences created for beer lovers, foodies, and all who enjoy a good time.

Jake’s Beer Dinner features a four-course meal prepared by our award-winning chefs. Each course is expertly paired with craft and specialty beers.

Jake’s Beer Festival happens only twice each year and takes place under the outdoor Wantilan Pavilion at Loews Royal Pacific Resort. The festival features 50 or so craft and specialty beers, creative and tasty foods expertly prepared by the hotel’s award-winning chefs, and live entertainment.

### **Wine Riffs – Hard Rock Hotel® (adults 21+)**

Wine Riffs is a quarterly event that features one winery that will come and tell their stories as you indulge in the culinary pairings from our chefs, and feel the emotions of the music soundtracks that tie them all together. Join us for an evening exploring the relationship between wine, food, and music.

# VACATION PACKAGES



## VACATION PACKAGES

Universal Parks & Resorts Vacations®, the official travel company of Universal Orlando® Resort, provides your clients the best Universal vacation package selection and value. If you find a better price, we will refund the difference to your client and provide a \$25\* credit to purchase additional products for their vacation package.

You can tailor a vacation package to fit your client's needs. Choose the hotel and the number of days they're staying. Add on theme park tickets. Include a day at Wet 'n Wild® waterpark, Universal Orlando's Dining Plan or a performance of Blue Man Group. Do they need airfare? A rental car? Create your client's ideal vacation based on their budget and what their family wants to experience.



Book with Universal Parks & Resort Vacations via [www.VAXVacationAccess.com](http://www.VAXVacationAccess.com) or by calling 1-800-224-3838.

For Group Vacation Packages (10 or more rooms), call 1-800-224-4489.

## VACATION PACKAGES

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### 2-Park Getaway Vacation (3-Night/2-Park Package)

- 3-Night accommodations
- 2-Day, Park-to-Park Ticket to Universal Studios Florida® and Universal's Islands of Adventure®
- Early Park Admission to The Wizarding World of Harry Potter™ (one hour before the theme park opens)\*\*
- Access to select live entertainment^ at Universal CityWalk®

### UPRV Exclusive Vacation (The Wizarding World of Harry Potter™ Vacation Package)

- 4-Night accommodations
- 3-Day, Park-to-Park Tickets to Universal Studios Florida® and Universal's Islands of Adventure®
- Early Park Admission to The Wizarding World of Harry Potter™ (one hour before the theme park opens)\*\*
- Breakfast at the Three Broomsticks™ – one per person
- Breakfast at the Leaky Cauldron™ – one per person
- Access to select live entertainment^ at Universal CityWalk®
- One (1) Shutterbutton's™ Photography Studio session^^ in The Wizarding World of Harry Potter™ - Diagon Alley™

Package options include air, ground transfers and rental cars.

Remind your clients about the exclusive benefits of staying at one of Universal's on-site hotels. See the On-Site Resort Hotels section for details.

You can make your clients' visits easier and more fun with a Dining Plan. A full-service Universal Dining Plan is only available with a vacation package so make sure your clients know about it before they book a package. Visit the Vacation Enhancements section for more details.

\* Restrictions Apply. \*\*Paid theme park admission required. Early Park Admission begins one (1) hour prior to regularly scheduled park opening to one (1) Universal Orlando theme park as determined by Universal Orlando. Valid at select attractions at each park. Universal Orlando Resort reserves the right to open alternative attractions in the event that a technical problem arises or an attraction opening is delayed. Additional restrictions may apply. ^Not valid for separately ticketed concerts and special events. Some venues require ages 21 or older for admission. Valid Photo ID required. Does not include admission to AMC@ Universal Cineplex 20 with IMAX®, the Blue Man Group show or Hollywood Drive-in Golf™. Subject to availability. Restrictions apply and benefits are subject to change without notice. ^^Upon full payment for The Wizarding World of Harry Potter™ Exclusive Vacation Package we will send an E-Travel Document to the e-mail provided at the time of booking. The E-Travel Document will include confirmation instructions, destination information and details about your Shutterbutton's™ Photography Studio session. Valid for one (1) Studio session per room and a maximum of five (5) guests per session. Session includes: one (1) commemorative Shutterbutton's experience DVD in a Shutterbutton's Photography Studio DVD case and access to unlimited digital views. Access to digital viewing is provided by Colorvision International Inc. and is subject to additional terms and conditions. Data rates and other charges may apply. Please check with your carrier.

## UNIVERSAL PARTNER HOTELS

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Chosen based on quality, reputation, and proximity to Universal Orlando®, the Universal Partner Hotels are each located within minutes of Universal Orlando® Resort. From value to moderate to luxury accommodations, the Universal Partner Hotels offer many ideal options. Plus, your guests will receive FREE\* scheduled transportation between their hotel and Universal Orlando.



In addition to transportation and the wide range of accommodations our Universal Partner Hotels offer, guests can also enjoy additional BONUS BENEFITS at some of our partner hotels.

## TRANSPORTATION OPTIONS

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### UNIVERSAL'S SUPERSTAR SHUTTLE

Universal's SuperStar Shuttle offers Round Trip Transfers from Orlando International Airport to each of the Universal Orlando® Resort on-site hotels: Universal's Cabana Bay Beach Resort, Loews Sapphire Falls Resort, Loews Royal Pacific Resort, Hard Rock Hotel® and Loews Portofino Bay Hotel. This product can be added to any Universal Parks and Resorts Vacations package.

### ROUND-TRIP MEET & GREET TRANSFER

Travel between Orlando International Airport and Universal Partner Hotels via taxi, sedan or van.

### TAKE TWO TRANSFER

Enjoy one-way transfer service from Orlando International Airport to a Universal Orlando® Resort hotel and one-way transfer from a Universal Orlando hotel to a Walt Disney World® hotel.

### AREA TRANSPORTATION

For guests staying at a Walt Disney World® Resort area hotel we offer round-trip shuttle transportation to Universal Orlando® Resort.

### RENTAL CAR

Whether you want to cruise around town in a convertible or save money with an economy car, we can make arrangements for the vehicle that best meets your needs.

#### Avis® Car Rental

Life is nonstop. We're here to keep you moving. From the car to the accessories, you choose what best fits you and your trip with Avis, the official car rental partner of Universal Orlando® Resort.

#### Budget® Car Rental

When you rent a car, you shouldn't need a handbook. Why not choose simple, smart and easy on the wallet? Then you can focus on having fun. Book with Budget, the official car rental partner of Universal Orlando® Resort.

**Please visit [www.VAXVacationAccess.com](http://www.VAXVacationAccess.com) for more information.**



## TRAVEL PROTECTION PLAN

Universal Parks & Resorts Vacations Travel Protection options provide you with the flexibility to cancel your vacation for any reason prior to departure and provide coverage for unplanned occurrences during your trip.

### CANCEL FOR ANY REASON\*

- Pre-Departure Protection
- Provider: Universal Parks & Resorts Vacations®
- Inclusions:
  - Avoid all non-refundable fees for vacation cancellation prior to departure, for any reason†
  - Credit for the full value of air tickets to use towards future travel††

### TRAVEL PROTECTION PLAN\*\*

- Post-Departure Insurance
- Provider: TravelEx. travel insurance is underwritten by Stonebridge Casualty Insurance Company, a Transamerican company, Columbus, Ohio; NAIC#10952
- Inclusions:
  - Reimbursement of unused package costs due to vacation interruption
  - Reimbursement of fees due to vacation delays
  - Medical Expense/Emergency Assistance benefits

### COMBINATION CANCEL FOR ANY REASON/VACATION PROTECTION PLAN

- Pre & Post-Departure Insurance
- Provider: Universal Parks & Resorts Vacations, and TravelEx. travel insurance is underwritten by Stonebridge Casualty Insurance Company, a Transamerican company, Columbus, Ohio; NAIC#10952
- Inclusions:
  - Avoid all non-refundable fees for vacation cancellation prior to departure, for any reason†
  - Credit for the full value of air tickets to use towards future travel††
  - Reimbursement of unused package costs due to vacation interruption
  - Reimbursement of fees due to vacation delays
  - Medical Expense/Emergency Assistance benefits

\*Cancel for Any Reason plan covers all package cancellation fees imposed by the airline, hotel, car rental company or other travel service provider up to 24 hours prior to the originally scheduled flight departure time or hotel check-in time. Flight or hotel must be booked through Universal Parks & Resorts Vacations to qualify as beginning of travel. Cancel for Any Reason plan must be purchased at the time of deposit and/or full payment for the package. Once purchased, the Cancel for Any Reason plan is non-refundable, has no cash value, and may be redeemed one (1) time. Cancel for Any Reason plan is available for redemption only by the person(s) who booked the travel and is not transferable. All persons ages 3 and over in the travelling party must purchase.

†Universal Parks & Resorts Vacations must be called at 800-407-4275 to cancel vacation packages. Fees imposed will be paid one (1) time by Universal Parks & Resorts Vacations. Upon cancellation, a refund will be issued to the original credit card used for purchase and will include all amounts paid, except for the cost of non-refundable air tickets and the cost of the Cancel for Any Reason plan. The full amount of money paid for air travel will be returned in the form of a credit for future travel. Cancel for Any Reason plan does not cover changes in fares, which may be higher at the time of rebooking.

††A published air ticket credit will be issued per applicable airline policies less airline change fees and Universal Parks & Resorts Vacations will absorb the change fees. The actual airfare could be higher at the time of redeeming the air ticket credit, which would be the traveler's responsibility. Airfare credits are limited for use by the named ticketed passenger, for use on the same airline, for a period of up to one year from the original ticketing date and are subject to restrictions and limitations imposed by airlines.

\*\*Vacation Protection Plan covers many emergency and unexpected situations during your vacation. The protection plan includes: trip interruption, medical expenses up to \$15,000 emergency medical transport up to \$25,000, travel delay, baggage delay, and loss up to \$25,000 accidental death and dismemberment. For a full summary of details on coverage, benefits, limitations, and exclusion of the insurance plan, please refer to the Description of Coverage. Travel insurance is underwritten by Stonebridge Casualty Insurance Company, a Transamerica company, Columbus, Ohio; NAIC #10952.

Universal Parks & Resorts Vacations is registered with the State of Florida as a seller of travel. Registration number ST-24215.

## REGISTRATION

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To receive commission on applicable products, your agency must be registered to sell Universal Parks & Resorts Vacations®. For details on how to become registered or if you have any other questions regarding our vacation packages and products, please reach out to us at [TravelAgentQuestions@UniversalOrlando.com](mailto:TravelAgentQuestions@UniversalOrlando.com).

# VACATION ENHANCEMENTS





## VACATION ENHANCEMENTS

Take your clients' Universal Orlando® Resort vacation to a whole new level with these great ticket options and add-ons. From VIP tours to dining plans to special events, you can ensure that your clients are getting the most out of their Universal Orlando experience.

### PARK TICKETS

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The best way to experience Universal Orlando® Resort is with a multi-day, Park-to-Park admission ticket. With so much to see and do, your clients would best be served by spending at least two days in the parks while enjoying the benefits of our on-site hotels. Our ticket options are below.

#### PARK-TO-PARK TICKETS

Guests with Park-to-Park admission tickets can enjoy both Universal Studios® and Islands of Adventure on the same day. They can also ride the Hogwarts™ Express\* and travel between King's Cross Station in Universal Studios® and Hogsmeade™ Station in Universal's Islands of Adventure®. Guests can purchase Park-to-Park admission tickets for one to four days.

#### TWO-DAY, PARK-TO-PARK WITH TRANSFERS

Enjoy round-trip transfers from Walt Disney World® Hotels and Walt Disney World® area hotels to BOTH Universal's Islands of Adventure® and Universal Studios Florida®. This special offer is only available for advance purchase.

2-Day, Park-to-Park Ticket with Round-trip Transfers entitles one (1) guest admission and round-trip transfers from Walt Disney World® Hotels and Walt Disney World® area hotels to BOTH Universal Studios Florida® AND Islands of Adventure on any two (2) calendar days during a fourteen (14) consecutive calendar day period which includes the first day any portion of the ticket is used. This ticket also includes fourteen (14) consecutive calendar days of admission to the paid entertainment venues of Universal CityWalk® which commences and includes the first day any portion of the ticket is used. ^

#### BASE TICKETS

Guests can visit one park per day, either Universal Studios® or Islands of Adventure. They cannot ride the Hogwarts™ Express with this ticket option. There are base tickets for one to four days.

#### THREE-PARK TICKETS

With a three-park base ticket, guests can enjoy admission each day to Universal Studios Florida®, Universal's Islands of Adventure® or Wet n' Wild® Orlando waterpark. To access all three parks each day, guests can select a three-park ticket that includes Park-to-Park admission.

#### ORLANDO FLEXTICKET™

Guests get up to 14 days of unlimited admission to Universal Studios Florida®, Universal's Islands of Adventure®, Wet 'n Wild® Orlando waterpark, SeaWorld® Orlando and Aquatica™. For an additional charge, guests can add Busch® Gardens Tampa to receive access to six theme parks.

## VIP EXPERIENCE (REQUIRES THEME PARK ADMISSION)

Personally guided VIP tours of Universal Orlando® Resort's theme parks are sold exclusively by Universal Parks & Resorts Vacations and include:



- Complimentary valet parking for the utmost convenience.
- VIP Experience souvenir lanyard.
- Universal Express<sup>SM</sup> Pass to skip the regular lines at participating rides and attractions.†
- Select discounts on theme park food and merchandise.
- Private and non-private options available.

### 1 DAY/1-PARK VIP EXPERIENCE (NON-PRIVATE)

- Priority entrance at all rides and attractions including The Amazing Adventures of Spider-Man®, TRANSFORMERS™: The Ride-3D and all attractions in The Wizarding World of Harry Potter™.
- Guided walking tour of either Universal Studios® or Universal's Islands of Adventure®.
- Approximately 5 hours.

### 1 DAY/2-PARK VIP EXPERIENCE (NON-PRIVATE)

- Priority entrance at all rides and attractions including The Amazing Adventures of Spider-Man®, TRANSFORMERS™: The Ride-3D and all attractions in The Wizarding World of Harry Potter™.
- Guided walking tour of both theme parks.
- Approximately 7 hours.

### 1 DAY/1-PARK EXCLUSIVE VIP EXPERIENCE (PRIVATE)

- Private guided (1-Park) tour for up to 10 people.
- Party chooses the park, start time and itinerary.
- Not available during peak times.
- Approximately 8 hours.

### 1 DAY/2-PARK EXCLUSIVE VIP EXPERIENCE (PRIVATE)

- Private guided (2-Park) tour for up to 10 people.
- Party chooses start time and itinerary.
- Approximately 8 hours.

### 2 DAY/2-PARK EXCLUSIVE VIP EXPERIENCE (PRIVATE)

- 2 day customized experience.
- Private guided tour of both parks.
- Party chooses start time and itinerary.
- Approximately 8 hours per day.

Group tours are available for a maximum of 12 persons.

Please note that VIP Experiences require separate theme park admission.

Anyone under 18 years old must be accompanied by an adult.

After their tour ends, guests can enjoy Universal Express<sup>SM+</sup> access to enjoy shorter lines.



## UNIVERSAL EXPRESS<sup>SM</sup> PASSES

Universal Express<sup>SM</sup> lets your clients skip the regular lines<sup>†</sup> at participating rides and attractions. Maximize your client's fun and let them get through the lines faster on their favorite rides in both theme parks. If guests are not already staying at a select on-site hotel that provides Universal Express Unlimited, this is a great addition to their Universal experience.



### UNIVERSAL EXPRESS<sup>SM</sup> PASS<sup>†</sup>

Good for one-time use at participating rides and attractions when added to their theme park admission. Options include:

- 2-Park Express Access (Universal's Islands of Adventure<sup>®</sup> and Universal Studios Florida<sup>®</sup> for one day)
- Universal's Islands of Adventure<sup>®</sup> only
- Universal Studios Florida<sup>®</sup> only

### UNIVERSAL EXPRESS<sup>SM</sup> UNLIMITED<sup>††</sup>

Unlimited access at participating rides and attractions when added to their theme park admission. Not valid at Harry Potter and the Forbidden Journey<sup>™</sup>, Harry Potter and the Escape from Gringotts<sup>™</sup> or the Hogwarts<sup>™</sup> Express.

NOTE: Guests who stay at Loews Royal Pacific Resort, Hard Rock Hotel<sup>®</sup> or Loews Portofino Bay Hotel receive Universal Express<sup>SM</sup> Unlimited as a FREE benefit.

<sup>†</sup>Paid theme park admission required. Not valid at Harry Potter and the Forbidden Journey<sup>™</sup>, Harry Potter and the Escape from Gringotts<sup>™</sup>, and other select attractions. Not valid at Hogwarts<sup>™</sup> Express. Available during normal theme park operating hours only. Not valid for separately ticketed special events or Wet 'n Wild. Additional restrictions may apply and benefits are subject to change without notice. <sup>††</sup>Paid theme park admission required. Benefit not valid for guests staying at Universal's Cabana Bay Beach Resort or Loews Sapphire Falls Resort; available for purchase only. Not valid at Harry Potter and the Forbidden Journey<sup>™</sup>, Harry Potter and the Escape from Gringotts<sup>™</sup>, and other select attractions. Not valid at Hogwarts<sup>™</sup> Express. Only valid for the number of guests staying in the room or the length of hotel stay as indicated on the Universal Express<sup>SM</sup> Unlimited pass. Available during normal theme park operating hours only. Not valid for separately ticketed special events or Wet 'n Wild. Additional restrictions may apply and benefits are subject to change without notice. Operating hours only. Not valid for separately ticketed special events or Wet 'n Wild. Additional restrictions may apply and benefits are subject to change without notice.



## UNIVERSAL DINING PLAN\*

Universal Dining Plan - Good At Over 100 Locations. Make your client's meals at Universal Orlando fun and easy with a Universal Dining Plan, which gives them the convenience of adding their meals when they book their Universal Orlando® Resort vacation package.



There are adult and child (ages 3-9) plans. The children's plan is a lower price, and their meals must be selected from the children's menu. The Universal Dining Plan must be purchased in advance. Both the adult and children's plans include:

- One (1) Full Service meal with 1 entrée, 1 Dining Plan dessert, and 1 non-alcoholic beverage
- One (1) Quick Service meal with 1 entrée platter and 1 non-alcoholic beverage
- One (1) Snack
- One (1) Non-Alcoholic Beverage

**The Universal Dining Plan – Quick Service** is another option for your clients to choose from. This can be purchased prior to their vacation or during their Universal Orlando vacation. The adult and children's plans include:

- One (1) Quick Service meal with 1 entrée platter and 1 non-alcoholic beverage
- One (1) Snack
- One (1) Non-Alcoholic Beverage

\*Gratuities are not included. Children ages 9 and under must order from the Kid's Menu. Theme park admission is required for dining in Universal Studios and Islands of Adventure. Dining Plan locations and menus are subject to change without notice. Dining venue operating hours varying by location. Merchandise is not included. Only valid during normal operating hours and excludes dining during separately ticketed events. The Universal Dining Plan is non-transferable and non-refundable. Advance reservations suggested.



Guests simply check the menu boards in participating locations for items honored by the plan (indicated by the Universal Dining Plan symbol) and present their card when placing their order.

Both Universal Dining Plan and Universal Dining Plan – Quick Service can earn you commission when added to Vacation Packages.



## OTHER DINING OPTIONS INCLUDE

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### IN-PARK DINING

#### **Universal's Superstar Character Breakfast**

Exclusively at Universal Studios Florida®, characters from Nickelodeon®, the hit comedy Hop, and Despicable Me join your clients in Cafe La Bamba for a delicious breakfast 8 to 11 am. Reservations, separate fee and valid theme park admission required.

#### **Universal's Cinematic Spectacular® Dining Experience**

Enjoy a delicious meal at Lombard's Seafood Grille. Later, over a scrumptious dessert buffet, enjoy an exclusive viewing area for Universal's Cinematic Spectacular: 100 Years of Movie Memories®. It's the perfect finale to a day of blockbuster thrills. Valid theme park admission, reservations, and separate fee required.

#### **The Grinch™ & Friends Character Breakfast (Holiday Season)**

During the holidays, start the day with The Grinch & Friends Character Breakfast in Circus McGurkus Cafe Stoo-pendous™. Dig into a delicious hearty breakfast hosted by the maven of mischief from Mt. Crumpit himself, The Grinch™. Reservations recommended, valid theme park admission and separate fee required.

### CITYWALK® DINING

#### **Meal & Movie Deal**

Guests can head to Universal CityWalk® to dine at some of Orlando's most exciting restaurants and check out the latest feature films at AMC® Universal Cineplex 20 with IMAX®.

#### **Meal & Mini Golf Deal**

Guests can start their night with some of the best food in CityWalk®. Then they can play through 36 holes of golf featuring the fun of 1950s horror and sci-fi movies combined with cutting-edge interactive elements and special effects.

### ON-SITE HOTEL DINING

#### **Wantilan Luau**

On Saturday nights at Loews Royal Pacific Resort, savor the exotic tastes of the South Pacific and enjoy a musical journey through the Polynesian islands. Reservations required.

#### **Character Breakfast**

Every Sunday at Loews Royal Pacific Resort, guests enjoy traditional breakfast favorites with an island twist, while their favorite theme park characters stop at every table to interact and pose for photos.

#### **Character Dining**

On select evenings at select on-site hotel restaurants, guests are visited by some of their favorite Universal Orlando Resort theme park characters during their meal.

## MY UNIVERSAL PHOTOS

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Guests can capture every unforgettable vacation memory in professional quality print and digital photos through Universal Orlando® Resort. They'll receive:

- Up to three consecutive days of photos in the parks
- Unlimited digital downloads
- My Universal Photos themed lanyard and Star Card
- Smart phone connectivity with the My Universal Photos Mobile App
- 1 Free 5x7 or 8x10 print in a folder
- 1 Free 4x6 print
- \$2.00 4x6 prints at any My Universal Photos location
- \$10.00 5x7 or 8x10 prints at any My Universal Photos location

## SEPARATELY TICKETED EVENTS

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### **Halloween Horror Nights®**

The nation's premier Halloween event, Halloween Horror Nights® occurs on select nights in the fall and is eagerly anticipated by fans from across the globe. EVENT MAY BE TOO INTENSE FOR YOUNG CHILDREN AND IS NOT RECOMMENDED FOR CHILDREN UNDER THE AGE OF 13. NO COSTUMES OR MASKS ALLOWED.

### **Rock the Universe®**

The biggest celebration of Christian music in Florida, Rock the Universe is a September weekend of faith-oriented fun. Call 1-800-Youth15 for tickets only or 1-800-224-4489 for group vacation packages.

### **Grad Bash and Gradventure**

Grad Bash is a two-park annual celebration for high school seniors while Universal's Gradventure is a two-park night out for graduating eighth-graders. Call 1-800-Youth15 for tickets only or 1-800-224-4489 for group vacation packages.

# GUEST SERVICES



## GUEST SERVICES

### CHILD SWAP

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Parties with small children may take advantage of our Child Swap program. This allows one member of a party to wait with the child while the rest of the party rides. Then the adults change places so all may enjoy the ride. See any ride attendant for further details.

### ADA INFORMATION (AMERICANS WITH DISABILITIES ACT)

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#### SERVICES FOR GUESTS WHO ARE DEAF OR HARD OF HEARING

We offer regularly scheduled, interpreted performances at many of our in-park shows. Guests should consult the Park Guide (map) upon arrival so that they can plan their day accordingly. As a regular service to all of our park guests, selected “live action” shows offer interpreted show times every day year-round. The show schedule is subject to change each week, so interpreted shows are printed on the Park Guide (map) which is available as soon as guests enter each of our parks. They will see the icon for “interpret” ( ) next to the show times that will be interpreted. For more information, contact Guest Services at 407-224-4233, choose option 2 or contact them via [www.visitorsatisfaction.com/contactus/](http://www.visitorsatisfaction.com/contactus/).

In addition to interpreting services, closed captioning and assistive listening devices, guidebooks for guests with disabilities and attraction scripts are available at Guest Services in each theme park. TTY telephones are available throughout the parks and are indicated in the Rider’s Guide for Rider Safety and Guests With Disabilities. For guests who are deaf or hard of hearing, Telecommunication Devices for the Deaf (TDDs) are located at the Guest Services Office and Health Services.

#### SERVICES FOR GUESTS USING WHEELCHAIRS

Universal Orlando’s shopping and dining facilities are wheelchair accessible. Also, our outdoor stage shows have areas reserved for guests with disabilities. These areas are clearly marked with the International Symbol of Accessibility.

In addition, all the queues are accessible to guests using wheelchairs (with the exception of Pteranodon Flyers® at Universal’s Islands of Adventure®). There are specific boarding requirements and accommodations for those using wheelchairs at each attraction. In all cases, if the guest is capable of transferring to the ride vehicle’s seating (either by themselves or with the assistance of another person in their party), they may transfer.

Additionally, certain attractions are capable of allowing guests to remain in their standard wheelchair throughout. For a list of all attractions and their specific requirements and accommodations, please consult Universal Orlando’s Rider’s Guide for Rider Safety and Guests with Disabilities, available at Guest Services located at the front of each park.

**NOTE:** We apologize, but due to their dramatic motion, none of the ride vehicles at Universal Orlando will accommodate Electric Convenience Vehicles (ECV’s) or electric wheelchairs. At those rides which can accommodate standard wheelchairs, guests may transfer from their ECV or electric wheelchair into a standard wheelchair, which can be provided at each location.



## GUESTS WITH PROSTHETIC LIMBS

Guests must remove prosthetic legs or feet before riding Dragon Challenge™, Harry Potter and the Forbidden Journey™ or Pteranodon Flyers® to prevent hazards or loss due to ride forces. Guests must remove prosthetic limbs before riding Hollywood Rip Ride Rockit® to prevent hazards or loss due to ride forces.

Prosthetic limbs should be properly attached before riding the following attractions to prevent hazards or loss due to ride forces: Revenge of the Mummy®, The Simpsons Ride™, Woody Woodpecker's Nuthouse Coaster®, The Incredible Hulk Coaster®, Jurassic Park River Adventure®, Harry Potter and the Escape from Gringotts™, Flight of the Hippogriff™, Dudley Do-Right's Ripsaw Falls®, Popeye & Bluto's Bilge-Rat Barges®, and Doctor Doom's Fearfall®. Any guest with prosthetic arms or hands will be required to ensure the limb is properly attached and be able to grasp the ride restraint. Certain hand, arm, leg, and joint elements may be required to ride safely. If you have any questions, please ask a ride attendant or visit Guest Services. Travel Agents can download a Riders Guide at [www.URL.com](http://www.URL.com).

## SERVICE ANIMALS

Service Animals are welcome in all of our restaurant and merchandise locations, attraction queues, and most other locations throughout Universal Orlando®. Additionally, there are specific entry/boarding requirements for each attraction to assist the owner in making an informed decision about their animal's safe admission. Please consult the listing for each ride and attraction in the Rider's Guide for Rider Safety and Guests with Disabilities for more information.

## FOREIGN LANGUAGE ASSISTANCE

Foreign language maps (in French, Japanese, Spanish, German, and Portuguese) and assistance for our non-English-speaking visitors are available at the Guest Services office in either park.

## FIRST AID

At Universal Studios®, First Aid Stations are located on Canal Street between New York and San Francisco and also at Family Services near the guest services lobby. At Islands of Adventure, a First Aid Station is located next to Guest Services at the front of the park and in Sindbad's Village in The Lost Continent®.

## ACCOMMODATIONS FOR ON-SITE HOTEL GUESTS WITH DISABILITIES

All on-site hotels at Universal Orlando are compliant with ADA (Americans with Disabilities Act) guidelines in specially equipped guest rooms. Restaurants are wheelchair accessible.

Guest Room Accessible Features:

- Entry doors are 36" wide
- Doors with peepholes at 3'6" from the floor,
- Closets with rods at 48" high
- Toilets with hand bar bathroom choices
- Roll-in shower stall with adjustable showerhead or combination shower/tub with adjustable showerhead, tub seat and hand bar
- Closed-caption television
- Smoke detector with light

Sight & Hearing Impaired Features: All entrances to individual guest rooms will include the room number in Braille, the international language of the blind. Hearing Impaired Kits (that include a TDD relay service) are available from Star Service and may be used in any guest room.

For more information, contact Guest Services at 407-224-4233.

On-site hotels works with Walker Mobility so guests can rent ECVs and wheelchairs to use for their entire vacation. To rent ECVs and wheelchairs, call 1-888-SCOOTER.



## SPECIAL DINING OPTIONS

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At Universal Orlando® Resort, we know it can be a challenge to dine out when guests have food allergies and/or intolerances.

That's why we offer a number of dining locations throughout Universal's Islands of Adventure®, Universal Studios Florida®, Universal CityWalk® and at any of our on-site hotels where our chefs and culinary staff can accommodate your guest's dietary needs.

### RESEARCH DINING OPTIONS BEFORE YOUR GUESTS ARRIVE

As you're making plans for your guests to visit Universal Orlando® Resort, browse through the online menus for our theme park restaurants. Acquainting yourself and your guests with the available options ahead of time can give them a head start later. If you have any further questions after viewing the menus, you can call 407-224-3463 and speak to a Guest Services Team Member.

### HAVE GUESTS CHECK WITH RESTAURANTS ONCE THEY'RE HERE

If you aren't able to research dining options ahead of time, don't worry. Guests can ask to speak to a chef or manager at any restaurant within Universal Orlando® Resort, or at any of our on-site hotels once they're here. Let them know which guest in their party has a food allergy or intolerance, and what the allergy/intolerance is. Our culinary staff will make every effort to prevent that allergen from coming in contact with any part of that guest's meal.

It should be noted, however, that Universal Orlando does not have separate food preparation facilities in which to prepare allergen-free foods. There is occasionally the chance that allergens may have been introduced to one or more ingredients before they reached the kitchens at Universal Orlando—and, on other rare occasions—even inadvertently as the food was being prepared.

### HAVE GUESTS BRING THEIR OWN FOOD

Guests are also welcome to bring their own food with them if they prefer. Simply notify a Security Team Member performing the security bag check at the front gate that a member of their party has a food allergy/intolerance. Please make sure guests do not bring glass, and inform them that items should be contained in a soft-sided cooler.

Universal Orlando guests staying at one of our on-site hotels may keep their food refrigerated in their hotel room. During check-in, ask the Front Desk Clerk for a refrigerator to be placed in your room. Note: there will be a fee of \$15 per day for use of the refrigerator. Your hotel can give you details. The hotel is unable to accept or hold food in its kitchen on behalf of the guest.

### ADDITIONAL INFORMATION

If you have venue-specific questions or questions that have not been answered here, you can e-mail [FoodServiceCUF@UniversalOrlando.com](mailto:FoodServiceCUF@UniversalOrlando.com) for dining locations within Universal's Islands of Adventure®, Universal Studios Florida® or Universal CityWalk®. Please allow 48 hours for a response.

## KENNEL BOARDING

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Guests can conveniently board their cats and dogs for the day at the Universal Orlando® Kennel located in the multi-level parking complex. Birds, snakes, and ferrets can be placed in the kennel if they are contained in a personal cage. The cost to board is based on a per pet, per day basis. Call 407-224-9509 for prices and more information. Guests must provide food and return periodically to walk their pet(s). Ask the toll plaza attendant for directions to the kennel.

## DIRECTIONS

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### FROM ORLANDO INTERNATIONAL AIRPORT

1. Take SR-528 West (toll road) 11 miles to I-4 East
2. Take I-4 East 2 miles to exit 75A
3. Follow the signs to Universal Orlando's main parking garage

### FROM I-4 EASTBOUND (LAKE BUENA VISTA/KISSIMMEE)

1. Take I-4 East to exit 75A
2. Follow the signs to Universal Orlando's main parking garage

### FROM I-4 WESTBOUND (DOWNTOWN ORLANDO)

1. Take I-4 West to exit 74B
2. Follow the signs to Universal Orlando's main parking garage

### UNIVERSAL ORLANDO® PARKING GARAGE ADDRESS

6000 Universal Boulevard • Orlando, FL 32819

### GEOCODE FOR GPS NAVIGATION SYSTEM DIRECTIONS TO OUR PARKING GARAGE:

Latitude: 28.47399

Longitude: -81.46228

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