



This is a sample agreement. We will generate an actual FlexPay agreement containing your individual order information and transaction details if you select the FlexPay option at checkout. Please carefully review your FlexPay agreement prior to completing your transaction as the rates, fees and terms of your FlexPay agreement will vary from this sample agreement.

Universal Orlando FlexPay Contract

Because your purchase includes payments with FlexPay, please read and agree to the agreement terms below:

Date of Contract: **xx/xx/xxxx**

Order ID: **XXXXXXXXXXXX**

Contract ID: **XXXXXXXX**

Pass(es) Purchased:

ANNUAL PERCENTAGE RATE: 0%

(The cost of my credit as a yearly rate)

FINANCE CHARGE: \$0.00

(The dollar amount the credit will cost me)

Amount Financed: **\$xxx.xx**

(The amount of credit provided to me or on my behalf)

Total of Payments: **\$xxx.xx**

(The amount I will have paid after I have made all payments as scheduled)

Total Sale Price: **\$xxxxx.xx**

(The total cost of my purchase on credit, including my down payment with sales tax of **\$xxx.xx**)

Payment Schedule: 11 monthly payments of **\$xx.xx** beginning **xx/xx/xx**. Final month amount may differ due to rounding.

See the agreement below for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.

Itemization of Amount Financed:

Cash Price: \$xxx.xx

\$xxx.xx

Today's Down Payment

\$xxx.xx

(\$xxx.xx + \$xx.xx sales tax)

Amount paid on your credit card: \$xx.xx Each
month (11 months total)

My down payment and all future payments will be charged to my credit card.

PREPAYMENT: I may pay off the amount due in its entirety at any time without penalty. Partial payments other than monthly installment payments are not permitted. Cash payments are not permitted.

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1. I agree to purchase from Universal Orlando ("UO"), 1000 Universal Studios Plaza, Orlando, Florida 32819, the number of Annual or Seasonal Pass(es) printed above ("Pass(es)"). **I agree that this FlexPay Contract (referred to as the "Agreement") for my Pass(es) remains binding for as long as any of my Passes are valid. The initial term for my Agreement will be twelve (12) months from the date I purchase my Pass(es) under the Agreement (shown above as the "Date of Contract"). On the one-year anniversary of the Date of Contract, the Agreement will automatically renew on a month-to-month basis until I cancel it. I understand that the Pass(es) are initially valid for twelve (12) months after the date of first visit, which may differ from the Date of Contract, and the validity of my Pass(es) will automatically extend by one month with each paid monthly renewal of the Agreement. Please refer to our Frequently Asked Questions page for Annual Passholders on UniversalOrlando.com for more information on your Pass(es)' validity period.**
 2. I authorize UO to automatically charge the payment method I provided when agreeing to this Agreement, any valid replacement payment method I supply in the future, or any other payment method associated with my UO account, including for the initial charge, additional charges during the initial twelve (12) month term, and after the 12-month term, for future payments on a month-to-month basis. After the initial 12-month term, the monthly payment may change and will be equal to 1/12 of the current annual retail rate for the Pass(es) **plus applicable taxes** (the total may be rounded up to the nearest dollar) and will renew automatically on a month-to-month basis unless I cancel in accordance with Section 3. You will notify me of an increase in the monthly payment. I acknowledge that, if any monthly payment by credit card is not completed (or is reversed)

at any time during the initial twelve-month term or during any monthly renewal term thereafter, my Pass(es) may be suspended, and I may be refused admission until the missed monthly payment is paid. **I acknowledge that UO may also change the terms and features of the Passes or convert them to a successor product. UO will notify me of any increase in the monthly payment and any material changes to the Passes or a successor product.**

3. I agree that if I cancel the auto-renewal of this Agreement during the initial 12-month term, the cancellation will not take effect until the end of the initial 12-month term. After the initial 12-month term expires, I may cancel my monthly renewals by submitting my cancellation in accordance with one of the cancellation methods below:

Ways to cancel auto renewal

- a. Access online form at <https://universalorlando.com/cancelpass> and cancel FlexPay auto renewal.
- b. Contact guest-services and ask for FlexPay auto renewal to be cancelled.
- c. Visit the front gate of the park and go to guest service window to cancel FlexPay auto renewal.
- d. Contact Passholder services at [1-866-727-7438](tel:1-866-727-7438) or via email at flexiblepayment@universalorlando.com.

I acknowledge I must cancel at least 72 hours prior to the renewal date of my Agreement. Such cancellation shall (a) stop future auto-renewals of the Agreement, (b) stop future auto-extensions of the validity periods of my Pass(es), (c) and terminate the Agreement effective at the end of my Pass(es)' last day of validity. I understand that unless and until I cancel the monthly auto-renewals of my Agreement, my auto-renewal extensions of my Pass(es)' validity will continue on a month-to-month basis and my payment method will be charged accordingly. **I further acknowledge that I will not receive any refunds or credits for months added to my Pass(es) validity periods unless required by law.** I understand and agree that my obligations under this Agreement survive until all my Passes expire, except for my obligations under Section 7, "**Settling Disputes Between UO and Me**" which provision will survive any termination or cancellation.

4. In the event this Agreement is terminated at any time during the initial 12-month term, I agree to pay an amount equal to the lesser of: (1) the total cost of each admission to any or all UO theme parks, as applicable, based on the Pass(es) purchased above, or (2) the full cost of the Pass(es) above, minus any previous payments made under this Agreement. The foregoing amount will be automatically charged to my payment method that I previously provided. If funds available through my payment method are not sufficient to cover any payment when due, I am responsible for providing UO access to another payment method or to pay the full amount due.

5. If I purchase my Pass(es) with a promotional offer for additional month(s), I agree that any additional months shall extend the validity of my Pass(es) once I have paid for the entire initial twelve-month term. I further agree that if I do not pay for the entire initial twelve-month term, the promotional offer, if any, shall be void and I will not receive the additional month(s). After any promotional offer that extends the validity of my Pass(es) expires, I understand that my Pass(es) will continue to be automatically extended on a monthly basis without a promotional offer and I will be automatically charged in accordance with Section 2.
6. By providing information UO requests, I agree that UO may contact me via phone or email to let me know about my account offers and events. Purchase limit of six (6) Pass(es) per credit card per FlexPay contract. UO may sell or transfer this Agreement at any time, but I may not sell or transfer this Agreement.
7. **Settling Disputes between UO and Me.** This Agreement is governed by the laws of the State of Florida. I and UO agree that any complaint, dispute, or disagreement I may have against UO, and any claim that UO may have against me, whether based on past, present, or future events, arising out of or related in any way to my Pass(es) or this Agreement (“Dispute”) shall be resolved exclusively in the federal or state (including small claims) court sitting in Orange County, Florida, and neither party shall be required to arbitrate any claims against the other. I and UO consent to personal jurisdiction in those courts. This dispute resolution provision expressly supersedes any prior provision of any agreement.

JURY TRIAL WAIVER. I AND UO EXPRESSLY AGREE TO WAIVE A TRIAL BY JURY IN ANY LEGAL PROCEEDING ARISING OUT OF OR RELATED IN ANY WAY TO THIS AGREEMENT.

CLASS ACTION WAIVER. WITH RESPECT TO ANY DISPUTE, I AND UO EXPRESSLY AGREE TO WAIVE THE RIGHT TO PARTICIPATE IN A CLASS ACTION OR OTHER REPRESENTATIVE ACTION AND THE RIGHT TO JOIN OR CONSOLIDATE CLAIMS WITH ANY OTHER PERSON UNLESS PROHIBITED BY APPLICABLE LAW.

8. I agree to purchase and accept, or promise to accept, delivery of the Pass(es), and agree to pay UO or holder the “Total of Payments” identified above by credit card in accordance with the terms of this Agreement, including the Payment Schedule identified above. In addition to all other obligations in this Agreement, I agree to the following:
 - a. Revocation and Suspension: My Pass(es) provides me with revocable privileges which may be changed or cancelled by UO at any time without notice. My Pass(es) may be

revoked for any reason, including but not limited to, if I or anyone for whom I have purchased a Pass(es) under this Agreement uses a Pass(es) for commercial purposes, or engages in activity which UO, in its sole discretion, deems improper, including without limitation, illegal activity or fighting or rowdy behavior at UO's properties. In the event of revocation, UO or holder will have the right to cancel this Agreement without refund, to continue to collect all amounts due under this Agreement as set forth herein, including all amounts due with respect to a revoked Pass(es), or, if I have or anyone for whom I have purchased an Annual Pass under this Agreement has violated the terms and conditions of this Agreement or of the Annual Passes, to declare the entire balance under this Agreement immediately due and payable. If I or anyone for whom I have purchased a Pass(es) under this Agreement is suspected of violating any provision of this Agreement, any of the Pass(es) terms and conditions, or any other rules, regulations, or policies of Universal Orlando Resort, UO may suspend the Pass(es) held by such person or persons on a month-to-month basis subject to an investigation of the alleged violation. UO or holder will continue to collect all monthly payments due under this Agreement, including the monthly payment due for the Pass(es) that has been suspended, during any such month of suspension. Upon conclusion of the investigation and depending upon the findings of such investigation, UO may either reinstate the suspended Pass(es) and extend to cover the period of suspension, or reinstate with extension for the period of suspension, or immediately revoke the Pass(es). In any event, UO or holder will continue to collect all amounts due under this Agreement as set forth herein.

- b. Blockout Dates, Address Changes and Replacements: My Annual Pass terms and conditions may be found on UniversalOrlando.com and provide information on days that my Pass(es) are not available for use for admission to Universal Studios Florida, Universal Islands of Adventure, and/or Universal Volcano Bay (as applicable) ("Blockout Dates"), if any. All Pass(es) replacements must be done at Guest Services at Universal Studios Florida, Universal Islands of Adventure, and/or Universal Volcano Bay, or in the UOAP Lounge at Universal Islands of Adventure. Address changes can be made at Guest Services, by calling [1-866-727-7438](tel:1-866-727-7438). Any address or other contact information changes will not affect the validity of this Agreement or this Agreement's applicability to my Pass(es).
9. By using UO's website to purchase and pay for Pass(es), I consent to enter into the purchase electronically and to receive electronically my contract and disclosures about the purchase ("Documents"). By providing my consent, I confirm that I agree to enter into the transaction electronically and to receive electronically the Documents. If I do not provide my consent, I will not be able to complete a purchase using the website. My consent applies only to this particular purchase and associated Documents, and does not apply to any future transactions. I can withdraw my consent by calling UO at [1-866-727-7438](tel:1-866-727-7438), but my withdrawal will not affect the validity of this purchase or my receipt of the Documents. I may ask UO for a free paper copy of the Documents by calling the same number.

By signing below or by my electronic acceptance, I acknowledge that I am at least 18 years old and acknowledge having received a copy of this Agreement. I also acknowledge that I have read and understand the terms and conditions and agree to be bound by this Agreement.

Name: XXX

Address: XXX

Number of Pass(es) on Contract: 1

Signature: _____

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

Universal Orlando Contact Information:

Universal Orlando Resort

ATTN: Annual Pass/ FlexPay™ Dept.

1000 Universal Studios Plaza

Orlando, FL 32819

1-866-727-7438

FlexiblePayment@universalorlando.com