WELCOME BACK, FAM!
Dear Passholder,

First of all, we hope you and your family are safe and well. We’ve all been through a collective experience that has tried us, and, we believe, made us stronger. And like us, we trust you are more than ready to get out of the house and enjoy some Florida sun. We’re excited to welcome you back to Universal Orlando Resort.

Here are a few updates:

• Enhanced health and safety measures for our team members and guests have been implemented across the parks, hotels and Universal CityWalk.
• Attendance will be limited during our phased reopening.
• See important guest safety information on the following page.

You’ll also find we’ve added some great benefits like dedicated entrances, discounts and more.

If you see me in the parks, please say hello. I value your devotion to our destination and if I don’t get to tell you in person, please accept this heartfelt “Thank You“.

Please visit the Passholder website for current benefits, blockout dates and other offerings.

Bill

Bill Davis
President & COO
Universal Orlando Resort
IMPORTANT INFORMATION FOR YOUR VISIT

In accordance with CDC guidelines we have enhanced sanitation procedures and implemented additional measures for distance spacing and screening.

THEREFORE WE ASK THAT ALL GUESTS AND TEAM MEMBERS COMPLY WITH FOLLOWING:

- **Face covering required**
  Everyone is required to wear a face covering during their visit.

- **Temperature check required**
  Temperature checks will be required upon arrival, and guests with a temperature of 100.4 degrees or greater will not be admitted.

- **Wash hands often**
  Wash your hands with soap and water often for at least 20 seconds.

- **Social distancing**
  Practice social distancing and keep at least 6 feet (2 meters) between your travel party and others.

Please note the CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Guests should evaluate their risk in determining whether to attend. People who show no symptoms can spread COVID-19 if they are infected, any interaction with the general public poses an elevated risk of being exposed to COVID-19, and we cannot guarantee that you will not be exposed during your visit. We appreciate your cooperation during this unprecedented time.

Due to the evolving nature of this situation, details are subject to change without notice.

For more information, please visit [CDC.gov/coronavirus](https://CDC.gov/coronavirus)
What we all need right now is some fresh air, sunshine and a chance to scream with joy at the top of our lungs. Here are a few ways to help you get your Woah Mojo back.

For a limited time, Passholders will receive the following benefits:

- Passholders-only Security Line
- Dedicated entrance to Universal Studios and Universal’s Islands of Adventure
- Free Prime self-parking for Preferred Passholders
- Passholders-only Parking Toll Booth(s)
- Free Coca-Cola Freestyle® cup and a day of refills with Mobile Food Ordering
- Early Park Admission§ to Universal Studios, Islands of Adventure and Volcano Bay¥ (3-Park Passholders only)

As we return to normal, let’s OWN IT.

Offer validity dates vary, visit Passholder website at UniversalOrlando.com/Passholder for full details.

HOW IS OUR BABY 30 ALREADY?
Universal Studios Florida got it all started on June 7, 1990

USF 30TH CELEBRATION DOUGHNUT
Yum-yum! Nom-nom! Celebrate 30 years of Universal Studios with a limited edition doughnut from our friends at Voodoo Doughnut in Universal CityWalk. It’s 15% off for Premier UOAPs and 10% off for Preferred UOAPs. This delicious doughnut with vanilla frosting and raspberry jelly filling will cast a spell on your belly.

Must present valid Annual or Seasonal Pass at time of purchase. Premier and Preferred merchandise discounts apply.

STARTING JUNE 8, 2020
Stop by Voodoo Doughnut to get a doughnut before heading to either the UOAP Lounge in Studios Styles in Universal Studios Florida or Toon Extra in Universal’s Islands of Adventure to pick up a Magnet.

USF 30TH BIRTHDAY MAGNET!
Passholders can receive one (1) free Universal Orlando 30th Anniversary Magnet.

Not responsible for any lost, stolen or damaged magnet. One (1) magnet per Passholder. Available while supplies last. Must visit dedicated location at Universal Studios Florida or Universal’s Islands of Adventure and present valid Annual or Seasonal Pass with photo ID to receive magnet.
WAY MORE THAN “WOW.” THIS IS WOAH.

THE CHASE IS ON COMING SOON
Imagine a stunt show that blends stunning cinematography with live actors and stage sets, blurring the lines between stage and cinema in a truly unique art form. You won’t just watch it. You’ll feel it. Forget what you know about stunt shows. The Bourne Stuntacular isn’t just pushing boundaries. It’s charting new territory. Brace yourself for what’s next. Brace yourself for Bourne.

PROJECT DECLASSIFIED
To commemorate what is surely going to be a crowd pleaser that you’ll want to see again and again, grab your Bourne Button! Starting July 1, 2020 until supplies last. Pick yours up at the usual spots.

One button per Passholder while supplies last.

RAPTOR ENCOUNTER NEW LOCATION - COMING SOON
With a reputation as the most intelligent dinosaur on Isla Nublar, raptors are also one of the most dangerous. Those brave enough to visit the Raptor Encounter in its new location will have a chance to see the most recognizable member of the park’s raptor pack - Blue. Your experience begins with one of our experts trained in raptor behavior. Here you’ll learn some interesting facts about the clever carnivore and her natural habitat.
THERE’S ALWAYS A REASON TO VISIT

There’s always something happening in The Wizarding World of Harry Potter™. From the groundbreaking thrills of Hagrid’s Magical Creatures Motorbike Adventure™ to seasonal events and discounts, Hogsmeade™ and Diagon Alley™ are always alive with excitement. Here are a few of the exciting things to look forward to this year.

DISCOUNTS FOR PASSHOLDERS
Stock up on all your wizarding needs. Premier Passholders get 15% off all merchandise throughout The Wizarding World of Harry Potter™. Preferred Passholders get 10% off. Happy shopping!

DARK ARTS AT HOGWARTS™ CASTLE
(Select Nights this Fall)
Experience again the ominous spectacle of light and music, Dark Arts at Hogwarts™ Castle, as Dementors™ and other fearsome creatures Passholders know so well cloak Hogwarts™ castle in the darker side of magic. Face the fire-engulfed army of Inferi and the haunting image of Lord Voldemort™ as you stare in awe at the castle’s takeover. It’s an unforgettable end to your day at Universal’s Islands of Adventure.
DON'T BE THE 40% DARE YOURSELF

GET HERE SOON - IF YOU'VE GOT WHAT IT TAKES
Did you know that roughly 40% of guests who climb the towers of Volcano Bay's most thrilling rides back out at the last second? That's understandable. It's why we built so many chill moments into this paradise.

INDULGE IN DELICIOUS BITES
Sample foods you can’t get in the other parks, with tropical-inspired fare and Volcano Bay exclusives like the Waturi Fusion ice cream.

VOLCANO BAY GEAR IS HERE
Stock up on cool gifts, clothing and more. Premier Passholders receive a 15% discount on Volcano Bay merchandise and Preferred Passholders get a 10% discount.

Available at the following locations:
- Waturi Marketplace
- Krakatoa Katy’s
- Toucan Cart
- Piranha Cart
- Monkey Cart

DINING DISCOUNTS
15% Premier and 10% Preferred Passholder food and beverage discounts apply at the following venues:
- Bambu
- Kohola Reef Restaurant & Social Club
- Koka Poroka Ice Cream Kona
- Whakawaiwai Eats
- Feasting Frog
- ICEE®

JUNE 8 – JUNE 30, 2020
Power and Seasonal Passholders enjoy a 10% discount at the following venues:
- Bambu
- Whakawaiwai Eats
- Kohola Reef Restaurant & Social Club
- Feasting Frog
- ICEE®

PASSHOLDER BLOCKOUT DATES FOR UNIVERSAL’S VOLCANO BAY
- Seasonal Passholders - Jun. 12 – Aug. 16
- Power Passholders - Jun. 12 – Aug. 16 before 4pm only
- Preferred Passholders - Jul. 1 – Aug. 16 before 4pm only

Please note: Volcano Bay blockout dates apply to 3-Park Passes only. Blockout dates subject to change.

Venue operating hours may vary and are subject to availability. All dining discounts exclude alcoholic beverages, gratuity or tax. (2-Park Passholders are able to receive discount if they have a Volcano Bay admission ticket.)

GET DETAILS AT UNIVERSALORLANDO.COM/PASSHOLDER
ESCAPE TO ENDLESS SUMMER

Universal’s Endless Summer Resort - Surfside Inn and Suites is truly a stunning showplace. Passholders, take advantage of this first-ever Endless Summer Resort discount and enjoy a staycation right now for as little as $79 per night. (Must book by July 24.) And for just $20 more per night, you can upgrade to a 2-bedroom suite. You’ll have plenty of space, be close to the parks, enjoy free and easy transportation and get into the parks early.

FOR AS LITTLE AS $79 per night +tax

HURRY AND LOCK IN YOUR PASSHOLDER DISCOUNT NOW.

*Rates are Sunday - Thursday. No group rates or other discounts apply. Promotion is subject to availability and is limited to capacity.

Enjoy these benefits when you stay at a Universal Orlando Resort hotel:

- Complimentary Transportation To The Theme Parks And Universal CityWalk
- Early Park Admission
- Resort-Wide Charging Privileges With Room Key
- Complimentary Delivery Of Merchandise Purchased Throughout The Resort To Your Hotel
PASSHOLDER APPRECIATION DAYS
AUGUST 10 – SEPTEMBER 30 • 2020

SAVE THE DATE
Aug. 10 – Sept. 30, 2020

Every year we dedicate several days and nights to our UOAP family with tons of perks, discounts and exclusive opportunities during Passholder Appreciation Days.

ALWAYS ON
See all Your Passholder Perks and get the latest updates from us @ UniversalOrlando.com/Passholder

Feeling old school? Call: 1-866-PASS-4-FUN

Always Fun: Join the family conversation @ the UOAP Facebook Group

WE’RE REUNITED! show us how you’re celebrating with #UOAP

FOR ALL OFFERS, a valid Annual or Seasonal Pass is required for theme park admission and must be presented at the time of purchase or offer redemption. Valid photo ID may be required. Prices, dates, times, locations and benefits are subject to change without notice. Additional restrictions and blackout dates may apply. For full offer details, visit UniversalOrlando.com/Passholder. Offer is valid for all Annual and Seasonal Passholders June 8 – July 5, 2020. To redeem, Passholder must order an entree at a participating location via Mobile Food Order in the Official Universal Orlando Resort App and show their order, valid Annual or Seasonal Pass and photo ID to the greeter at the selected food location. One per entree per Passholder. Offer does not include dedicated UOAP Freestyle souvenir cup. Restrictions apply. Subject to availability. Coca-Cola Freestyle Legal: Valid Coca-Cola Freestyle® Souvenir Cup required to dispense Coca-Cola Freestyle®. Refills are limited to no more than one (1) pour from the Coca-Cola Freestyle® machine per 10 minutes and valid day of purchase only at participating Coca-Cola Freestyle® locations. Sharing is not permitted. Available for purchase at any participating theme park Coca-Cola Freestyle® locations or reservation carts. If you purchased and received a Coca-Cola Freestyle® souvenir cup ticket exchange the ticket in-park for a Coca-Cola Freestyle® souvenir cup at any participating Coca-Cola Freestyle® location or reservation cart. Tickets are non-refundable. No additional discounts apply. Valid Power or Seasonal Pass required for theme park admission. Valid June 8, 12, 15, 19, 22-26, and July 1-3, 2020 for Power Passholders and June 8-12, 15, 19, 22-26, and 29-30, 2020 for Seasonal Passholders. Early Park Admission begins one (1) hour prior to regular scheduled park opening at either Universal Studios Florida or Universal’s Islands of Adventure as determined by Universal Orlando. Valid at select attractions at each park. Attractions are subject to substitutions without notice. Dates and benefits are subject to change without notice. Additional restrictions may apply. Valid June 8 – July 5, 2020. 3 Park Annual or Seasonal Pass required for entry. Early Park Admission begins thirty (30) minutes prior to regularly scheduled park opening at Universal’s Islands of Adventure. Valid at select rides, slides and attractions. Attractions are subject to substitutions without notice. The available theme park(s), attractions, and times for Early Park Admission vary based on operational and weather considerations and are subject to change without notice. Parks, attractions or entertainment may close due to refurbishing, capacity, weather or special events; change operating hours; and otherwise change or be discontinued without notice and without liability to the owners of Universal Orlando Resort. © 2020 UCF Hotel Venture V. UNIVERSAL TM & © Universal Studios. ENDLESS SUMMER registered trademarks, Bruce Brown Films, LLC. All rights reserved. Universal Orlando Resort. © 2020 UCF Hotel Venture V. UNIVERSAL TM & © Universal Studios. ENDLESS SUMMER registered trademarks, Bruce Brown Films, LLC. All rights reserved. Universal Orlando Resort.