Universal Studies and STARS Performance Programs 2025 Policies and Procedures

Valid for groups arriving between January 1 – December 19, 2025

Youth Programs

STEP 1 - SAVE AND FILL OUT YOUTH TICKET ORDER FORM

Before completing, ticket order form must be saved in a PDF format to a drive or location on your computer

STEP 2 - SUBMIT TICKET ORDER FORM

Email completed PDF order form and required documents to *TicketReservations@UniversalOrlando.com*

- Order forms must be accompanied by a written request on school or organization letterhead that includes the date(s) of your visit, school or organization name, number of youth and chaperones, as well as the name and signature of the designated contact person. The letter must acknowledge any third-party travel planners authorized to make decisions on the school or organization's behalf

Completed forms and required documents must be submitted prior to your visit

- Orders must be submitted ***no less than four (4) weeks*** prior to arrival or programs are subject to cancellation
- Orders must be paid for ***no less than three (3) weeks*** prior to arrival
- Orders are not confirmed until you receive a confirmation email and payment has been processed
- Theme Park admission is required for the day of your program
- To avoid duplicate orders only submit your form once, and to check the status of your request please email TicketReservations@UniversalOrlando.com
- To update your order after it has been confirmed please email TicketReservations@UniversalOrlando.com with the requested changes and order confirmation number

STEP 3 - PAYMENT METHODS

Credit Card

- We offer online credit card payment via our payment provider Authorize.net on your mobile phone or computer
- Within seven (7) days of submitting your completed order request you will receive
  1. An itemized confirmation email from TicketReservations@UniversalOrlando.com ***and***
  2. An invoice email from Invoice@Authorize.net with a link to submit payment.
- The invoice will not include the itemized details of your order
- The invoice email can be forwarded to the appropriate person in your organization to input payment information
- Payment must be processed in a single transaction, and orders must be paid in full before they can be printed
- We cannot accept payment over the phone and credit card information should ***not*** be sent via email

Company/Organization Check

- Make checks payable to Universal Orlando
- Certified mail or tracking number is recommended. Send to:

  Universal Orlando
  Attn: Group Travel Operations
  8259B Exchange Drive
  Orlando, FL. 32809

On-Site Payment

- On-site payment should only be used in rare cases where pre-payment is not an option and must be pre-approved by a Universal sales representative
- Allow extra time for processing and printing
- Unacceptable forms of payment include personal checks, purchase orders, payment vouchers, third party checks, counter checks or altered checks

Tax Exemption

Florida law states that each admission charge is taxable unless the transaction is specifically exempt. To qualify for tax exemption, you must provide a copy of your valid Florida Consumer's Certificate of Exemption and payment must be made directly from the funds of the exempt entity. In addition, you will be asked to complete an affidavit confirming details of the exemption and payment method. To access this affidavit please visit Tax Exempt Affidavit

STEP 4 - REFUNDS

- Refunds are not available onsite. In terms of multi-day tickets, no refunds will be given for unused days
- Refunds will be applied dependent on original method of payment. Please allow 4-6 weeks for processing
- Unused admission tickets can be refunded if mailed within 72 hours of your visit date, tracking is recommended
  - Send Unused Tickets to: *Universal Orlando*
    Attn: Accounts Receivable B2
    1000 Universal Studios Plaza
    Orlando, FL 32819

Please visit UniversalOrlando.com to review our Conditions of Entry & Other FAQs | Universal Orlando
For additional assistance please call 1-800-YOUTH-15 Monday – Friday 8:30am – 5:30pm

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GROUP INFORMATION

SCHOOL/ORGANIZATION NAME

TRAVEL AGENCY / TRAVEL PLANNER COMPANY (IF APPLICABLE) | 1st DATE OF TICKET USAGE | TICKET EXPIRATION (10 DAYS AFTER ARRIVAL)

CONTACT NAME | CONTACT EMAIL ADDRESS

MAILING ADDRESS | DAY PHONE | CELL PHONE

CITY | STATE | ZIP CODE

GROUP TYPE ☐ STARS Performance ☐ Studies Program

TAX EXEMPT IN THE STATE OF FLORIDA? ☐ Yes ☐ No

METHOD OF PAYMENT ☐ Check ☐ Credit Card

ORDER FULFILLMENT **PLEASE SELECT ONE (1) OPTION**

FedEx

- No additional charge, highly recommended to eliminate delays in your park experience
- Orders must be paid before they can be printed or shipped
- Please allow up to two (2) weeks from time of payment for confirmation for delivery
- Expedited delivery is not possible, no delivery on weekends, and signatures are required on all deliveries

In-Person Pick-Up

- Tickets can be picked up at the Universal Studios Group Sales Window **Monday-Friday 8am-5pm, or Saturday-Sunday 9am-3pm**
- It is recommended that all tickets be picked up at least one (1) day before the group's first day in the parks
- Please be prepared with your confirmation number and a valid photo ID

NAME OF PICK-UP PERSON | DATE OF PICKUP

TICKET ORDER

PARK-TO-PARK TICKETS: Explore Universal Studios Florida, Universal Islands of Adventure **and** Universal Volcano Bay on the same day. The 3-Park ticket is required to visit Universal Volcano Bay.

Ticket Type	Youth / Chaperone Price Per Person	Quantity: Paid Youth	Quantity: Paid Chaperone	Amount Including Applicable Taxes
3-Park 5-Day Park-to-Park	$238 (+tax $253.47)			
3-Park 4-Day Park-to-Park	$233 (+tax $248.15)			
3-Park 3-Day Park-to-Park	$223 (+tax $237.50)			
3-Park 2-Day Park-to-Park	$203 (+tax $216.20)			
2-Park 5-Day Park-to-Park	$198 (+tax $210.87)			
2-Park 4-Day Park-to-Park	$193 (+tax $205.55)			
2-Park 3-Day Park-to-Park	$188 (+tax $200.22)			
2-Park 2-Day Park-to-Park	$173 (+tax $184.25)			
2-Park 1-Day Park-to-Park ***(Florida Groups Only)***	$123 (+tax $131.00)			
Youth Group Tickets are Blocked Out 12/20/2025 – 12/31/2025				
SUBTOTAL:	**40 Tickets Required for STARS Groups** **20 Youth Tickets Required for Studies Groups**			

COMPLIMENTARY CHAPERONE TICKETS: The number of chaperones cannot exceed the number of youth. Complimentary chaperone tickets are based on the total number of *Paid Youth*; the number of *Paid Chaperones* do not count towards the complimentary ticket ratio

Florida Groups	1 complimentary chaperone ticket for every 10 paid youth tickets	**TOTAL COMPLIMENTARY CHAPERONE TICKETS:**
Out-of-State Groups	***Maximum of 2*** complimentary chaperone tickets per order Orders must include 20 paid youth tickets to qualify for complimentary tickets	

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UNIVERSAL STARS PERFORMANCE PROGRAM

Performance	Confirmed Program Date(s)	Number of Participants
Morning March		
Universal's Holiday Parade featuring Macy's		
Stage Performance		

Workshops	Confirmed Program Date(s)	Price Per Participant	Number of Participants	Subtotal Including Applicable Taxes
Dance is UNIVERSAL! A Workshop with the Professionals ***(Minimum 20 Participants Required)***		$25 (+tax $26.63)		
Sound Design: Music and the Art of Foley Workshop Choir* ***(Minimum 40 Participants Required)***		$35 (+tax $37.28)		
Sound Design: Music and the Art of Foley Workshop Band/Orchestra* ***(Minimum 40 Participants Required)***		$45 (+tax $47.93)		
****For Sound Design shared experiences please enter number of participants by group type***				
			STARS GRAND TOTAL	

UNIVERSAL STUDIES PROGRAM

Your Classroom in Motion: a STEAM App Series	Confirmed Program Date(s)	Price Per Participant	Number of Participants *(Minimum 20 Required)*	Subtotal Including Applicable Taxes
Hollywood Rip Ride Rockit Science		$25 (+tax $26.63)		
Jurassic Paleobotany		$25 (+tax $26.63)		
Kongtrol Panel		$25 (+tax $26.63)		
Mummy Dig-Site Detective		$25 (+tax $26.63)		
TRANSFORMERS Roll Out: 6 Degrees of Freedom		$25 (+tax $26.63)		
Education Tours	**Confirmed Program Date(s)**	**Price Per Participant**	**Number of Participants *(Minimum 20 Required)***	**Subtotal** Including Applicable Taxes
Behind the Adventure Tour		$25 (+tax $26.63)		
Special F/X Tour		$25 (+tax $26.63)		
Business Learning Series	**Confirmed Program Date(s)**	**Price Per Participant**	**Number of Participants *(Minimum 20 Required)***	**Subtotal** Including Applicable Taxes
Career Exploration & Preparation		$25 (+tax $26.63)		
Leadership Skills & Personal Development		$25 (+tax $26.63)		
Business Development: People, Process, Product		$25 (+tax $26.63)		
Education Programs	**Confirmed Program Date(s)**	**Price Per Participant**	**Number of Participants *(Minimum 20 Required)***	**Subtotal** Including Applicable Taxes
Jurassic World VelociCoaster: Breaking Down the DNA		$25 (+tax $26.63)		
Storytelling: It Starts with a Hero		$25 (+tax $26.63)		
Marketing is Universal: Keeping the Guest at Heart		$25 (+tax $26.63)		
Our Weather: Planning for Nature		$16 (+tax $17.04)		
Finance		$16 (+tax $17.04)		
			STUDIES GRAND TOTAL	

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ENHANCEMENTS

GIFT CARDS AND FOOD & BEVERAGE CARDS

- **Gift Cards and Food & Beverage Cards** are nonrefundable, do not expire, and will not be valid for mobile food and drink ordering, online purchases, or purchases via phone sales
- **Gift Cards** are available in $5 increments up to $500 and may be used to purchase select goods and services at participating retail, dining, hotel and other locations throughout Universal Orlando Resort

Product	Cost ($5 Increments)	Quantity	Subtotal Including Applicable Taxes
Universal Orlando Resort Gift Card			
Universal Orlando Resort Gift Card			

- **Food & Beverage Cards** are offered instead of meal vouchers or dining plans to give guests more flexibility. Food & Beverage cards are available in $5 increments up to $100 and valid for use at all Food & Beverage locations throughout Universal Orlando Resort. This card may **not** be redeemed at merchandise locations or reloaded after initial activation

Product	Cost ($5 Increments)	Quantity	Subtotal Including Applicable Taxes
Food & Beverage Card			
Food & Beverage Card			

PARKING

- Only for pre-paid mail delivery orders. Not available for on-site pick-up. Pricing is subject to change at any time, without notice

Product	Cost	Quantity	Subtotal Including Applicable Taxes
Pre-Paid Bus Parking (per bus)	$39.43 (+tax $42)		

COCA-COLA FREESTYLE® SOUVENIR CUP

- Guests will receive 1 printed ticket for each Souvenir Cup purchased to be redeemed at an in-park location
- Limited to no more than 1 pour per 10 minutes. Non-refundable. No additional discounts apply. Sharing is not permitted
- Price is subject to change at any time, without notice

Product	Cost	Quantity *(Minimum 6 Required)*	Subtotal Including Applicable Taxes
Coca Cola Freestyle Souvenir Cup – 1 Day	$14.99 (+tax $15.97)		

UNIVERSAL EXPRESS SKIP THE REGULAR LINES FOR ONE (1) DAY

- For specific pricing and information, please visit UniversalOrlando.com
- Universal Express ride access is a separate queue with a shorter wait time at ***participating*** attractions
- Express Passes are date specific, non-refundable, and not valid for separately ticketed events, such as Halloween Horror Nights
- Separate theme park admission required. Attractions are subject to substitutions without notice
- Universal Express Unlimited allows guests to skip the regular lines an unlimited amount of times at participating rides and attractions
- Pricing varies based on desired date and time of submission and/or any subsequent change requests

Product	Quantity	Date
Universal Islands of Adventure Express Pass		
Universal Studios Florida Express Pass		
2-Park Express Pass		
Universal Islands of Adventure - Unlimited Express Pass		
Universal Studios Florida - Unlimited Express Pass		
2-Park Unlimited Express Pass		

UNIVERSAL EPIC UNIVERSE

- Step through extraordinary portals transporting you to the excitement of Universal Epic Universe theme park at Universal Orlando Resort. For more information on group tickets to Universal Epic Universe in 2025 please visit UniversalOrlandoYouth.com/Plan-your-visit
- Groups participating in a Universal Studies or STARS Performance Program must meet all ticket requirements, not inclusive of Epic Universe. Valid park admission to Universal Studios Florida and Universal Islands of Adventure is required on the day of your program.