



YOUTH PROGRAMS

Frequently Asked Questions

What is Universal Studies?

Universal Studies is a series of educational field trips at Universal Orlando Resort. Along with cutting-edge lessons, your students will also discover the excitement and adventure of two of the world's most amazing theme parks – Universal Studios and Universal's Islands of Adventure.

How many students are required to participate?

Depending on the program you are interested in, the minimum number of students can range from 15 to 40. Check the Education Programs Request Form for program requirements.

How long does each program last?

Depending on the program you are interested in, program lengths can range from 1-3 hours. Check the Education Programs Request Form for program lengths and requirements.

How much does it cost to participate?

Depending on the program you are interested in, program costs may differ. For detailed cost information please fax in your Education Program Request Form or call us at 1-800-YOUTH-15.

What time do the programs begin?

Depending on the program you are interested in, programs can begin anywhere between 8:00 am and 11:00 am. You must arrive at least 15 minutes prior to your scheduled start time. Please see the Education Program Request Form for exact start times and information.

What is the cancellation policy?

Your cancellation must be submitted in writing at least 2 weeks prior to your scheduled program date.

What documentation do I need to submit my group for a program?

You must fax in the Education Programs Request Form at least 4 weeks prior to your selected date. Once we have received your request a Universal Studies representative will call you to make further arrangements and send you a ticket order form. You will then fax in your ticket order form, a copy of your organization letterhead, and a copy of your Florida tax exemption certificate (if applicable.)

How far in advance do I need to submit my payment?

Tax Exempt Orders:

For advance mail out orders: Payment must be received at least 3 weeks in advance. You can either send an organizational check or fax a copy of the organizational credit card (front and back as large and light as possible.)

For pick up orders: Payment can be made on the day of your scheduled program. You can either bring an organizational check or credit card (must have the organization name and pick up persons name to be accepted)

Non Tax Exempt Orders:

For advance mail out orders: Payment must be received at least 3 weeks in advance. You can either send an organizational check, personal check, or supply your credit card number on the ticket order form.

For pick up orders: Payment can be made on the day of your scheduled program. You can bring an organizational check, personal check, organizational credit card (must have the organization name and pick up persons name to be accepted), personal credit card, or cash.

Does Universal Orlando Resort offer transportation to and from our program?

Your group must arrange its own transportation.

FOR MORE INFORMATION VISIT UOGROUPSALES.COM OR CALL 1-800-YOUTH-15