



## THE ULTIMATE INDOOR LEGO® PLAYGROUND

LEGOLAND® Discovery Center is your passport to creativity, color, and imagination! Our ultimate indoor LEGO playground includes 12 unique LEGO® attractions and activities for your group to enjoy including themed LEGO play zones, 2 interactive rides, a 4D Cinema showing 3 different movies, MINILAND Chicago, Racers Build & Test and more!

### Group Preparation Guide

#### Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Advanced pre-paid reservations are required a minimum of 24 hours in advance.
- ✓ One adult chaperone must accompany every 10 children. (grades K-12)
- ✓ Receive one free adult ticket with every 10 child tickets purchased. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number to [Group.SalesCh@merlinentertainments.biz](mailto:Group.SalesCh@merlinentertainments.biz) after your purchase.

#### Visit Duration:

- ✓ The tour through the attraction is self-guided. It should take approximately 60 to 90 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire attraction.

#### Group Hours of Operation:

- ✓ Group rates are available Monday - Thursday
  - Monday: 10:00 am – 3:30 pm
  - Tuesday: 10:00 am – 3:30 pm
  - Wednesday: 10:00 am – 3:30 pm
  - Thursday: 10:00 am – 3:30 pm
- ✓ The attraction may open or close early for special events. Visit: [LEGOLAND Discovery Center Chicago](#) for the most recent updates.

#### Online Group Booking Process:

- ✓ Online reservations can be made online through the secure Online Booking Portal.
- ✓ Group tickets are timed & dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets
- ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number to [Group.SalesCh@merlinentertainments.biz](mailto:Group.SalesCh@merlinentertainments.biz) after your purchase.

#### Group Booking Process (Pay by Check):

- ✓ If paying by check, please fill out our School Request Form on our website and our team will reach out to secure your booking
- ✓ Group tickets are timed & dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets

- ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number to [Group.SalesCh@merlinentertainments.biz](mailto:Group.SalesCh@merlinentertainments.biz) after your purchase.

#### **Online Group Payment:**

- ✓ Payments must be made with a credit card at time of booking.
- ✓ Payment types accepted: Visa, MasterCard, American Express, and Discover.
- ✓ Additional tickets cannot be added to your original reservation after your order is made. We suggest booking for the maximum amount of people anticipated in your group.
- ✓ If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at [Group.SalesCh@merlinentertainments.biz](mailto:Group.SalesCh@merlinentertainments.biz) at least two weeks in advance for a partial refund of those tickets.
- ✓ If additional tickets are required upon arrival, the higher walk-up group rate may apply.

#### **Pay by Check Group Payment:**

- ✓ Payment in full by check must be received by two weeks before visit once quantity of tickets has been finalized. Checks should be made out to LEGOLAND Discovery Center Chicago and sent to:  
LEGOLAND Discovery Center Chicago  
Attn: Marketing  
601 N Martingale Road Suite 130  
Schaumburg, IL 60173
- ✓ If additional tickets are required upon arrival, the higher walk-up group rate may apply.
- ✓ All group numbers are finalized once the check has been received. We are unable to make changes or process refunds once we have received your check payment.

#### **Group Cancellation, Reschedule and No-Show Policy:**

- ✓ Paid reservations may be cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing [Group.SalesCh@merlinentertainments.biz](mailto:Group.SalesCh@merlinentertainments.biz).
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are no refunds on unused tickets on the day of your visit or after your visit date has passed.
- ✓ For groups paying with a check, all numbers are finalized once the check has been received. We are unable to make changes or process refunds once we have received your check payment.

#### **Location:**

- ✓ LEGOLAND Discovery Center Chicago is located at Streets of Woodfield, next to Woodfield Mall at the intersection of Higgins Road and Martingale Road. The address is 601 N. Martingale Road, Schaumburg, Illinois 60173.

#### **Group Recommendations & Important Information:**

- ✓ Please have your group pre-sorted into groups of no more than 20 students to ensure a more bricktastic visit and minimize wait times for those attractions that have a guest limit.
- ✓ Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage facility, and we are not responsible for any lost or stolen items.
- ✓ We do not allow outside food into the center; please plan all meals before or after your visit.
- ✓ Re-entry is allowed if you wish to take a break from your visit for lunch. Please see one of our team members about this.
- ✓ We recommend socks and closed-toe shoes for all children.
- ✓ All rides and playing areas always require chaperone supervision.
- ✓ All the attractions inside LEGOLAND® Discovery Center are included in the price of the admission\*. Guests may wish to bring additional money to purchase food from our Coffee Shop,

Souvenir photos, or LEGO® products from our retail shop. Please note, LEGOLAND® Discovery Center Chicago does not accept cash.

\*VR Experience is not included with general admission.

### Arriving at the Attraction:

#### Bus Drop Off & Parking

- ✓ Buses may drop off students at the main entrance where you will see the LEGOLAND Discovery Center sign and giant LEGO giraffe. This is indicated by the star on the map below. Afterwards all buses must park at the Dick's Sporting Goods parking lot.

#### Entering the Attraction

- ✓ Upon arrival, we recommend having all groups assigned prior to entering the center
- ✓ Groups should remain pre-sorted into small groups outside of the admissions queue prior to arrival.
- ✓ Only the group leader should enter the queue line to check in the group for the day.
- ✓ Present your group order confirmation to the attractions front desk.
- ✓ We ask for your assistance in keeping your group together at this time as our staff will deliver the attraction's rules and provide further instruction before entering.

### Lunches:

- ✓ We do not allow outside food or beverage into the center; please plan all meals before or after your visit.
- ✓ Re-entry is allowed if you wish to take a break from your visit for lunch. Please see one of our team members about this.

### Accessibility:

- ✓ Wheelchair and stroller accessible
- ✓ Our facilities are fully accessible for visitors with disabilities and wheelchair users. We do not provide wheelchair or stroller rentals at our attraction.
- ✓ Visit <https://www.legolanddiscoverycenter.com/chicago/plan-your-day/before-you-visit/accessibility-guide/> to visit our full accessibility guide.

### Amenities:

- ✓ Gift Shop
- ✓ Restroom / changing tables
- ✓ Family restrooms
- ✓ Photo Screen
- ✓ Lockers

### Additional FAQs:

- ✓ **Storage:** Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage facility and we are not responsible for any lost or stolen items.