



Groups and Schools Preparation Guide

Welcome to your LEGOLAND® Discovery Center and SEA LIFE Kansas City
Adventure Preparation Station!

This guide is to help you and your group get ready for your upcoming visit. General
FAQs, the Booking Process, Health and Safety, and so much more are all covered to make
sure everyone has the most FIN-tastic and BRICK-tastic time!

Please contact kc.groups@merlinentertainments.biz if you have questions!

And remember: **NO CASH or CHECKS!**

2475 Grand Boulevard, Kansas City, MO 64108

Think and Look Before you Book!

General FAQ's

- School Field Trips can be booked Monday through Friday
- Organized Group Visits can be booked Monday through Sunday
- Bookings must be made at least 7 days in advance of visit
- Entry and group ticket rates are not guaranteed if reservations are not made in advance
- One adult chaperone must accompany every 10 children (K-12)
- You must have a minimum of 10 people (children or adults) to qualify for the group discount rates
- Tax Exempt rates are available for **Missouri** schools and organizations
- We do not accept **CASH or CHECKS!** Credit or Debit Cards only!
- See more to save! Purchase a Combo Ticket to see both attractions for less!
- Both attractions are self-guided and take approx. 60 to 90 minutes each to complete
- All children under 2 receive free admission and do not require a ticket to enter
- Everything is covered in the price of admission except for the VR, Photos, Coffee Shop in LEGOLAND Discovery Center, Education Workshops, and any Gift Shop merchandise

Differences Between Visiting SEA LIFE and LEGOLAND Discovery Center

- Our hours of operation differ between SEA LIFE and LEGOLAND Discovery Center
 - [LEGOLAND Hours | LEGOLAND Discovery Center Kansas](#)
 - [Aquarium Hours | SEA LIFE Kansas City Aquarium \(visitsealife.com\)](#)
- Each attraction has 5 unique educational workshops!
 - [LEGO Education | LEGOLAND Discovery Center Kansas City](#)
 - [Education Programs | SEA LIFE Kansas City Aquarium \(visitsealife.com\)](#)
- To visit LEGOLAND Discovery Center, all adults must be accompanied by at least one child 17 or younger.
- Adult-only groups cannot visit LEGOLAND Discovery Center during normal business hours
- LEGOLAND Discovery Center has two rides, and both attractions have VR Experiences, all which have height requirements
 - [Family Fun in Kansas City | LEGOLAND Discovery Center Kansas](#)
 - [Virtual Reality Experience | SEA LIFE Kansas City \(visitsealife.com\)](#)

Time to Book Your Tickets!

Booking FAQ's

- We offer tax-free tickets to qualifying schools and groups in **Missouri only**.
 - Send your tax-exempt form to **kc.groups@merlinentertainments.biz**
- All reservations must be made online! Follow the links below to secure your tickets!
- Please Remember: **no CASH or CHECKS!**
 - Reservations must be paid in full at the time of purchase using debit or credit
 - We do not have the ability to create invoices, but you'll receive a receipt of purchase
- All purchases must be made at least 7 days in advance of your arrival
- Groups: 1 free adult ticket per every 10 children tickets booked.
- Schools: 1 free adult ticket per every 5 children tickets booked.
- Free tickets are added at the end of the purchase, so only select as many adult tickets as will be paid for.

Step-By-Step Booking

1. Start by clicking the link that applies to your visit!

[Group Bookings \(Not Tax-Exempt\)](#)

[Group Bookings \(Tax Exempt\)](#)

[Schools Bookings \(Not Tax-Exempt\)](#)

[Schools Bookings \(Tax Exempt\)](#)

2. Select your preferred attraction or select "Combo Admission" to see both!
3. Select how many PAID Adults and Children you have (see above for "Free Adult Tickets")
4. Select your date and time
5. Type your Group or School Name in the field(s) provided
6. If applicable, click on the Workshop tabs to add-on the workshops that correspond with the age range of your group, and the attraction that you are visiting!*
7. After reviewing your "Cart", fill out your billing information and submit your order

*Adults do not have to purchase workshop tickets – just purchase them for the kids!

Select the date and time(s) – max of 20 students/children per workshop timeslot

You can select multiple workshops and multiple timeslots as needed/available

Mistakes, Rescheduling, and Cancelations, Oh My!

Mistakes and Troubleshooting

- Additional tickets **cannot** be added to your reservation until you arrive on-site, at which time you may be subject to the walk-up group rate.
- If you have fewer people than you booked for, please contact the email below to receive a partial refund of those tickets.
 - **Please book for the maximum number of tickets you anticipate needing.**
- If your school credit card isn't working, try these two things first:
 - Remove any special characters (- ' .) from your card name.
 - Try purchasing in a private browser, on your phone, or a different network than your school's.
- Contact KC.group@merlinentertainments.biz if you need to make any changes to your order or if you need further assistance

Rescheduling

- If you need to reschedule your tickets, please let us know at least 48 hours prior to your original visit time.
- Contact KC.group@merlinentertainments.biz if you need to make any changes to your order

Cancelations

- Cancelations must be made prior to 48 hours of your visit
- Tickets expire on the date and time they are purchased for
- There are NO REFUNDS on unused tickets after your visit date has passed.
- Contact KC.group@merlinentertainments.biz if you need to make any changes to your order

Health, Safety, and Accessibility!

BRICK-tastic and FIN-tastic Safety

- Take pictures! However, when in SEA LIFE, please turn off flash for the safety of our animals, and no cameras on any rides
- No backpacks, large bags, or luggage! We do not have storage spaces for these items except for bagged lunches (see more on the “After Your Adventure” page)
- Leave all weapons of ANY KIND at home
- No running in the attractions, and please wear closed-toe shoes!

BRICK-tastic and FIN-tastic Health Procedures

- Hand sanitization stations are available, throughout the attractions
- During your visit, both attractions only accept contactless payment methods (such as Apple Pay) and the use of debit/credit cards to limit the spread of COVID-19 and other illnesses
- Please do not visit the attractions if you are displaying COVID-19 symptoms, living with someone who is, or if you are feeling ill.
- At LEGOLAND Discovery Center, adults must be accompanied by at least one child in their group

Accessibility

- Our attractions have trained staff for anyone requiring elevator access throughout their visit, and both LEGOLAND Discovery Center and SEA LIFE are ADA compliant.
- Wheelchairs and strollers are permitted in both attractions
- We do not have wheelchairs, scooters, or strollers to rent, however Crown Center does have some for rental on a limited availability: **816.274.7251**
- Service Animals are welcome inside the attractions. This includes a dog or miniature horse that is trained to do work or perform tasks for, and to assist, an individual with a disability. Service animals must be controlled by the owner, on a leash or harness at all times. Emotional support animals will not be allowed entry, and no animals are allowed on any rides at inside LEGOLAND Discovery Center.

Parking

- Guests can Park in Crown Center's Parking Garage off Grand Blvd.
 - <https://www.crowncenter.com/visitor-information/parking>
- We validate parking for up to 6 hours. Please ask for the validation tickets when you arrive at admissions.
- Buses/Vans can drop groups off using the retail pull off located off Grand Blvd, in front of the Crown Center Square
- Buses or any vehicles taller than **6.5'** can then park for **FREE** along Warwick Trafficway between 26th and 27th Streets, as well as along McGee Street Trafficway north of 26th Street. **Any vehicles over this height will not fit in the garage!**

Entering the Attraction

- Sort your group into smaller ones! Pre-sort the guests into smaller groups outside of the admissions doors along the glass diving walls prior to entrance
- 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.
- **Organized Groups: Please show proof of organization affiliation at check-in**
- **Schools: Please show proof of school affiliation at check-in**
- Our staff will go over rules and instructions with your group – please assist us in keeping your group together!

Amenities inside the Attractions

- Gift Shops
- Restrooms/Changing Tables/Family Restrooms
- Photo Op Areas
- Coffee Shop (LEGOLAND Discovery Center only)
- And remember – **NO CASH!**

After your Adventure!

Bagged Lunches and Nearby Restaurants

- No outside food or beverages are allowed inside the attractions. We can store bagged lunches that are in coolers or similar containers for your group so you may eat them after visiting the attraction(s)
- If you bring your own lunches, enjoy them outside in Crown Center Square, or at Crown Center's Lunchland
 - [Lunchland | Crown Center in Kansas City](#)
- There are also many restaurants nearby:
 - [Crown Center Directory | Food](#)
 - Panera Bread
 - Starbucks
 - Burnt End BBQ
 - Pak Ling Express
 - Unforked
 - Curry in a Hurry
 - Spin Pizza

Things Nearby

- Crown Center – Shopping, Food, and More!
 - Kaleidoscope
 - Coterie Theatre
- Union Station – One Block Away!
 - Science City
 - Planetarium
 - Model Trains
 - City Theatre
- National WWI Museum: America's only one!
- Money Museum: Tour the Federal Reserve Bank!
- Nelson Atkins Museum: A true encyclopedia of art!

We hope everyone has the most BRICK-tastic and FIN-tastic adventures and can't wait to see you all soon!

If you have any questions, please contact kc.groups@merlinentertainments.biz