

# ARE YOU READY FOR YOUR BRICK-TASTIC PARTY CELEBRATION?



  
**LEGOLAND**  
DISCOVERY CENTER  
BAY AREA

**BIRTHDAY PARTY PACKAGES**

Pre-party InFormation Packet  
LEGOLAND® Discovery Center Bay Area

# TABLE OF CONTENTS

Party Package Overview	1-3
Payment & Cancellation	4
What to Expect	5
Preparing for your Party	6
Guest List Submission Sheet	7-8
Frequently Asked Questions	9-10
Contact Us	11



# AWESOME PARTY PACKAGE OVERVIEW

## THE AWESOME PARTY PACKAGE INCLUDES:

- Admission For up to 25 people (includes kids and adults)
- 60 minutes in one of our private birthday party rooms
- A Birthday Party host from our team
- Access to all of our play experiences, rides, (except VR), and 4D movie theater
- Cupcakes and beverages to accommodate up to 25 people
- Party supplies (plates, napkins, cups)

**\$650**



# AWESOMER PARTY PACKAGE OVERVIEW

## THE AWESOMER PARTY PACKAGE INCLUDES:

- Admission For up to 25 people (includes kids and adults)
- 60 minutes in one of our private birthday party rooms
- A Birthday Party Host from our team
- A lanyard & activity pack for every child
- A LEGO® build for the birthday celebrant
- Access to all of our play experiences, rides (except VR), and 4D movie theater
- Cupcakes and beverages to accommodate up to 25 people
- Pizza to accommodate up to 25 people
- Party supplies (plates, napkins, cups)

**\$800**



# AWESOMEST PARTY PACKAGE OVERVIEW

## THE AWESOMEST PARTY PACKAGE INCLUDES:

- Admission For up to 50 people (includes kids and adults)
- 60 minutes in one of our private birthday party rooms
- A private meet and greet with Bertie, our mascot, or one of his LEGO® Friends
- A Birthday Party Host from our team
- A lanyard & activity pack for every child
- A LEGO® build for the birthday celebrant
- Access to all of our play experiences, rides (except VR), and 4D movie theater
- Cupcakes and beverages to accommodate up to 50 people
- Pizza to accommodate up to 50 people
- Party supplies (plates, napkins, cups)

**\$1650**



# PAYMENT & CANCELLATION

## TO SUBMIT PAYMENT

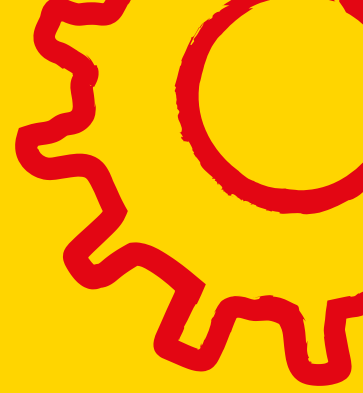
- All payments are taken online, we do not accept payment over the phone. Please visit [LEGOLANDDiscoveryCenter.com/BayArea](http://LEGOLANDDiscoveryCenter.com/BayArea) to access the online store.
- Select Package of choice.
  - We have three package options available. We encourage reading about the benefits of each on pages 1-3 before making your selection.
- On the upper right, ensure you see the quantity 1 above the (+) button.
  - Click the blue next button.
- Select the date and time of your event based on our availability.
  - You will only be able to see time slots available to purchase.
  - Once your party is purchased, upgrades are not possible. Please ensure you've read through each option thoroughly before making your selection.
- Follow the prompts to enter your information to complete the booking.
- Once your payment is complete, you will receive a confirmation email.

## CANCELLATION POLICY

Refunds cannot be given for cancellation requests given within two weeks of your reservation date. For cancellations within two weeks, we can work with you to move your reservation to another date. If you have any concerns, please contact us at [BAGroups@MerlinEntertainments.biz](mailto:BAGroups@MerlinEntertainments.biz)



# WHAT TO EXPECT



- Upon arrival, check in at the admission's desk in Front of the Center.
- One of our playmakers at admissions will assist with check-in, sell any additional tickets you may need to purchase, and answer any additional questions you may have.
- At the start of the party, beverages (and pizza if included) will be served.
  - Drinks will either be poured individually or the party host will have the children line-up to get their drinks.
  - Pizza is served by the birthday host to each guest.
  - The cupcakes are served last. The party **host** will bring the cupcakes into the room while the party sings happy birthday to the birthday child. *(Note: Outside cakes are not permitted.)*
  - Once the time in the private room is up, you will have the opportunity to store your belongings with us while in the Center or we can assist you in taking these items to your vehicle.
- You and your guests are then Free to enjoy the Center For the remainder of your party after the hour in the private room is up. Typically, guests spend 2 hours in the Center after their time in the room. **Your party host does not remain with you during this time** and any additional beverages or Food needed while in the Center are not complimentary.
- If you wish, pick-up can take place in Front of the Center where check-in/ drop-off took place. Birthday parents generally communicate this to any parents who are just dropping off their children For the party.
- LEGOLAND Discovery Center is not responsible For the supervision of any guests.



# PREPARE FOR YOUR PARTY

## Invitations & Thank You Notes

We offer PDF files for invites and thank you notes if you wish to use these. You can download the files on our website. We do not have pre-printed files for use.

## Arrival & Check-in

- We recommend you arrive at least 15 minutes before your scheduled birthday party time. Upon arrival, notify one of our staff that you are hosting a birthday party. If you have any emergencies, are running late, or have last minute questions you can contact our **Manager on Duty**. If you are running late, we will do our best to accommodate your party in the time remaining, but we cannot extend your time in the private room past the 1 hour allotted.
- If some of your guests arrive late, one of our party hosts will do their best to escort all late guests to the party room.

## Address & Parking

LEGOLAND Discovery Center Bay Area is located at Entrance 4 of the Great Mall (870 Great Mall Drive, Milpitas, CA 95035). Mall parking is free.

## What to Bring

- We ask all party parents to fill out a guest list (you can find a guide on Page 7) to assist with our check-in process. Please provide this list 4 days in advance of your birthday party.
- Please bring with you the email confirmation of your order, either printed or you can present this on your mobile device.
- Other than the above, no need to bring anything else. We'll handle the rest!

## Additional Orders

- We do not allow outside food in the Center and we cannot add pizza to an Awesome Party Package order. If ordering the Awesomer or Awesomest Party Package, extra pizzas can be ordered for an additional fee. If you would like to order additional food from our Coffee Shop & Café, please let us know in advance and we will do our best to accommodate you.

## Special Dietary Requests

The cupcakes provided are not:

- Peanut or tree-nut free
- Dairy-free
- Gluten-free

Safety is our highest priority, so please email us of any allergies or special dietary needs after you book your party event and we will work with you to accommodate.

## Policies

- We do not allow outside food in the Center for the safety of our other guests.
- Party supplies are provided. Please do not bring any other decor - our birthday rooms are already decorated in Fun LEGO themes!

## Storage

We will provide bins to store gifts, party favors, and/or miscellaneous items and can hold these items for you while you are in the Center if you wish. Please note that LEGOLAND Discovery Center is not held accountable for any lost items. If you require assistance getting these items to your vehicle, we will do our best to accommodate.

## Recommendations

- We recommend having at least 1 adult per 5 children to assist with keeping a watchful eye over party guests while in the Center. **The party host will not be available to assist your party guests once out of the party room.**
- All party guests must wear socks if they wish to enter our LEGO Pirate Play Structure.
- Guests under 51" in height must have an adult sit in the same row as them on our Imagination Express interactive ride.
- We advise sharing the pick-up and drop-off instructions in advance to parents who are not staying for the party. A typical party takes 3 hours and the front of our Center (inside the mall) can be used for both the pick-up and drop-off location if you wish.
- LEGOLAND Discovery Center is not responsible for the supervision of any guests.



# GUEST LIST



Please provide us with your guest list upon arrival to assist us with the check-in process. Any additional adults outside of the 25 guests included in the party package will need to purchase an Additional Adult Ticket, and will only be granted access to the Center. The private party room cannot exceed 25 persons.

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# GUEST LIST

Use this page to complete the guest list if you have selected the Awesomest Birthday Party!



Please provide us with your guest list upon arrival to assist us with the check-in process. Any additional adults outside of the 50 guests included in the party package will need to purchase an Additional Adult Ticket, and will only be granted access to the Center. The private party rooms cannot exceed 50 persons.

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# FREQUENTLY ASKED QUESTIONS

## Q: Is outside food or catering allowed?

A: No. Outside Food or catering is not allowed For the saFety oF our other guests in the Center. We do have a CoFFee Shop & CaFé that serves sandwiches and other snack Foods For those that may be interested in additional Food options or who have special dietary needs.

## Q: Can you accommodate special dietary needs?

A: We can accommodate special dietary needs with various offerings in our CoFFee Shop & CaFe. The pizza and cupcakes provided with the party, however, are not guaranteed to be allergen, dairy or gluten-free. If you have special dietary needs, please let us know and we will work with you on a solution. Contact us at BAGroups@MerlinEntertainments.biz.

## Q: What are the beverages offered at the party?

A: Water is offered with every party. We also offer your choice of Lemonade, Coca-Cola, Sprite, or Orange soda For each party. We do not offer any additional beverage choices.

## Q: Can I order additional pizza for my party?

A: The quantity oF pizza provided For each party more than accommodates the number oF people in the party. IF you wish, extra pizzas can be ordered For the Awesomer and Awesomest Party Packages.

## Q: Can I order additional food for my party?

A: Yes, you are welcome to order Food From our CoFFee Shop & CaFé For the party. Please just let us know what you'd like to order in advance and our team can put a tray together For you to purchase upon arrival.

## Q: Is Cake provided with my party?

A: No, LEGOLAND Discovery Center Bay Area does not provide a cake For birthday parties. Cupcakes are included with the party packages.

## Q: What flavor are the cupcakes?

A: You are able to choose if you want chocolate or vanilla For your cupcakes.

## Q: How many people can I bring to my child's birthday party?

A: Our private party rooms cannot exceed 25 persons each, which includes adults and children. There must be at least 1 adult present For the party, however, we highly recommend 1 adult per 5 children. IF you need to add additional people, you can purchase a day ticket For each person. These guests are welcome to enjoy the Center, however are not able to attend the birthday party room due to Fire code restraints.

## Q: Can I purchase tickets for additional adults outside of the 25 in my party?

A: Yes. There is a ticket option For additional guests available For purchase at the door. This ticket gets the guest access to the Center only. Access to the private party room and cupcakes, beverage, or Food is not included.

## Q: What if I want to have a party for up to 50 people?

A: IF you want to hold a party For up to 50 people, we require that you book the Awesomest Party Package. We have two separate birthday party rooms with a divider wall that breaks down to create one large room that accommodates up to 50 people.

## Q: If some of my guests have Annual Passes, are they still included in the guest list count?

A: Any guests with Annual Passes are admitted to the Center For Free, however, they will be included in the guest list count in the private party room if they wish to be part oF the event. IF they'd like to enter the Center, but not join the private room, they are welcome to do so. They could join the private party once your time in the party room is up. Please take note that we will be Following the maximum number oF guests allowed in the room at all times.

# FREQUENTLY ASKED QUESTIONS

**Q: Can I schedule a walk-through before booking my party?**

A: Absolutely, we'd be happy to host you for a walk-through. We ask that you book this in advance with us, and it's preferred that this take place Monday-Friday.

**Q: How do I submit payment? Do you accept down payments?**

A: All payment is taken online; we do not accept payment over the phone. We do not accept down payments; all payment is made in full at the time of booking.

**Q: Once in the Center, will I still have access to our party host?**

A: No. The dedicated party host is with your party during your time in the private room. This individual will also assist with any needs you may have before or after the time in the private room to the best of their ability. We recommend that you have at least 1 adult per 5 children while in the Center to help oversee the children.

**Q: How long do the parties typically last?**

A: The party room is available for an hour, but guests are welcome to enjoy the Center for the remainder of the day!

**Q: Do you offer storage options during the party?**

A: Yes, we have bins to store your items while in the Center. Please ask your party host or a manager about this option upon arrival.

**Q: Do you offer printed invites and thank you notes?**

A: We do not offer printed invites or thank you notes. We do have PDF files on our website that we can share upon request. If you wish to use these, the party parents would be responsible for adding your party details and getting them printed.

# CONTACT US

**We encourage you to contact us with any questions or concerns regarding your event.**

**For planning, payment, or general pre-event inquiries, please contact our marketing and sales team:**

Email: [BAGroups@MerlinEntertainments.biz](mailto:BAGroups@MerlinEntertainments.biz)

Phone: (669) 213 - 0612

We are continually improving our parties based on valued feedback from our guests. If you'd like to provide your feedback to us after your event, you can do so by emailing [BAGroups@MerlinEntertainments.biz](mailto:BAGroups@MerlinEntertainments.biz) and we will direct your inquiry accordingly. Please provide your phone number and preferred method of contact so we will know how best to get in touch with you.