GROUP TRIP PREPARATION GUIDE

THANK YOU FOR CHOOSING LEGOLAND® DISCOVERY CENTER BAY AREA!

LEGOLAND® Discovery Center is your passport to creativity, color and imagination! Our ultimate indoor LEGO® playground includes 10 unique LEGO attractions and activities for your group to enjoy including themed LEGO play zones, 1 interactive ride, a 4D Cinema, MINILAND Bay Area, Racers Build & Test and more!

LEARN MORE ABOUT OUR GROUP FIELD TRIPS

GROUP TRIP REQUIREMENTS & BENEFITS:

- We offer discounted rates for LOCAL ORGANIZED & YOUTH GROUPS (daycares, summer camps, day camps, youth groups, YMCA, Parks & Rec Associations, kids clubs, and sports teams). Current Group Rates can be found HERE.
- Group rates are available through the year during weekdays, excluding holiday periods.
- The attraction hours are subject to change. Visit our website for the most updated hours of operation: Opening Times | LEGOLAND Discovery Center Bay Area
- Discounted rates are available for advance bookings of at least 10 kids.
- A 5:1 student-to-adult ratio is REQUIRED for groups. **All kids in the group must be supervised by the teachers/chaperones AT ALL TIMES.**
- Payment must be made at least 14 days prior to visit date to secure booking.
- Groups receive 1 free adult ticket with every 10 child tickets purchased. Complimentary tickets will automatically be added to the cart during the checkout process.
- Booking confirmation with your order number must be presented at Admissions to help facilitate your check-in. There's no need to print out your tickets.
- All of the attractions inside LEGOLAND Discovery Center, with the exception of the Great LEGO Race VR Experience, are included in the price of the admission.

GROUP TRIP VISIT DURATION:

- The visit through the attraction is self-guided. We have Playmakers in the attraction to answer your questions and assist you with anything you might need.
- Plan for a 2-3-hour visit. You are welcome to stay longer during our operating hours if you wish.
- You may add a LEGO Education Workshop to your booking for an additional fee. A workshop typically runs for 30 minutes and is not accounted for in this time. Please make sure to allot enough time when adding a workshop to your visit.

READY TO BOOK?

GROUP TRIP BOOKING AND PAYMENT:

- Full payment is due two weeks before the date of your visit. Failure to make payment 14 days prior to your visit may result in a forfeit of your reserved time slot.
- Group tickets are timed and dated. Please make sure that you provide the correct visit day and time when booking.
- Payment types accepted: Visa, Master Card, American Express, Discover and Company Check.

For Credit Card Payment:

- Book HERE.
- Please make sure that you provide your official group name before checking out.
- You will receive an email confirmation once booking and payment are completed.
- If you've already booked a group trip and want to add a workshop to your trip, please respond to the confirmation email and request to add a workshop.

For Group Check Payment:

- Please fill out a Group Booking Request Form.
- We do not accept personal checks, only school or company checks.
- Please make the check payable to LEGOLAND Discovery Center Bay Area for the full amount due, and drop off or mail to:

LEGOLAND Discovery Center Bay Area
870 Great Mall Drive
Milpitas, CA 95035

- Kindly let us know when the check has been mailed out and provide the check number, check stub and/or tracking information so we know when to expect to receive the check.

Add-Ons:

We do have add-ons available to enhance your visit. Meal deals, Activity Packs and VR Experience tickets may be added to your cart prior checking out. Workshops must be booked separately and can be added to your booking by emailing us at LDCBayArea@LEGO.com.

- **Workshop - $3.00 per student** (A 30-minute workshop with our Master Model Builder. Minimum 20 kids to book a class. Maximum 40 kids per class. Choose your workshop here: LEGO Education | LEGOLAND Discovery Center Bay Area)
- **Meal Deal – $5.00 per meal** (includes a hot dog OR 3 veggie tenders, and Capri Sun OR 8oz bottled water)
- **Activity Pack – $3.50 each** (A great guide to spark building ideas and maximize your visit.)
- **VR Experience - $6.00 each** (The Great LEGO® Race VR Experience is a new virtual reality experience where we invite you to literally buckle up and go for a ride inside an exhilarating and fun LEGO race! Must be at least 36 inches in height to participate.)

CANCELLATION, REFUND, RESCHEDULING, AND NO-SHOW POLICIES:

- Tickets are only valid for the date and time booked.
- Once payment is made, we are not able to do partial refunds. If your total number decreases, we will give you complimentary tickets (valid for one-time use, weekdays only, for 3 months from the original visit date) for the unused tickets. Please make sure that you pick up the tickets before you leave the attraction or send us an email so that we can send them to you.
- Cancellations made at least 5 days prior to your scheduled visit will be given a full refund. Any request to cancel a trip after 5 days before your scheduled visit will not be accommodated. Instead, we can reschedule your visit at no additional cost to another date that is still available within the same year.
- If something comes up and you would need to reschedule your visit, we are able to accommodate a one-time request for free on a date/time that is still available within the same year.
- Cancellation and reschedule requests must be emailed to LDCBayArea@LEGO.com.
- There are NO REFUNDS on unused tickets after your date has passed.
- In the event of a No-Show, we are unable to accommodate a refund or rescheduling request.

CODE OF CONDUCT

Let's work (and play!) together to keep things safe, respectful, and brick-tastic for everyone!

Be Kind to Others
Please treat fellow guests—and our awesome staff—with respect. No rude language, yelling, pushing, or unkind behavior. We're all here to have fun!

Kids Must Stick with Grown-Ups
Our Center is designed for kids ages 3–10. All children under 18 must stay with a grown-up (age 18+) the whole time. Required supervision ratio: one adult per five children. Grown-ups, you need a kid with you to enter!

Handle Bricks with Care
Play gently with LEGO® bricks, play zones, and displays. Please don't throw bricks or damage exhibits. Share and take turns—teamwork makes the dream work!

Clean Up = Team Up!
We're all builders here—let's keep our space tidy so everyone can enjoy the fun!
Throw away trash, keep food and drink in the proper areas, return the bricks and builds when you're done, and clean up after yourself before heading to the next awesome activity. A clean play zone = more building fun for everyone!

No Rough Stuff
Running, pushing, or unsafe play isn't allowed—it keeps everyone safer and happier. Please follow staff instructions to keep the fun going!

Shoes On, Please!
All guests must wear shoes (and clothes that cover upper and lower body) while in the Center. Socks are required for the Play Structure.

Authorized Access Only!
Please use the designated entrances and exits only. Sneaky shortcuts and entering without a ticket = trespassing — and that's not cool!

Snap Respectfully
Photos are fun! But please don't film or photograph staff or guests in a disruptive way.

Leave These at Home:
- Outside food & drinks
- Weapons (even pretend ones!)
- Alcohol, cannabis, or illegal substances
- Balloons or outside toys (like balls, lightsabers, swords, etc.)

Diaper Time = Restroom Time
Please use the restrooms for diaper changes and training potties.

Service Animals
Service animals are welcome, but must stay under control and not disrupt others.

Feeling Sick? Stay Home
If anyone in your group isn't feeling well, it's best to visit another day.

What Happens If Rules Aren't Followed?
If someone isn't following the Code of Conduct, our team may give a reminder or ask them to leave.
For repeat issues, guests may be suspended from future visits. Please see GROUNDS FOR REMOVAL.

We want everyone to have a great time!
If you see something concerning or have a question, just ask a staff member. We're here to help!
Questions? Email us at LDCBayArea@LEGO.com.

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PRE-VISIT CHECKLIST

- [ ] Transportation arranged
- [ ] Date secured, and arrival and departure times arranged
- [ ] Final payment made 14 days in advance
- [ ] Chaperones and students pre-sorted into groups of 20 children or less (depending on group size)
- [ ] Brief chaperones on the agenda for the day (attraction details, schedule, lunch plans, available activities, and workshops, if included)
- [ ] Field Trip Reservation Agreement signed and ready to be submitted
- [ ] Special medical requirements addressed

REMINDERS BEFORE YOUR VISIT:

- Please have your group pre-sorted into groups of no more than 20 students to ensure a more BRICK-tastic visit and minimize wait times for those attractions that have a guest limit.
- All kids in the group must be supervised by the teachers/chaperones AT ALL TIMES.
- Outside food and dricks (except water) or bagged lunches are NOT permitted inside the attraction. Please plan all meals before or after your visit, unless you have arranged accommodations with the Center prior your visit.
- Re-entry may be allowed if the group wishes to take a break for lunch. Please see one of our team members about this. Please note that during higher volume times, this may not be available.
- Great Mall does not allow non-food court customers to use their space unless meals are purchased from the food court.
- Children are not allowed to bring any bags, loose items, or valuables. There is no storage facility, and we are not responsible for any lost or stolen items.
- Socks are required for the Pirate Adventure Island and proper footwear is required for the Imagination Express. We recommend socks and closed-toe shoes for all children.
- We are a cashless attraction. If anyone in your group would like to purchase anything from the Coffee Shop, souvenir photos or products from our LEGO Shop, please make sure that they have a credit card available for their use.

For groups that book a workshop:

- Please make sure that children are paired up before going in the room.
- If the group is scheduled for more than one workshop, kindly group them according to their timeslot for a smoother check-in process.

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LOCATION

LEGOLAND Discovery Center Bay Area
870 Great Mall Drive
Milpitas, CA 95035.

PARKING AND BUS DROP-OFF:

- Buses may drop off students at the main entrance where you will see the LEGOLAND Discovery Center sign and Millie, the giant LEGO giraffe at Entrance 4 of the Great Mall.
- This is indicated by the star on the map below. All buses must park at the outer edge of the parking lot.
- Parking is free.

HOW TO GET HERE:

By Car:

- From San Jose: Get on US-101 N to I-880 N to Great Mall Pkwy in Milpitas. Take the Great Mall Pkwy exit from I-880 N. Continue on Great Mall Pkwy to Great Mall Dr.
- From Fremont: Get on I-880 S to E Tasman Dr in Milpitas. Take exit 8A for Great Mall Pkwy/Tasman Drive from I-880 S. Continue on Great Mall Pkwy to Great Mall Dr.
- From Mountain View: Get on CA-237 E towards Calaveras Blvd/Milpitas. Continue on CA- 237 E. Take S Main St to Great Mall Dr.

By Transit:

- Take light rail to the Great Mall / Main Transit Station
- BART to Milpitas Transit Station

By Bus:

- VTA – Lines 46, 47, 66, 70, 71, 77, 104, 180, 181, 321 towards Great Mall
- AC Transit – 217 towards Great Mall

FREQUENTLY ASKED QUESTIONS

What if we end up needing more tickets on the day of our visit?

- If you have more attendees (kids/adults), you may purchase additional tickets at the group rate on the day of upon arrival -- one transaction only c/o the school representative. Any additional tickets needed after the transaction during check-in will be charged the full amount.

What if less kids/chaperones show up on the day of our group trip, can we get a partial refund?

- Once payment has been made, we are not able to do partial refunds if your number changes. Instead, we will give you complimentary tickets (valid for one-time use, on weekdays, for 3 months from the date of original visit) for the number of unused tickets. Please make sure that you pick the up at Admissions before you leave the attraction, or we can email them to you.

Do we have a space where we can store our belongings?

- We do have a limited number of small lockers available for rent ($0.50/per use). The lockers only accept quarters so if you would like to rent a locker, you would need to bring coins. Otherwise, we do not have storage available for the group.

Can we bring our own water bottles?

- Yes, you may bring your personal reusable water bottles.

Can we bring our own lunch inside the attraction?

- We do not allow outside food/drinks inside the attraction for safety reasons. However, we do have options for you. The first option is for you to purchase a Meal Deal for your group so that you wouldn't need to bring your own food and can consume it in the Center. The second option is to rent the birthday room/s so that you can consume your personal lunch in the room/s. Please take note that all food brought inside must only be consumed inside the birthday room/s during the reserved hour. Room use is subject to availability and room capacity limit will be implemented. Please send us an email if you would like to avail of this option.

A child has food restrictions, are you able to accommodate that?

- Yes. Please let us know in advance if any of the children have special dietary needs and so we can make sure to accommodate them in preparation for your visit.

Is your Center accessible?

- Our attraction is designed to be fully accessible to guests with a disability. Guests may use their own wheelchairs as we do not have wheelchair and stroller rentals available.