

GROUP TRIP PREPARATION GUIDE



PLANNING (2+ weeks in advance):

- Plan for a 2-3 hour visit
- A 5:1 child-to-adult ratio is **REQUIRED**
- Reserve tickets for all children and adults (staff, teachers, and parents) in your group
- Reserve and confirm times for **Meal Deals** and/or **Educational Workshops** if applicable
- Confirm payment has been made by Credit Card or Company Check — **We are a cashless facility**
- No outside food and drinks (except water) allowed — Please plan to eat before or after your visit, or contact us for room reservation option (subject to availability)
- Socks and closed-toe shoes are recommended
- Help your group stand out by wearing matching colors

BUS DROP-OFF:

We are located inside Great Mall. For bus arrivals, we recommend dropping students off near the Giant LEGO® Giraffe at Entrance 4. Free parking is available, with bus parking located at the outer edge of the parking lot.



BEFORE ARRIVING:

- **PACK LIGHT** — No storage is available
- Confirm lunch plans — **No outside food allowed**
- Pre-sort group for entering and for reserved Workshop or Meal Deal times
- Share all Code of Conduct to your students and all safety and supervisor information with adults in your group
- Credit Card for LEGO Café or Retail purchases
- Socks for all children - required for Soft Play



WHEN YOU ARRIVE:

- Leave coats and bags on the bus — **No storage available**
- Gather your group outside of Admissions and send one representative to check-in
- Signed **Field Trip Reservation Agreement** will be collected
- Safety information will be reviewed before entry
- **All kids in the group must be supervised by the teachers/chaperones AT ALL TIMES.**
- The Center is self-guided — explore at your own pace
- No outside food/drinks are allowed in the Center
- We are a **cashless** facility

ADDITIONS TO RESERVE:

- **EDUCATIONAL WORKSHOPS** — \$3 per student
 - 25-40 students per 30-45-minute class
 - Must be prebooked, purchased and scheduled with Booking Coordinator prior visit
- **MEAL DEALS** — \$5 per person
 - Includes:
 - Hot dog or 3 pc. veggie tenders
 - Capri Sun or 8oz bottled water
 - Must be prebooked, purchased and scheduled with Booking Coordinator prior to your visit
- **ACTIVITY PACKS** — \$3.50 each
- **VR EXPERIENCE** — \$6 per person





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.

