



GROUP PREPARATION GUIDE

THANK YOU FOR CHOOSING LEGOLAND® DISCOVERY CENTER SAN ANTONIO!

This Preparation Guide is designed to help you:

- Play and learn in a fun, interactive, educational setting;
- Inspire and challenge young minds to build and explore;
- Make the most out of the entertainment and educational opportunities at our Center.

RECOMMENDATIONS:

- Plan for a 2-3 hour visit.
- A 5:1 child-to-chaperone ratio is strongly recommended for your group. Chaperones must be organized by the group. Please communicate with our Group Sales team if the chaperone recommendations cannot be met.
- Parents accompanying their child on the trip that are not part of the pre-scheduled group payment will be charged the group admission rate (plus tax) at the admissions desk. Collecting parent money ahead of time (if at all possible) and presenting it at the same time as the group payment will expedite the check-in process.
- Please have your group pre-sorted into groups of 20-25 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 needed outerwear. There is no storage facility and we are not responsible for any lost or stolen items.
- We do not allow outside food or drink into the center, nor do we have storage areas available; please plan all meals before or after your visit.
- Socks are required for our LEGO City Soft Play. We recommend socks and closed-toe shoes for all children. Socks can be purchased for \$1 from the Café.
- All children must be supervised by teachers or adult chaperones at all time.

PAYMENT:

Payment arrangements must be made 14 days prior to your visit date. Please contact our Group Sales Team to make arrangements. Checks may be sent to:

LEGOLAND® Discovery Center San Antonio

Attn: Finance/Erin Vauter
849 E. Commerce St, Suite 910
San Antonio, TX 78205

Please e-mail all POs to
SAGroups@merlinentertainments.biz.

* Please note: there are no refunds. Failure to make payment arrangements 14 days prior to your visit may result in a forfeit of your reserved time slot.

ADDITIONAL COSTS:

All of the attractions inside LEGOLAND Discovery Center are included in the price of admission *with the exception of* The Great LEGO Race Virtual Reality Experience. Guests may wish to bring additional money to purchase food from our café, souvenir photos, or LEGO products from our retail shop.

BUS DROP-OFF:

We recommend having all groups assigned prior to entering the mall. It's best if you send your group contact to check-in with our admissions team in advance. Possible bus drop off locations are indicated on the map below.

ARRIVAL/ENTERING THE ATTRACTION:

- Please line students up in their groups down the hallway to the right of the attraction entrance. Please keep groups to about 20-25 students, plus chaperones. We ask for your assistance keeping the groups together at this time as Playmakers will deliver the attraction's rules, provide chaperones with center brochures and provide further instruction before entering.
- One teacher should go to the admissions desk to handle group payment. If possible, please collect money from parents ahead of time and present that cash payment at the same time as the group payment for the students and teachers. Once the group is checked in, our Playmakers

will provide direction to the teachers as to where each group will start and the recommended path to follow through the attraction.

- If collecting parent money ahead of time is not an option, we can accept parent payment at the admissions desk, but please arrive ahead of your designated arrival time to allow time for our Playmakers to process parent payments.
- LEGOLAND Discovery Center Playmakers will be spread throughout the attraction to provide assistance, but the teachers and chaperones are required to provide direct supervision of the students at all times and are ultimately responsible for the students.

WORKSHOPS:

LEGO® Education Workshops are 30 minutes long and need to be scheduled prior to your visit. We are unable to honor day of workshop requests. All workshops are held in our private party rooms located near our 4-D cinema. Students will be rotated through the workshops in small groups of about 20 students. Please have 2 adult chaperones available to assist with supervision of the students.

PRE-VISIT CHECKLIST:

- ☐ Transportation arranged
- ☐ Final payment arrangements made (please e-mail all POs and tax exempt forms-if applicable-to SAGroups@merlinentertainments.biz prior to your visit)
- ☐ Chaperones and groups are presorted into 20-25 children or less (depending on group size)
- ☐ Brief chaperones on recommendations, schedule plans, attraction details, lunch plans and workshops (if applicable).
- ☐ Special medical requirements addressed

CONTACT

SAGroups@merlinentertainments.biz with any questions about your next LEGOLAND Discovery Center San Antonio group visit. We look forward to seeing you soon!

