



## THE WORLD'S GREATEST WAX MUSUEM

*Discover a World of Celebrity Fun at Madame Tussauds*

Step back in time with Marilyn Monroe and experience the romance and splendor of the golden era of Hollywood...

Try your hand at late night television and get interviewed by Jimmy Kimmel... Strike a pose and go viral with entrepreneur and style icon Kylie Jenner... Take the stage and perform with music legend Selena Quintanilla...

Serenade your friends and show off your vocals with Ariana Grande... Join the Marvel super heroes in a 4D adventure...

### Group Preparation Guide

**Operational Updates:** At this time, Madame Tussauds Hollywood is only offering General Admission Tickets to groups. Food and beverage, performance space and experiential offers are temporarily unavailable until further notice.

#### Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Groups:
  - ✓ Receive one free comp ticket for every 20 tickets booked. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Student & Youth Groups:
  - ✓ Receive one free adult comp ticket for every 20 student tickets booked. Comp tickets will automatically be added to the cart during the checkout process.

#### Group Booking Process:

- ✓ Reservations must be made a minimum of 14 days in advance
- ✓ Minimum of 10 tickets required for group rates
- ✓ All reservations must be made online through the secure Online Booking Portals.
- ✓ Group tickets are dated & timed
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets

#### Group Payment:

- ✓ Payments must be made with a credit card at time of booking.
- ✓ Payment types accepted: Visa, MasterCard, American Express, and Discover.
- ✓ Additional tickets cannot be added to your original reservation after your order is made. We suggest booking for the maximum amount of people anticipated in your group.

- ✓ If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at [info@madametussaudsHW.com](mailto:info@madametussaudsHW.com) 48 hours in advance for a partial refund of those tickets.
- ✓ If additional tickets are required upon arrival, the higher walk up group rate may apply.

#### **Group Cancellation, Reschedule and No Show Policy:**

- ✓ Paid reservation may be cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing [info@madametussaudsHW.com](mailto:info@madametussaudsHW.com)
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are NO REFUNDS on unused tickets after your visit date has passed.

#### **Location:**

- ✓ Located on the Walk of Fame next door to the TCL Chinese Theatre, the famed LA attraction, Madame Tussauds Hollywood offers guests the ultimate celebrity experience.
- ✓ 6933 Hollywood Blvd, Hollywood, California 90028

#### **Visit Duration:**

- ✓ The tour through the attraction is self-guided. It should take you approximately 60 to 90 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire attraction.

#### **Arriving at the Attraction:**

##### **Entering the Attraction**

- ✓ Upon arrival, we recommend having all groups assigned prior to entering the center
- ✓ Groups should remain pre-sorted into small groups outside of the admissions queue prior to arrival.
- ✓ 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.
- ✓ We ask for your assistance in keeping your group together at this time as our staff will deliver the attraction's rules, provide chaperones with center brochures and provide further instruction before entering.

#### **Group Hours of Operation:**

- ✓ Group rates are available 7 days a week
  - Sunday – Saturday
  - 11:00am – 5:00pm (attraction closes at 6pm)
- ✓ The attraction may open or close early for special events. Visit <https://www.madametussauds.com/hollywood/plan-your-day/before-you-visit/opening-hours/> for the most recent updates.

#### Amenities:

- ✓ Gift Shop

#### Accessibility:

- ✓ Wheelchair and stroller accessible, but no rentals available
- ✓ Our facilities are designed to be fully accessible to guests with a disability. Our trained staff will ensure that guests who require assistance are transported safely by means of an elevator designated for this purpose.
- ✓ Service Animals are welcomed inside the attraction. At Madame Tussauds, a service animal is 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 under the control of the owner at all times and should remain on a leash or in a harness. Employees are not able to take control of service animals.

#### Star-Studded Safety: Keeping you fabulously safe.

- ✓ Accessorize! Wear a face covering (recommended)
- ✓ We reduced our capacity so you have more space to strut your stuff
- ✓ We love a new glossy sign. Read them, they are helpful
- ✓ Make room. Celebs need their space. Maintain 6 feet social distancing
- ✓ Oh snap! Some experiences may be limited or unavailable at times
- ✓ Increased deep cleaning
- ✓ Be wise. Sanitize, oh and it's free – Whoop!
- ✓ Looking fresh! Our team will be working their best PPE look to keep you and themselves safe
- ✓ Our teams complete COVID-19 Training to keep everyone safe & healthy

#### Additional FAQs:

- ✓ **Can I take a camera to Madame Tussauds?** We encourage taking many photos! Cameras are permitted in all public areas of Madame Tussauds. If you are a film crew or press and need access to the attraction, please contact our press office for further information.
- ✓ **No outside food or beverage is allowed inside the attraction**
- ✓ **Storage:** Kindly make your own personal arrangements to store large bags and luggage prior to your visit to Madame Tussauds.
- ✓ **Weapons:** Help make Madame Tussauds a safe place for fellow patrons and staff by leaving weapons of any kind at home.

#### Nearby Group Restaurants:

- ✓ Dave & Buster's, the ultimate destination for food, drinks and games brings all the fun to Hollywood at the Hollywood & Highland Center. The location brings an unmatched dining experience to Hollywood visitors and tourists alike with tasty food and innovative cocktails, an exciting ambiance and the perfect setting for entertainment.
- ✓ Dine like a rock star at the Hard Rock Cafe Hollywood. Whether you are down for a Legendary Burger, live music, a classic tee, or the latest collectible pin, there's something for the whole family.

## Getting Here:

### ✓ By Foot:

- Madame Tussauds is located right next to the famous TCL Chinese Theatre Handprints and Footprints at the corner of Hollywood Boulevard and Orange Drive on the Walk of Fame.

### ✓ By Car:

- **From the North:** Take 101 South. Exit Highland Avenue to Hollywood Blvd. Make a right on Hollywood Blvd and then another right on Orange Drive. The parking entrance is on the right north of Hollywood Blvd.
- **From the South:** Take 110 North (passing the Downtown area) to the 101 North. Exit Highland Avenue (Stay on right-hand side of the freeway as exit splits). The street winds down and becomes three lanes towards the Hollywood Bowl. Turn left onto Highland Avenue to Hollywood Blvd. Make a right on Hollywood Blvd and then another right on Orange Drive. The parking entrance is on the right north of Hollywood Blvd.
- **From the East:** Take 10 West to 101 North. Exit Highland Avenue (Stay on right-hand side of the freeway as exit splits). The street winds down and becomes three lanes towards the Hollywood Bowl. Turn left onto Highland Avenue to Hollywood Blvd. Make a right on Hollywood Blvd and then another right on Orange Drive. The parking entrance is on the right north of Hollywood Blvd.
- **From the West:** Take 10 East to 110 North/Downtown (passing the Downtown area) to the 101 North. Exit Highland Avenue (Stay on right-hand side of the freeway as exit splits). The street winds down and becomes three lanes towards the Hollywood Bowl. Turn left onto Highland Avenue to Hollywood Blvd. Make a right on Hollywood Blvd and another right on Orange Drive. The parking entrance is on the right north of Hollywood Blvd.

### ✓ By Metro:

- Skip traffic and Go Metro to Madame Tussauds Hollywood! Take the Metro Red Line to Hollywood/Highland Station and walk three short minutes west on Hollywood Boulevard to our front door. To plan the route that's best for you, use the Trip Planner or call (323) GO METRO or (323.466.3876).
- Buy a TAP card at any Metro Rail Station or Customer Center. Roundtrip fare is \$3.50 + \$1 for a reusable TAP card, per person.
- Metro Rail trains run until approximately 2AM on Friday and Saturday nights. So you can catch the overtime action, stay for the encore or take time for that bite to eat and still count on Metro for your ride home!

### ✓ Recommended Parking:

- Madame Tussauds garage - easy access off Orange Drive with full service valet parking for all customers. Rate is \$18 Monday-Saturday and \$20 on Sunday. Additional parking is available at the Hollywood and Highland Center. Rates \$1 every 15 minutes; \$17 self park maximum, valet parking is available at an additional \$8 to the regular parking rates\*. Flat rate after 10pm on Thursday, Friday and Saturday. \*\$2.00 for first two hours - validation is available from participating businesses as well as the Visitor Information Center inside the Hollywood and Highland Center. Please note that parking structures are privately owned and independently operated by other parties.