

# Hello



## Field Trippers!

### Visit Preparation Guide

This preparation guide is designed to help you and your parent helpers plan for your upcoming Madame Tussauds Wax Museum visit, to ensure you all enjoy your day.

Where fantasy and celebrity fun meet in the heart of ICON Park! Be a part of history with Neil Armstrong on the moon. Have your slam dunk moment with Shaq. Join Ariana Grande, Bad Bunny, Beyonce, and more backstage in our Music Room. Have an interview with Jimmy Fallon. Help the Justice League save the city! Party with the A-Listers at an exclusive night out. Co-star with Dwayne Johnson on the set of an action film!

# Before you leave

Contact [OrlandoSales@MerlinEntertainments.biz](mailto:OrlandoSales@MerlinEntertainments.biz) with any questions

Before your visit, please check out the link to the history of Madame Tussaud so that you and your group get a feel for our storied past.

[Who We Are | Madame Tussauds Orlando](#)

Our self-guided program allows you and your students to explore the wax museum at your leisure. You can find examples of some of our figures here: [What's Inside | Madame Tussauds Orlando](#)

Please have your group pre-sorted into groups no bigger than 20 children and make sure each group knows when to arrive for their lunch and workshop if applicable. During the day of your visit, please stay in your smaller groups as it will be easier to enjoy the attraction.

Let your students know what they should expect on the day of their visit. Put together a timeline of activities so they can familiarize themselves with events or layout of the attraction.

Explain where and when they will have lunch, their required behavior, toilet breaks and when they will be allowed into the wax museum shop to purchase anything, plus any other important information. [We are a cash-free attraction.](#)

What to wear

Madame Tussauds is an entirely indoor attraction. We recommend wearing comfy shoes, and if possible, have children wearing unified t-shirts of the same color so that it's easier to keep track of your group...

# On the day of your visit

## Arrival

Buses enter from Universal Blvd beside the Element Hotel (yellow arrows) to drop off and pick up at the sidewalk located behind Madame Tussauds (green arrow). All other vehicles may park in the free garage (orange star). Levels 4-7 are free, while the ground lot and levels 2 and 3 are charged per hour.

After lining up your groups, the main entrance is on the opposite side of the building from the parking lot. Lead your groups up the walkway between Madame Tussauds and the parking garage then turn left and proceed to the main entrance.



## Directions

To get the most accurate directions from your mobile device or Google Maps, we suggest using Element Hotel at 8278 Universal Blvd, Orlando, FL 32819. This will have your buses enter the correct path to let students off at the sidewalk.

# On the day of your visit

## Arrival times and check in

All group attendees are required to arrive at the same time (note the check in time on your confirmation or the time given by the booking coordinator). Early or late arrivals will be accommodated to the best of our ability.

When you arrive, please check in with a member of admissions staff at the check-in desk.

## Food options and restrictions

Please let students know they will need to leave their lunches in a backpack or bag at our entrance while inside the wax museum. School groups are not permitted to eat or drink in the museum. Eating can be done on the outside lawn of ICON Park. The inside seating is for the exclusive use of patrons of the Wheelhouse Food Court.

## Storage

Only storage for lunches and coolers is available on site.

## Madame Tussauds shop

Items are available to purchase from our gift shop. Students may use their own money here, but please remember that students must be accompanied by a parent helper when shopping. All purchases must be assisted by a parent helper for primary aged students. Please note, we are a cashless attraction. All purchases can be made with credit or debit cards.



# On the day of your visit

## Safety and emergency procedures

We ask that children under the age of 13 are supervised by an adult at all times. We highly recommend having 1 adult for every 10 children.

Tell students they can ask for help or assistance from anyone wearing a Madame Tussauds name badge or uniform while inside the attraction. If a student gets lost, they should go back to the Main Entrance. On arrival show your students where they should go if they get lost. The attraction flows in a linear path from zone to zone.

If a student gets injured, ask anyone wearing a Madame Tussauds name badge to call for assistance and a lead or manager will report the location of the injured person. Teachers are responsible for communicating with their school officials in the event of a student injury.

In the rare event of an emergency requiring the evacuation of the wax museum, all students, teachers and parent helpers should exit the building at the closest available exit and follow the instructions of the staff. When you arrive, please check in with a member of wax museum staff at the check-in desk.

## Staff

Our friendly and knowledgeable staff are available throughout the center should you have any questions or need assistance.



# On the day of your visit

## Notes for parent helpers

As a parent helper, you are responsible for the behavior and safety of the students and will shape each student's learning experience during their visit.

To ensure everyone has a great day out at Madame Tussauds, please ensure children in your care are following these rules inside the museum:

- Stay with your group at all times inside the museum
- Be courteous and respectful of other visitors – running, yelling and climbing are not permitted
- Be respectful of wax museum figures and the building – use notebooks to write on (no writing on walls, figure labels, sets or figures!) and no climbing on exhibits or rails
- Help ensure our figures look good for all. Please be gentle around the faces and hair. Each one takes a team of artists about 4 months to make at a cost of \$300k!
- Keep food, drink, and gum outside the museum. School groups are not permitted to eat or drink inside the museum.
- If permitted to buy souvenirs, parent helpers should stay with students while shopping in the museum store.
- We are cash free and accept credit or debit only as payment.



# Planning Checklist

## Let's make sure!

- Check booking confirmation is correct (date, time of arrival and entry). If early entry is offered, please confirm with booking coordinator. Let the coordinator know of any buses that will need parking on site.
- Payment made 14 days in advance or confirm to pay by card/check on site.
- Use educational materials provided in the classroom (pre-visit lesson plans) and collate anything you would like to use with students during your wax museum visit.
- Discuss behavior expectations with students and parent helpers.
- Assign students in groups of ten to your parent helpers with a name badge that identifies them and their group
- Final number of children confirmed for visit
- Confirm transportation arrangements
- Check arrival location (if arriving by bus)
- Communicate lunch plans

Running late? Please contact our  
Manager on Duty to let them know!  
**(407) 765-6418**

