



THE WORLD'S GREATEST WAX MUSUEM

Experience the world of fame at Madame Tussauds

Where Fantasy and Celebrity Fun Meet In the Heart of ICON Park! DJ the hottest songs at an exclusive yacht party with none other than Mr. 305 himself, Pitbull. Muster the strength to help Superman lift a real helicopter. Show your bravery and strike a power pose with Wonder Woman. Harness the powers of the sea to activate the trident with Aquaman. Have your slam dunk moment with Shaq. Party with the A-Listers at an exclusive night out.

Group Preparation Guide

Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Advanced pre-paid reservations are required a minimum of 14 days prior to the visit date
- ✓ Local Schools & Youth Groups:
 - ✓ One adult chaperone must accompany every 10 children. (grades K-12)
 - ✓ Receive one free adult ticket with every 10 child tickets purchased. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Adult & Tour Groups:
 - ✓ Receive one free comp ticket for every 20 tickets booked. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Tax Exempt rates are available. Please email your tax exempt form and booking confirmation number to OrlandoSales@merlinentertainments.biz after your purchase.

Visit Duration:

- ✓ The tour through the museum is self-guided. It should take you approximately 45-60 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire museum.

Group Hours of Operation:

- ✓ **Adult & Tour Group rates are available 7 days a week**
 - Sunday – Saturday: 11am – 5pm (last entry at 4:00pm)
- ✓ **School & Youth Group rates are available 5 days a week**
 - Monday - Friday: 11am – 5pm (last entry at 4:00pm)
- ✓ The attraction may open or close early for special events. Visit <https://www.madametussauds.com/orlando/plan-your-day/before-you-visit/opening-hours/> for the most recent updates.

Group Booking Process:

- ✓ All reservations must be made online through the secure Online Booking Portal
- ✓ Group tickets are timed & dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets
- ✓ Tax Exempt rates are available. Please email your tax exempt form and booking confirmation number to OrlandoSales@merlinentertainments.biz after your purchase.

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 OrlandoSales@merlinentertainments.biz at least 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 OrlandoSales@merlinentertainments.biz.
- ✓ 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:

- ✓ Madame Tussauds Orlando is located on International Drive in the ICON Park Complex. For guests staying on International Drive, Madame Tussauds Orlando is easily accessible by walking. The Orange County Convention Center is 1.3 miles from the attraction.
- ✓ 8387 International Drive, Orlando, FL 32819

Arriving at the Attraction:

Motor Coach/Bus Drop Off

- ✓ Buses can drop groups off using the bus loop located on the back side of Madame Tussauds, directly off Universal Boulevard.
- ✓ Bus Parking is FREE – in the ground parking lot of ICON Park off Universal Boulevard.

Entering the Attraction

- ✓ 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. Groups with combo tickets should arrive at the SEA LIFE admission counter to check in.
- ✓ 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.

Amenities:

- ✓ Gift Shop
- ✓ Restroom / changing tables
- ✓ Family restrooms
- ✓ Dining options in walking distance located in ICON Park
- ✓ Free Parking

Accessibility:

- ✓ **How does Madame Tussauds accommodate Guests with disabilities?** 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.
- ✓ **Can I use my own wheelchair inside Madame Tussauds?** Yes. You may use your own wheelchair at Madame Tussauds.
- ✓ **Can I bring my Service Animal to Madame Tussauds?** Service Animals are welcomed inside the museum. 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.

- ✓ Face masks are highly recommended during your visit.
- ✓ We reduced our capacity so you have more space to strut your stuff
- ✓ We love a new glossy sign. Read them, they are helpful
- ✓ 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
- ✓ For the most recent updates to our safety guidelines, please check <https://www.madametussauds.com/orlando/plan-your-day/information/star-studded-safety/>

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.

- ✓ For the most recent updates to our FAQs, please check <https://www.madametussauds.com/orlando/plan-your-day/information/faqs/>

Nearby Group Restaurants / Areas To Eat Bagged Lunches:

NEARBY RESTAURANTS

- ✓ Yardhouse
- ✓ Uncle Julios
- ✓ The Wheelhouse Market
- ✓ Shake Shack
- ✓ Buffalo Wild Wings
- ✓ Carrabba's Italian Grill
- ✓ Outback Steakhouse

GROUP SEATING

- ✓ ICON Park has an outdoor courtyard area where groups are welcome to sit and enjoy their lunch outdoors.
- ✓ Indoor group seating will need to be coordinated with ICON Park.

Nearby Attractions & Things To Do:

ATTRACTIONS:

- ✓ ICON Park - Visit a unique lineup of live entertainment, shopping, and dining experiences from full service to fast casual and quick-serve. ICON Park is conveniently located at the heart of International Drive with free parking.
- ✓ The Wheel at ICON Park is a 400-foot tall observation wheel offering breathtaking 360-degree views of Central Florida including the downtown Orlando skyline, theme parks, lush landscape and more.
- ✓ SEA LIFE Orlando Aquarium - Step beneath the waves and get closer than ever before to the creatures of the world's oceans and discover the stories of the ocean's most fascinating inhabitants. Featuring Florida's only 360-degree tunnel!
- ✓ LEGOLAND® Florida Resort Built for kids 2-12, LEGOLAND® Florida Resort is a multi-day vacation destination in Winter Haven, Fla that includes an interactive, 150-acre theme park with more than 50 rides, shows and attractions, a famous botanical garden, and LEGOLAND® Water Park.

SHOPPING

- ✓ Orlando International Premium Outlets (Universal Orlando Resort & International Drive North Area) & Orlando Vineland Premium Outlets (SeaWorld & International Drive South Area) Discover the largest selection of shopping centers in Orlando. Simon Shopping Destinations offer distinctly stylish ways to shop - from luxury brands to value and outlet pricing. You'll find outstanding shopping for every itinerary, budget, and style, plus incredible dining and entertainment options.
- ✓ The Mall at Millenia Shop at versatile retail offerings with 150 of the finest stores, services, and eateries.
- ✓ The Florida Mall Check out Central Florida's largest shopping center with more than 250 retail, dining, and entertainment options.