

This California television and movie-based theme park offers behind-the-scenes access, including tours of working studios and lots of action. Take this **Inside Scoop** with you to navigate the path to travel stardom.

travel: delighting in the spirit of adventure • a vacation from home to explore places that are not your home • knowing life is different, knowing this is a joy of travel • enjoying the journey, not just the destination • a privilege best used with patience, humour and curiosity • fun • coming home with great tales •

Preferred Hotels

Many hotels have a free shuttle or trolley to the park; leave your car at the hotel. Some hotels are near the entrance and within walking distance. Numerous hotels have that all-important swimming pool, whether an urban oasis for an “authentic LA experience,” being close to the airport or a lodge-style hidden legend.

Your Counsellor

Our knowledge and experience help turn dreams into first-rate vacations. Ask your counsellor about any details, including:

- advance information/tickets
- the benefits of VIP booking
- getting there (free shuttle from the Metro/subway)!
- car rentals
- airport security screening

LeGrow's Travel

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LeGrow's Travel

Inside Scoop: Universal Studios

HOLLYWOOD

Know before you go: travel isn't just your destination, it's also the journey

With so many sites here, planning ahead will not only save on your budget, it will be kinder to your feet and save your sanity. Plan ahead for benefits such as discounts and customized maps.

- Be realistic: we know you want value for money balancing choices and amenities with your budget. No matter what, relax and enjoy.
- Special requests are only requests for such upgrades as room type. For families, a suite is worth it—it gives everyone some privacy.
- For cell phone use, get a package with your provider. Internet access is widely available.
- The parks accept credit and debit cards (be aware of withdrawal fees). Log the dates you'll be away with your credit card company.
- We strongly suggest LeGrow's Travel medical and cancellation/interruption insurance to cover all sorts of unanticipated issues.

Above all, travel with a positive attitude—with extra security, patience and a spirit of adventure will carry you through any experience.

BIG tip: No matter how dorky you (or your kids) think you all look, wear comfy walking shoes!

Pack Strategically

The world is overrun with black bags: put coloured tape or ribbon on luggage to spot it quickly. Put your name outside and inside, remove old tags. In carry-on, pack valuables (jewellery, over-the-counter/prescriptions in original containers with a list, dosage and doctor's tel number. Pack liquids/lotions/gels in checked bags (inside plastic bags).

Carry-on restrictions: the maximum size container is 100ml(3.4oz); all must fit in 1 resealable/clear plastic bag no more than 1 litre (often at airport screening). Items regular travellers pack include: notebook/pen, hand wipes, munchies (no fruit, meat or veg over borders). You may take baby formula/milk and food if a child 2 years and under (0-24 months) is travelling. **Note:** Although you might be a contender for parent of the year if you managed it, Transport Canada requires one adult to travel for every child under 2. Permitted in carry-on: cell phones, laptops, disposable razors, umbrellas, canes and nail clippers. Items you can't take on include knives, corkscrews and sports gear. Check with your airline for their restrictions. (Most hotels provide hair dryers; save that room for stuffies...).

THE Best Tips EVER

Our counsellors have a lot of experience helping clients with the fine details in booking trips to theme parks. We've collected some of their best and favourite all time tips. **Before going:**

- Save time and money by purchasing date-specific tickets with your counsellor. It's cheaper to book tickets in advance because parks like to estimate when people are coming as it helps them plan. A single-day pass is often the most expensive.
- Booking a preferred hotel package or buying tickets in advance gets you Early Park Admission to The Wizarding World of Harry Potter™ one hour before the park opens.
- Children under 2 years old get in free. IF you buy tickets at the front gate, there are discounts for people (children and adults no matter the age) if you're under 48" (122cm) tall.
- *Never* buy “discounted tickets” or coupons online from resellers—we've heard unhappy stories of people scoring a “great deal” but at the park, surprise! Besides the time you'll spend online, there might be service or mailing charges for scam tickets. The park will refuse entry unless you pay, again, at a charge more than you could have booked with your counsellor.
- Talk with kids about limits on souvenir purchases; what's desperately wanted now might be in next month's yard sale. Give them a budget and stick to it. You can get park gift cards at grocery stores or give them cash—get them used to US bills' similarity, so different from Canadian.
- If you're going over a holiday, check for special events
- While all visitors see behind-the-scenes, consider a personalized (for your group) VIP Experience. Book with your counsellor as there's limited availability and children under 5 years old are not allowed. Front of the Line tickets gives everyone priority access to each ride and shows.
- Go over transportation options with your counsellor. If you drive, make sure everyone in your group knows (or snaps a cell photo) where you park. The closest and valet parking are most expensive (like downtown city rates...); parking from 6pm on is cheaper. *(continued over)*

Your Airline

Sign up online for your airline(s) email or text flight notifications as your flight could be delayed (the plane might be flying in). Transport Canada notes “*Travellers should arrive at the airport earlier than usual, exercise patience and contact their airline for further information on their flight(s).*” Airline staff are on duty some 2-3hrs prior: due to staffing/security, check-in (and bag-check) closes 1hr before departure. If late, you’re not entitled to board (or a refund). Unless booked ahead, seats are first-come first-served. **Baggage:** Size/weight restrictions for checked and carry-on varies: check with your airline. **Entry & Departure:** Everyone must have a valid passport www.cic.gc.ca/english/passport. Keep a copy of ID pages with other records or snap a cell picture (and lock your cell). Ensure you know the limits of what you can bring back, www.cbsa-asfc.gc.ca/travel-voyage/bgb-rmf-eng.html.



Get Packing Checklist and General Planning & Packing Tips

at www.legrowstravel.ca/inside-scoops

Your sense of adventure & humour!

Food Facts

With a 48,000sqft production kitchen (1.1 acres), the size of a football field, food choices are vast (yes you can get a Krusty Burger and fries). Try banana waffles (Super Silly), smoothies, gourmet salads, a Jurassic Park turkey legs or tacos (Bumblebee Man’s Taco Truck). Vegan, vegetarian, gluten/dairy/peanut-free food is offered. Bonus for those sleepy adults—the park has Starbucks coffee, and Butterbeer at Hog’s Head.

Tip: while it saves cash and sanity to pack favourite snacks (crackers, juice boxes, carrot sticks), part of the fun is trying food you don’t try at home. Maybe not a dozen Lard Lad donuts though...

Minimum Ride Heights

Most rides have minimum heights of 40” (102cm), up to 48”. On many children on many rides must have an accompanying rider 14 years or older. Kids’ rides also have minimums (often 34” or 35”) so reduce tears, measure beforehand.



Websites and emails in blue are hyperlinked; just click!

Canadian citizens: Emergency? see <http://travel.gc.ca/assistance/emergency-info>, contact Global Affairs 1-800-387-3124 or 1-613-996-8885 (collect if needed), sos@international.gc.ca.

List Your PRIORITY Attractions

Very likely, you already know the major attractions and what’s new (Dream Works Theatre King Fu Panda!) but get familiar with the map, www.universalstudioshollywood.com/park-map. Top your list with the **Studio Tour**; it’s PACKED with super cool behind-the-scene effects and happenings (umm **Bates Motel**). **King Kong 360** is the world’s largest 3D experience, check out **Fast & Furious—Supercharged!** See **WaterWorld**—the stunt show is thrilling (“perilous plunges” and ever-popular explosions, a 50ft fireball); no don’t do this at home. **Tip:** put phones and electronics inside resealable clear plastic bags (a traveller’s best friend). **Despicable Me Minion Mayhem** anyone? Welcome to The Simpsons— watch for selfie opportunities.

- The **Special Effects Stage** is where you learn the secrets of movie making...it’s by the adorable super-talented **Animal Actors** (nope you can’t take them home).
- We know you waited for **The Wizarding World of Harry Potter™**...go explore Hogwarts, Hogsmeade and the rides. On select nights, enjoy **The Nighttime Lights at Hogwarts**. As night falls, using state of the art projection and techniques, special effects and lights wrap the castle. Each of the four houses come to life in a dazzling display set to music.
- **Jurassic Park—The Ride** is behind **Super Silly Fun Land**, along with **The Transformers Ride 3D** and **Revenge of the Mummy**.

Throughout the park, keep a lookout (and your camera ready) for familiar and memorable characters (hints: a yellow sponge called “Bob” say “hola” to Dora, a “Shaggy” sighting). **Universal CityWalk** With dozens of places to eat (a comforting crepe? refreshing margarita?), nightclubs, shops (for that swimsuit or hat) and theatres, make sure you’re rested for this action (especially if you aim to iFly). Watch a filming of **EXTRA** entertainment tv show (**tip:** you don’t need an admission ticket to tapings at the Globe Fountain). Check special offers and events at www.citywalkhollywood.com/Events.

Go early or after 3pm especially in summer as parks have maximum capacities and deny entry when full. In high seasons (summer and Christmas) parks quickly reach capacity. Staying at a preferred hotel onsite? You’re guaranteed access.

- Check the park’s calendar and hours as it sometimes opens at 8am and sometimes 9am, meaning Early Entry starts at 7am or 8am depending on the day.
- Consider taking public transit (depending how many and the ages in your group). You can get there by Metro system buses and subway trains, a safe bridge to a free and frequent shuttle that runs every day from 7am to well after the park closes. Get a personalized trip at http://socialtransport.org/tm_pub_start.php.
- While you *could* see it all in a day, take breaks. There’s so much action, noise and sights, take an afternoon off at your hotel’s pool or nap, come back at night to see the lights.
- Bring, buy or at the park, rent an umbrella stroller (there’s some double strollers).
- All day lockers can be rented (wet swim gear?), handy if you’re not at a hotel onsite.
- People get separated so get US text plans from your cell provider, pick spots to meet or tell your kid(s) to find an employee with a nametag. Make sure your child knows your name (other than “mom”), hotel, cell number or pin all that inside their clothing (tell them it’s there). Have pictures of them and they of you.
- A terrific (free) option is the child “swap” for many rides that allows one adult to stay with a child while another adult rides. After, those adults switch so the adult who waited can ride. Just inform the first attendant you see that you’ll be switching.
- Speak Spanish and/or Mandarin (or want to learn)? Check tour times at Guest Relations.

To Your Health

- The park has **first aid stations** but be prepared—take refillable water bottles and get every-one to drink water often, use sunscreen and wear hats when not on rides.
- If you have a **hearing impairment**, use of an assistive device is free; go to Guest Relations. The park provides **free sign language** interpreting; book ahead at Guest Services.

If you smoke, vape or use e-cigarettes, you can *only* do so in the designated area. Medical marijuana (or otherwise) is strictly prohibited.

Note: parks regularly make repairs, retire attractions and plan new activities. We have no control or responsibility if a park cancels an event, suspends a ride, closes due to weather or raining meteorites, or suffers any possible lack of must-have churros or essential stuffed animal.

Our 24/7 Emergency Service

We constantly survey airlines, local tour companies and hotels to ensure they meet our customer service standards, so don’t let a problem ruin your holiday. Nearly all issues can be handled quickly on site—first seek help from the venue’s local staff. Otherwise, call our Emergency Travel Service at **1-888-551-1181**. Deposits are non-refundable and non-transferrable. Schedule changes can occur and airlines and tour operators have the right to change flight and/or tour times, alter, combine services or substitute accommodations. Your counsellor will work with you to ensure you receive information as soon as possible and ensure satisfaction. See your brochure and ticket terms and conditions.

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