

UNIVERSAL ORLANDO

Practically and Perfectly Planned

Your on the go guide to your Universal adventure

START HERE ›

PLANNED WITH CARE BY YOUR **TRAVEL ADVISOR**
WITH **PRACTICALLY PERFECT VACATIONS**

WELCOME TO PLANNING

Let's Plan Your Adventure!

Your adventure is waiting, so let's get you on your way! Keep this guide on your phone for quick answers before and during your trip.

01 *Before You Go* 3

- Key Planning Dates 4
- Arrival and Departure 5
- Don't Leave Home Without 6
- A Spoonful of Info 7
- Universal Orlando App 8
- Preferred Vendors 9

02 *Dining* 10

- Dining Day 11
- Universal Dining 12

03 *The Parks* 13

- Universal Studios Florida 14
- Islands of Adventure 15
- Epic Universe 16
- Volcano Bay 17

04 *Contact Your Advisor* 18

CHAPTER

01

Before You Go

All the little details that make a big difference, gathered in one place.

Key Planning Dates P. 4

Arrival and Departure P. 5

Don't Leave Home Without P. 6

A Spoonful of Info P. 7

Universal Orlando App P. 8

Preferred Vendors P. 9

MARK YOUR CALENDAR

Key Planning Dates

NOW

Download the Universal Orlando Resort app

Download it and create your account. You won't link anything yet; you'll link your tickets once you have them at check in.

75 DAYS BEFORE

Start exploring dining

Look for an email from me with the full dining list.

60 DAYS BEFORE

It's dining day!

You make reservations in the app or on the website. Walk up tables are harder to get than they used to be, so if you have must do spots, we highly recommend a reservation!

50 DAYS BEFORE

Arrange the details

Transportation, stroller or scooter rentals, and grocery delivery.

45 DAYS BEFORE

Final payment is due

Add travel protection first. Last chance to modify without a penalty. I'll email a reminder about two weeks prior.

See the Universal Orlando App screen for our favorite features.

KNOW BEFORE YOU GO

Arrival and Departure

Arrival Day

4 PM — **Check in begins**
Universal strives to have rooms ready by then, but during peak season it may take a little longer.

Arrived early?

Bell services will hold your luggage so you can enjoy the resort amenities or visit CityWalk.

Departure Day

11 AM — **Checkout**
Later flight? Call and request a later checkout (12:30 PM is usually the latest). They'll accommodate if they can.

Enjoy your last day

Bell services will hold your luggage, and the resort is yours to enjoy all day, including CityWalk.

FLYING HOME?

Schedule your airport transportation to pick you up at least **3 hours** before your flight time.

DON'T LEAVE HOME WITHOUT...

Preparing to Travel

- **Comfortable shoes:** you'll walk several miles a day. Bring two pairs in case one gets wet!
- **Personal and emergency items:** bandages, pain reliever, insurance cards, prescriptions and ID.
- **Sun, heat and rain protection:** sunscreen, hats, sunglasses, cooling towels, and ponchos for pop up showers.
- **Swimsuits:** pools are heated to 80 degrees year round, and the resort provides towels.
- **Tech items:** phones, cameras and battery chargers!
- **Stroller:** add a name tag; it must be folded to board buses and boats.
- **Small park bag:** a few rides require a locker, so keep valuables in one small bag.

Weather by season

Mar to Oct: count on shorts.
Feb and Nov: cooler mornings and evenings.
Dec and Jan: can be mild or chilly, so think layers!

Park Policies and Prohibited Items

Tap to check before you pack

The one thing we can't plan? The weather! Florida showers usually pass quickly.

A SPOONFUL OF INFO BEFORE YOU GO

A Spoonful of Info

Picking up your park tickets

Onsite: the Vacation Planning desk at your hotel. **Offsite:** will call or the ticket kiosks at each park. Bring the credit card used to buy them (no charge, just proof).

Child Switch

Little one not tall enough or ready? Ask a team member at boarding. One adult waits while the others ride, then rides without waiting again!

Dining and mobile order

You'll get a text the day of your reservation and can cancel through it. Save time with mobile order; set up a payment method in your app wallet first.

Photo package

Scan your photo card and use the code at myuniversalphotos.com.

Getting around

Water taxi or walking path: Portofino Bay, Hard Rock, Royal Pacific, Sapphire Falls.
Shuttle bus: Cabana Bay, Aventura, Endless Summer, Stella Nova, Terra Luna, Helios Grand.
Epic Universe: shuttles from the hotels; Helios Grand walks right in.
Transportation starts about an hour before Early Park Admission.

GETTING TO KNOW YOUR

Universal Orlando App

Download it before you travel!

Wait times, showtimes, character spots, menus and mobile order, all in one place.

1. **Get started:** create a login for virtual lines, dining reservations, mobile order and pay with app.
2. **Link your tickets on arrival:** scan each ticket's QR code. You'll need this for virtual lines!
3. **Choose your view:** map view shows what's near you. Tap the three lines at the top right for a list of waits, showtimes and menus.
4. **Wait time alerts:** pick a ride and the time you want, and the app tells you when the wait drops!
5. **Mobile order:** filter dining to Quick Serve. Set up your Wallet first, then track orders under View My Orders.

PPV TIP

Mobile order is sometimes turned off at busy restaurants. If that happens, check a nearby location in the app!

PERFECT PLANNING MEANS USING

Preferred Vendors

Strollers and Scooters

Delivered to your resort. We highly recommend the insurance.

Kingdom Strollers

Meet at the designated spot. Console, cooler, rain cover included.

kingdomstrollers.com · (407) 271 5301

Orlando Stroller Rentals

orlandostrollerrentals.com · (800) 281 0884

Buena Vista Scooters

Meet at the designated spot.

buenavistascooters.com · (407) 331 9147

Grocery Delivery

You must meet the driver. Universal hotels won't hold deliveries.

Orlando Grocery Express

orlandogroceryexpress.com · (407) 952 9373

Garden Grocer

gardengrocer.com · (866) 855 4350

Airport Transportation

Universal's SuperStar Shuttle

MCO only (not Sanford). Round trip $39 per adult, $36 per child 3 to 9. Ask your advisor to add it to your package.

Mears Global

Orlando and Sanford. Car seats on request, grocery stop available.

Cedar Trans Orlando

Private rides, 2 car seats included, optional Publix stop.

cedartransorlando.com/rates

Uber and Lyft: XL seats up to 5. Not all have car seats.

Pricing and availability are subject to change.

CHAPTER

02

Dining

From Butterbeer to Toothsome treats, here is how to plan the meals your crew will talk about.

Dining Day P. 11

Universal Dining P. 12

PERFECT PLANNING MEANS PREPARING FOR

Dining Day

Book by the 60 day mark

Some restaurants open reservations as early as 90 days out. Popular spots fill quickly, so have a Plan A and Plan B. If something isn't available, you might snag it closer to travel!

Where to Book

In the Universal Orlando Resort app or at universalorlando.com. Search the restaurant, or go to Things to Do, then Dining, and tap Book Online.

Before Dining Day

- Scope out menus and pricing in the app
- Talk with me about the best way to arrange your dining
- Start with the most popular spots and your must dos, not the order of your stay

Larger parties

No availability for your full party? Try two or three smaller groups within about 15 minutes of each other. You'll usually sit together, but it isn't guaranteed.

Phone reservations

Opens 7:30 AM Eastern (6:30 AM Central): (407) 224 FOOD (3663). Always try online first!

You'll get a reminder text the day of your reservation with the option to cancel.

TABLE SERVICE DINING

Universal Dining

These take reservations, and walk ups too. If you really want one, we HIGHLY recommend booking!

IN THE PARKS

- **Finnegan's Bar and Grill** Irish, USF
- **Lombard's Seafood Grille** USF
- **Confisco Grille** global fare, IOA
- **Mythos** Greek, IOA
- **Atlantic** seafood, Epic
- **Blue Dragon** Pan Asian, Epic

CITYWALK

- **Toothsome Chocolate Emporium** amazing desserts
- **The Cowfish** sushi and burgers
- **Jimmy Buffett's Margaritaville** Caribbean
- **Bubba Gump** seafood
- **Hard Rock Cafe** American
- **VIVO Italian Kitchen** Italian

AT THE RESORTS

- **Wantilan Luau** Royal Pacific dinner show, select nights
- **The Palm** Hard Rock Hotel
- **Mama Della's** Portofino Bay, Italian
- **Strong Water Tavern** Sapphire Falls, tapas

Epic Universe: only Atlantic and Blue Dragon take reservations.

CityWalk Guide Map
Tap to open the CityWalk map

The full restaurant list is in your printable workbook.

CHAPTER

03

The Parks

Four parks, four kinds of adventure. Here is how to make the most of every one.

Universal Studios Florida P. 14

Islands of Adventure P. 15

Epic Universe P. 16

Volcano Bay P. 17

LET'S PLAN OUR DAY IN

Universal Studios Florida

Getting There

Walk | Water Taxi | Bus | Rideshare

Runs from an hour before the earliest opening to an hour after closing. In bad weather, boats may not run.

PPV Top Picks

ROPE DROP PICKS

- Harry Potter and the Escape from Gringotts
- Revenge of the Mummy, Transformers
- Despicable Me Minion Mayhem

NEXT UP

- Fast and Furious Supercharged, Race Through New York
- E.T. Adventure, Men in Black Alien Attack, The Simpsons Ride

FAVORITE SHOWS

- The Bourne Stuntacular, Animal Actors on Location
- Cinematic Celebration (select nights)

NO EXPRESS = Universal Express not accepted

PPV TIP

Our rope drop picks build long waits early, so start there! Riding the Hogwarts Express? You'll need a park to park ticket.



LET'S PLAN OUR DAY IN

Islands of Adventure

Getting There

Walk | Water Taxi | Bus | Rideshare

Runs from an hour before the earliest opening to an hour after closing. In bad weather, boats may not run.

PPV Top Picks

ROPE DROP PICKS

- Hagrid's Magical Creatures Motorbike Adventure NO EXPRESS
- Harry Potter and the Forbidden Journey
- Jurassic World VelociCoaster, Incredible Hulk Coaster
- Pteranodon Flyers NO EXPRESS

NEXT UP

- Flight of the Hippogriff, The Amazing Adventures of Spider Man
- Skull Island: Reign of Kong, Jurassic Park River Adventure

FAVORITE SHOWS

- Raptor Encounter NO EXPRESS
- Nighttime Lights at Hogwarts

NO EXPRESS = Universal Express not accepted

PPV TIP

Hagrid's and Pteranodon Flyers don't accept Universal Express and build long waits early. Put them at the top of your rope drop list!

Islands of Adventure Map
Tap to open the official park map

LET'S PLAN OUR DAY IN

Epic Universe

Getting There

Walk | Bus | Rideshare

Runs from an hour before the earliest opening to an hour after closing.

Good to know: only Atlantic and Blue Dragon take dining reservations.

PPV Top Picks

ROPE DROP PICKS

- Harry Potter and the Battle at the Ministry
- Mario Kart: Bowser's Challenge, Mine Cart Madness
- Stardust Racers, Hiccup's Wing Gliders, Dragon Racer's Rally NO EXPRESS

NEXT UP

- Curse of the Werewolf
- Monsters Unchained: The Frankenstein Experiment
- Yoshi's Adventure, Constellation Carousel

FAVORITE SHOWS

- The Untrainable Dragon, Le Cirque Arcanus

NO EXPRESS = Universal Express not accepted

PPV TIP

The Express Unlimited perk at select Universal hotels does not apply at Epic Universe, so plan to rope drop your must dos!

Epic Universe Guide Map
Tap to open the official park map

LET'S PLAN OUR DAY IN

Volcano Bay

Getting There

Walk | Bus | Rideshare

Runs from an hour before the earliest opening to an hour after closing.

Good to know: Volcano Bay is scheduled to close for refurbishment October 26, 2026 through March 24, 2027, so check dates before you plan.

PPV Top Picks

THRILL SEEKERS

- Ko'okiri Body Plunge, Ohno Drop Slide (48")
- Kala and Tai Nui Serpentine Slides, Honu (48")

FAMILY FAVORITES

- Krakatau Aqua Coaster, Ika Moana (42")
- Maku Puihi Round Rafts, Punga Racers (42")

RELAX

- Kopiko Wai Winding River, Waturi Beach
- Runamukka Reef and Tot Tiki Reef for little ones

NO EXPRESS = Universal Express not accepted

PPV TIP

Universal Express does not apply here; Volcano Bay sells its own Express Pass Plus.

Volcano Bay Guide Map
Tap to open the official park map

WE'RE HERE FOR YOU!

Contact Your Advisor

Practically Perfect Vacations

Questions before or during your trip?

Reach out to your PPV Travel Advisor anytime!

They're here to help before, during and after your trip.

HAVE AN EPIC ADVENTURE!

We can't wait to hear all about it.