



THE ULTIMATE INDOOR LEGO® PLAYGROUND

LEGOLAND® Discovery Center is your passport to creativity, color and imagination! Our ultimate indoor LEGO playground includes 12 unique LEGO® attractions and activities for your group to enjoy including themed LEGO play zones, 1 interactive ride, a 4D Cinema showing 3 different movies, MINILAND Bay Area, Racers Build & Test and more!

School Field Trip Preparation Guide

School Field Trip Requirements & Benefits:

- ✓ Discounted rates are available for official school group advance bookings of 15 or more.
- ✓ Advanced pre-paid reservations are required a minimum of 14 days prior to the visit date.
- ✓ One adult chaperone is recommended to accompany every 5 children.
- ✓ School Groups receive one free adult ticket with every 5 child tickets purchased. Complimentary tickets will automatically be added to the cart during the checkout process.
- ✓ School ID must be presented upon check in.

School Field Trip Visit Duration:

- ✓ The visit through the attraction is self-guided. You may take as little or as long as you need to experience the entire attraction, per our operating hours. We recommend you plan for a 2-3 hour visit.
- ✓ Workshops typically run for 30-40 minutes and are not accounted for in this time. Please make sure to allot enough time when adding a workshop to your visit.

School Field Trip Hours of Operation:

- ✓ School Group rates are available through the academic year during weekdays, excluding holiday periods.
- ✓ The attraction hours are subject to change. Visit our website for the most updated hours of operation: [Opening Times | LEGOLAND Discovery Center Bay Area](#)

School Field Trip Booking and Payment:

- ✓ Payment is due two weeks prior the date of your visit.
- ✓ Payment types accepted: Visa, MasterCard, American Express, Discover, and Company Check.
- ✓ **For credit card:**
- ✓ Reservations must be made online through the secure Online Booking Portal.
- ✓ School Group tickets are timed and dated. Make sure that you select your arrival day and time to enter the attraction when purchasing tickets.
- ✓ Make sure that you provide your official school name before checking out.
- ✓ Receive an instant email confirmation.
- ✓ Choose electronic tickets or print-at-home tickets.
- ✓ **For company check:**
- ✓ Please fill out a [School Field Trip Booking Request](#)
- ✓ If the order amount increases after the check is received, we require a second form of payment at the door on the day of visit or prior to the visit date. If the order amount decreases after the check is received, we are unable to provide refunds.
- ✓ We do not accept personal checks. Please make checks payable to LEGOLAND Discovery Center Bay

Area for the full amount due and drop off or mail to:

- ✓ **LEGOLAND Discovery Center**
- ✓ Great Mall Drive
- ✓ Milpitas, CA 95035
- ✓ Additional tickets cannot be added to your original reservation after your order is made. You may purchase additional tickets on the day of your visit.
- ✓ If you end up having fewer individuals than originally booked, you may contact the Group Booking Coordinator at BAgroups@MerlinEntertainments.biz 48 hours in advance for a partial refund of the tickets, if paid through credit card.

Cancellation, Reschedule and No-Show Policy:

- ✓ Tickets are only valid for the date/time listed on the reservation.
- ✓ Paid reservation may be cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing BAgroups@merlinentertainments.biz.
- ✓ Any requests to cancel or reschedule after 48 hours before your scheduled visit will not be accommodated.
- ✓ There are NO REFUNDS on unused tickets on the day of. You may request to receive complimentary tickets for the number of guests that did not show up.
- ✓ There are NO REFUNDS on unused tickets after your date has passed.
- ✓ In the event of a No-Show, we are unable to accommodate a refund or rescheduling.

Location:

By Car:

- ✓ From San Jose: Get on US-101 N to I-880 N to Great Mall Pkwy in Milpitas. Take the Great Mall Pkwy exit from I-880 N. Continue on Great Mall Pkwy to Great Mall Dr.
- ✓ From Fremont: Get on I-880 S to E Tasman Dr in Milpitas. Take exit 8A for Great Mall Pkwy/Tasman Drive from I-880 S. Continue on Great Mall Pkwy to Great Mall Dr.
- ✓ From Mountain View: Get on CA-237 E towards Calaveras Blvd/Milpitas. Continue on CA- 237 E. Take S Main St to Great Mall Dr.

By Transit:

- ✓ Take light rail to the Great Mall / Main Transit Station
- ✓ BART to Milpitas Transit Station

By Bus:

- ✓ VTA – Lines 46, 47, 66, 70, 71, 77, 104, 180, 181, 321 towards Great Mall
- ✓ AC Transit – 217 towards Great Mall

Workshops:

- ✓ LEGO® Education Workshops are 30-40 minutes long and are scheduled prior to your visit. All workshops are held in our private party rooms with time needed between workshops to reset.
- ✓ Our Group Bookings Coordinator will send a schedule breakdown of your workshop prior to your visit so you can plan accordingly.

School Field Trip Recommendations & Important Information:

- ✓ Please have your group pre-sorted into groups of no more than 20 students to ensure a more BRICK-tastic visit and minimize wait times for those attractions that have a guest limit.
- ✓ Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage facility and we are not responsible for any lost or stolen items.
- ✓ **Outside food or bagged lunches are NOT permitted.** You may arrange meals with the Group Booking Coordinator in advance for an additional fee. If your group has any special needs regarding this, please reach out to us as soon as possible.
- ✓ Re-entry may be allowed if the group wishes to take a break for lunch. Please see one of our team members about this. Please note that during higher volume times, this may not be available.
- ✓ Please take note that School Groups are not allowed to use the Food Court unless meals are purchased from there.
- ✓ We recommend socks and closed-toe shoes for all children.
- ✓ All rides may inside LEGOLAND® Discovery Center have separate restrictions and some children may not be able to ride if they do not meet the requirements.
- ✓ All rides and playing areas require chaperone supervision at all times.
- ✓ All of the attractions inside LEGOLAND® Discovery Center, with the exception of the Great LEGO Race VR Experience, are included in the price of the admission. Guests may wish to bring additional money to purchase food from our café, souvenir photos or LEGO® products from our retail shop.

Additional FAQs:

Can I bring a camera/phone to the attraction?

- ✓ Cameras are permitted in all public areas of the attractions except while on any rides.

Are Your Staff First Aid Trained?

- ✓ Yes. We ensure that there are always staff members at the LEGOLAND Discovery Center who are trained in first aid.

Is there a place where we can store our things?

- ✓ A limited number of small lockers are available for rent during your visit. No weapons of any kind are permitted into our attraction.

Amenities:

- ✓ Gift Shop
- ✓ Restrooms
- ✓ Photo Op Areas (just before entering the attraction, after the Admissions desk, and after the Imagination Express ride). These photos are not included in the price of admission.
- ✓ Lockers
- ✓ Café

Accessibility:

- ✓ Our facilities are designed to be fully accessible to guests with a disability.
- ✓ Guests may use their own wheelchair in the attraction.
- ✓ We do not have wheelchair and stroller rentals available.

BRICKTASTIC Safety:

- ✓ We follow all local and state guidelines for the safety of guests and staff during the COVID-19 pandemic. Please visit our website for the most updated safety measures [Bricktastic Safety | LEGOLAND Discovery Center Bay Area](#)

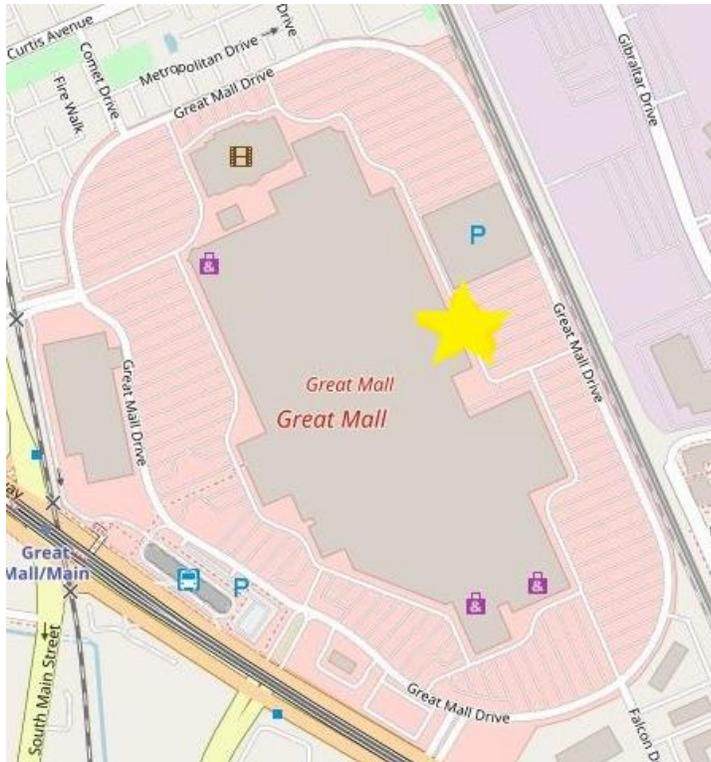
Nearby Restaurants:

- ✓ LEGOLAND Discovery Center Bay Area is located right across from the Great Mall Food Court. More information about hours and dining options can be found here: [List Of Restaurants at Great Mall® - A Shopping Center In Milpitas, CA - A Simon Property](#)

Arriving at the Attraction:

Bus Drop Off & Parking

- ✓ Buses may drop off students at the main entrance where you will see the LEGOLAND Discovery Center sign and Millie, the giant LEGO giraffe at Entrance 4 of the Great Mall. This is indicated by the star on the map below. Afterwards all buses must park at the outer edge of the parking lot.



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 school ID and group order confirmation to the attractions front desk.
- ✓ We ask for your assistance in keeping your group together at this time as our staff may deliver the attraction's rules, provide chaperones with center brochures and provide further instruction before entering.