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Package Type

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Going to

Universal Studios Hollywood (...) ▼

Rooms 1 ▼ Adults 2 ▼ Children 0 ▼

Check in date Sunday # of Nights

24AUG25

Check out date

Promo code

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Ready to book?

To book a vacation package, please select a vacation package from the PACKAGE TYPE drop down above.



Terms and Conditions

UNIVERSAL PARKS & RESORTS VACATIONS TERMS AND CONDITIONS

Please review the following information carefully from time to time as it is subject to change. Revised 4/27/22.

General Conditions:

The information provided below is intended to inform you of the various taxes, governmental fees and other charges on any travel-related transactions, fees and charges you may pay when you book your travel arrangements with Universal City Travel Partners d/b/a Universal Parks & Resorts Vacations ("Universal"). All prices shown are in U.S. Dollars (\$) and include applicable taxes, fees and charges, except as otherwise noted. Packages and rates are subject to change without notice. Prices are subject to change based upon your choice of travel dates, number of travelers, departure city, and your choice of flight, hotels or other items, and may require a minimum nights' stay. Package prices are guaranteed upon full payment received by Universal, and solely subject to change due to imposition of taxes or other charges by government authorities. Package inclusions and options subject to change without notice. All persons on the same reservation must purchase the same package.

Please remember that you may incur other charges while traveling that are not included in the quoted package price payable to Universal, such as hotel extra-person or extra-bed charges, resort fees, gratuities, hotel energy and/or telecommunications surcharges, parking fees, telephone fees, room service, movies, mini-bar, or rental car insurance, gasoline, and other incidentals.

Air Travel:

Once booked, airline tickets are non-refundable. In the event you make changes or rebook your vacation package, the original airfare paid may be applied toward a new ticket, subject to the airlines' fees, rules and regulations, as well as the payment of a re-ticketing fee and any differences in airfare amounts. In the event you cancel and do not rebook your vacation package, you will receive an air credit to be used toward future travel that must be redeemed through Universal Parks & Resorts Vacations. The actual airfare could be higher at the time of redeeming the air ticket credit, which would be the traveler's responsibility. Airfare credits are limited for use by the named ticketed passenger, for use on the same airline to the same destination (Orlando, FL or Hollywood/Los Angeles, CA), for a period of up to one year from the original ticketing date (except for Spirit Airlines, where air credits are only valid for up to 60 days after cancellation) and are subject to restrictions and limitations imposed by airlines.

Airlines may cancel duplicate reservations without notice. Universal shall not be responsible for any airline schedule changes, delays, cancellations, or any airline's failure to perform for any reason including, but not limited to, strike, inclement weather, or bankruptcy.

Guests are encouraged to reconfirm all flights directly with the airline since flight schedules are subject to change and are not guaranteed. Guests are responsible for any additional fees that may be charged by the airline (such as extra baggage or heavy baggage, beverages, movies, etc.). Any

seat selection made at the time of booking is not guaranteed. If seat selection is unavailable through Universal, seats will be assigned at airport check in. Guests age 17 and younger must fly with an adult on the same itinerary and reservation. If you are travelling with minors under the age of 18, please contact the airline directly for any safety regulations or other requirements. Please remember to bring a government-issued photo identification which is required for all air passengers 18 years and older. It is the responsibility of guests to provide full, legal names of all passengers, including the children's ages at the time of booking.

Of course, all air fares may be subject to additional restrictions, may not be available on all flights, and may change without notice.

Airfare Taxes and fees are charged per ticket and include, without limitation:

* **Surcharges** - various airline surcharges from \$1.50 to over \$50 may apply.

* **Federal Excise Tax** - 7.5% of base fare (may be pro-rated for flights from US to Hawaii, Alaska and international destinations). A Travel Facilities Tax of up to \$15.00 per roundtrip for domestic flights beginning or ending in Alaska or Hawaii may apply.

* **Passenger Facility Charges** - up to \$18.00, depending on the itinerary.

* **Federal Segment Fees** - \$3.40 per U.S. flight segment.

* **September 11th Security Fee** - \$2.50 per flight segment with a maximum of \$10.00 per ticket.

Vacation Package Revision Fees:

Once deposit and/or full payment is received, a \$50 revision fee per transaction, plus any applicable services fees or price increases, will be assessed for any changes made to the reservation including, but not limited to, dates, air carrier, hotel, and ground transportation if the reservation is within 45 days of arrival. No fee will be assessed if the reservation is 46 days or more from arrival. If within 45 days of arrival no fee will be assessed for revisions that add product to the reservation. A revision fee will only be assessed if there are changes to existing elements of the reservation, such as hotel and ticket, as well as removing products from the reservation. If your vacation includes airline reservations, air change fees apply, plus a \$50 per reservation revision fee and any other fees or price increases imposed by the airline will be charged. Fees are non-refundable. Certain types of airline reservation changes, including name changes, are prohibited based upon restrictions imposed by the carrier.

Hotel Accommodations:

Hotel check-in is generally 4 p.m. Two double beds are standard in the room unless otherwise stated. Charges for in-room safes, rollaway beds and cribs, plus applicable taxes, are not included in the package price and are payable directly to the hotel. Gratuities, resort fees, parking fees, laundry, telephone calls, meals, beverages, sightseeing or any other incidentals at the hotel are the responsibility of the guest. Adjacent rooms and/or connecting rooms, room locations, types of bedding and smoking preferences are on a request-only basis and subject to availability at the time of check-in. Please advise us of any special needs at the time of booking.

Car Rental Transactions:

If a rental car is kept longer than the original reservation, they must pay additional amounts, including taxes, governmental fees and other charges, directly to the car rental agency when they return the rental car. Any additional products or services that are offered to the client by the car rental company at the time of pick-up, must be paid directly by the client to the car rental company.

Refunds on Vacation Packages:

Please allow 5-6 weeks for processing refunds. Excludes Non-Refundable Hotel rates. As we are experiencing higher than normal volume, we appreciate your patience.

Cancellation Fee for Bookings:

* **46 Days or More PRIOR TO ARRIVAL - Full refund less non-refundable components***

* **45-0 Days PRIOR TO ARRIVAL - \$200 fee per reservation, plus fees imposed by hotel*, airline and/or other components**

*Additional Terms and Conditions apply regarding transactions including Travel Protection Options, air travel, Halloween Horror Nights. Cancellation Fee for bookings excludes Non-Refundable hotel rates; should you change or cancel a Non-Refundable Hotel Rate type in your reservation, your payment will not be refunded.

Attraction Ticket Purchases and Features:

Purchase of attraction tickets only must be paid in full at time of booking and are non-refundable. Additional restrictions may apply. Theme parks, restaurants, shows, attractions, rides, entertainment and other services and features are subject to change without notice and may be closed temporarily due to renovation, capacity, inclement weather, special events, or may otherwise be discontinued or changes without notice and without liability to Universal.

Deposits/Payments:

We accept American Express®, MasterCard®, Discover® Card and Visa®. For final payment we also accept personal checks, travel agency checks, money orders and cashiers checks. We will not accept third-party checks. Payments must be made in US (\$) dollars. Reservations booked within 45 days must be paid with a credit card.

The credit card used for deposit will automatically be charged the remaining balance on the final payment due date (45 days prior to arrival). If you prefer to pay the balance using an alternate form of payment, please contact our office (800-407-4275) at least 46 days prior to arrival or the credit card used for deposit will be charged the remaining balance.

For reservations that include air travel, the total price of airline tickets are due at the time of booking and must be paid in full, in addition to a deposit of per reservation as described below:

*** 46 Days or More - PRIOR TO ARRIVAL - PAYMENT** - \$50 per person deposit, plus cost of Non-Refundable Hotel Rates, Airfare, Travel Protection Options and select add-ons due at time of reservation.

*** 45-0 Days - PRIOR TO ARRIVAL - PAYMENT** - Full payment due at time of reservation. Packages booked with a deposit will be automatically charged full payment (restrictions apply).

Travel Financing Options:

UpLift provides a service for offering closed-end installment loan products by CBW Bank ("Bank"), optimizing and fulfilling consumer rewards, perks, messaging and incentives, and performing business analytics. UpLift, Inc is licensed as a Finance Lender and Broker by the California Department of Business Oversight, license number 60DBO-49318. For further information on UpLift policies and terms, please visit www.uplift.com.

Cancel for Any Reason (Travel Protection Plan):

Pre-Departure Cancel for Any Reason plan covers all package cancellation fees imposed by the airline, hotel, car rental company or other travel service provider up to 24 hours prior to the originally scheduled flight departure time or hotel check-in time and all package revision fees. Flight or hotel must be booked through Universal Parks & Resorts Vacations to qualify as beginning of travel. Cancel for Any Reason plan must be purchased at the time of deposit and/or full payment for the package. Once purchased, the Cancel for Any Reason plan is non-refundable, has no cash value, and may be redeemed one (1) time for cancellation. Cancel for Any Reason plan is available for redemption only by the person(s) who booked the travel and is not transferable. All persons ages 3 and over in the travelling party must purchase.

Universal Parks & Resorts Vacations must be called at 800-644-4679 to cancel or modify vacation packages. Fees imposed will be paid one (1) time by Universal Parks & Resorts Vacations. Upon cancellation, a refund will be issued to the original credit card used for purchase and will include all amounts paid, except for the cost of non-refundable air tickets and the cost of the Cancel for Any Reason plan. The full amount of money paid for air travel will be returned in the form of a credit for future travel. Cancel for Any Reason plan does not cover changes in fares, which may be higher at the time of rebooking. All revision fees are waived for vacation package reservations that include Cancel for Any Reason Travel Protection.

A published air ticket credit will be issued per applicable airline policies less airline change fees and Universal will absorb the change fees. The actual airfare could be higher at the time of redeeming the air ticket credit, which would be the traveler's responsibility. Airfare credits are limited for use by the named ticketed passenger, for use on the same airline to the same destination (Orlando, FL or Hollywood/Los Angeles, CA), for a period of up to one year from the original ticketing date

(except for Spirit Airlines, where air credits are only valid for up to 60 days after cancellation) and are subject to restrictions and limitations imposed by airlines. To acquire airfare credit, contact Universal Orlando's Guest Contact Center. Airfare credit must be redeemed through Universal Parks & Resorts Vacations. Universal Orlando cannot assist with and is not responsible for airfare credit requests made directly with the airline.

Commission Payments

Please note, if there are no commissions paid within 24 months, the system will automatically deactivate the agency from future payments. If that occurs, the agency will have to email AgencyRegistrations@UniversalOrlando.com to obtain any new commissions.

Applicable Law, Arbitration, and Responsibility:

You agree to arbitrate and waive any right to a jury trial to seek class treatment of any claims, or to participate as a class member in a class action filed by anyone else.

This Applicable Law, Arbitration, and Responsibility section (this "Section") is deemed to be a "written agreement to arbitrate" pursuant to the Federal Arbitration Act. You and Universal agree that we intend that this Section satisfies the "writing" requirement of the Federal Arbitration Act. This Section can only be amended by mutual agreement.

We believe that arbitration is a faster, more convenient and less expensive way to resolve any disputes or disagreements that you may have with us. Therefore, pursuant to these Terms and Conditions, if you have any dispute or disagreement with us regarding any claims, disputes and matters whatsoever arising under or in connection with your booking and these policies and procedures, **you will not have the right to pursue a claim or relief in court, or have a jury decide the claim or relief and you will not have the right to bring or participate in any class action or similar proceeding in court or in arbitration.** By booking with us, you agree to binding arbitration as provided below.

We will make every reasonable effort to informally resolve any claims, complaints, disputes and matters whatsoever arising under or in connection with your booking and these policies and procedures. If those efforts fail, by booking with us, you agree that any complaint, dispute, or disagreement you may have against Universal, and any claim that Universal may have against you, arising out of, relating to, or connected in any way with these Terms and Conditions or your booking, or our **Privacy Policy** shall be resolved exclusively by final and binding arbitration ("Arbitration") administered by JAMS or its successor ("JAMS") and conducted in accordance with the JAMS Streamlined Arbitration Rules And Procedures in effect at the time the Arbitration is initiated or, if the amount in controversy exceeds \$100,000, in accordance with the JAMS Comprehensive Arbitration Rules And Procedures then in effect (respectively, the "Applicable Rules"). The Applicable Rules can be found at www.jamsadr.com. If JAMS is no longer in existence, the Arbitration shall be administered by the American Arbitration Association or its successor (the "AAA") instead, and conducted in accordance with the AAA Commercial Arbitration Rules in effect at that time (which shall be the "Applicable Rules" in such circumstances). If JAMS (or, if applicable, AAA) at the time the arbitration is filed has Minimum Standards of Procedural Fairness for Consumer Arbitrations in effect which would be applicable to the matter in dispute, Universal agrees to provide the benefit of such Minimum Standards to you to the extent they are more favorable than the comparable arbitration provisions set forth in this Section, provided, however, that in no event may such Minimum Standards contravene or restrict the application of subpart (e) or (i) below. Furthermore, this Section shall not prevent any party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. You further agree that:

(a) No Class Or Representative Actions. The Arbitration can resolve only your and/or Universal's individual claims, and the Arbitrator shall have no authority to entertain or arbitrate any claims on a class or representative basis, or unless both you and Universal agree otherwise in writing, to consolidate or join the claims of other persons or parties who may be similarly situated;

(b) Non-Individualized relief. The Arbitrator may award relief (including monetary, injunctive, and declaratory relief) only in favor of the individual party seeking relief and only to the extent necessary to provide relief necessitated by that party's individual claim(s). Any relief awarded cannot affect other users or the general public. If a Court decides that applicable law precludes enforcement of any of this paragraph's limitations as to a particular claim for relief, then subject to your and Universal's right to appeal the court's decision, that claim (and only that claim) must be severed from the arbitration and may be brought in court. All other claims will be arbitrated;

(c) Single Arbitrator. The Arbitration shall be conducted before a single arbitrator selected in accordance with the Applicable Rules or by mutual agreement between you and Universal (the "Arbitrator");

(d) Arbitrator Will Interpret This Agreement. The Arbitrator, and not any federal, state or local court or agency, shall have the exclusive authority to resolve any dispute arising under or relating to the validity, interpretation, applicability, enforceability or formation of these Terms and Conditions and/or these arbitration provisions in this Section, including but not limited to any claim that all or any part of these Terms and Conditions is void or voidable;

(e) Location of Arbitration. The Arbitration shall be held either: (i) at a location determined by JAMS (or, if applicable, AAA) pursuant to the Applicable Rules (provided that such location is reasonably convenient for you and does not require travel in excess of 100 miles from your home or place of business); or (ii) at such other location as may be mutually agreed upon by you and Universal; or (iii) at your election, if the only claims in the arbitration are asserted by you and are for less than \$10,000 in aggregate, by telephone or by written submission;

(f) Governing Law. The Arbitrator (i) shall apply internal laws of the State of California consistent with the Federal Arbitration Act and applicable statutes of limitations, or, to the extent (if any) that federal law prevails, shall apply the law of the U.S., irrespective of any conflict of law principles; (ii) shall entertain any motion to dismiss, motion to strike, motion for judgment on the pleadings, motion for complete or partial summary judgment, motion for summary adjudication, or any other dispositive motion consistent with California or federal rules of procedure, as applicable; (iii) shall honor claims of privilege recognized at law; and (iv) shall have authority to award any form of legal or equitable relief;

(g) Written Award. The Arbitrator shall issue a written award supported by a statement of decision setting forth the Arbitrator's complete determination of the dispute and the factual findings and legal conclusions relevant to it (an "Award"). Judgment upon the Award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant party or its assets;

(h) Arbitration Costs. In the event that you are able to demonstrate that the costs of Arbitration will be prohibitive as compared to the costs of litigation, Universal will pay as much of your filing and hearing fees in connection with the Arbitration as the Arbitrator deems necessary to prevent the arbitration from being cost-prohibitive, regardless of the outcome of the Arbitration, unless the Arbitrator determines that your claim(s) were frivolous or asserted in bad faith;

(i) Reasonable Attorney's Fees. In the event you recover an Award greater than Universal's last written settlement offer, the Arbitrator shall also have the right to include in the Award Universal's reimbursement of your reasonable and actual out-of-pocket attorneys' fees associated with the Arbitration. If Universal is the prevailing party or if you recover an Award less than Universal's last written settlement offer, the Arbitrator shall also have the right to include in the Award your reimbursement of Universal's reasonable attorneys' fees associated with the Arbitration.

(j) Interpretation and Enforcement of Arbitration Clause. In the event you recover an Award greater than Universal's last written settlement offer, the Arbitrator shall also have the right to include in the Award Universal's reimbursement of your reasonable and actual out-of-pocket attorneys' fees associated with the Arbitration. If Universal is the prevailing party or if you recover an Award less than Universal's last written settlement offer, the Arbitrator shall also have the right to include in the Award your reimbursement of Universal's reasonable attorneys' fees associated with the Arbitration.

(k) Opt-Out Procedure. You can choose to reject this Agreement to Arbitrate ("opt out") by mailing us a written opt-out notice ("Opt Out Notice"). The Opt-Out Notice must be postmarked no later than 30 days after the date you accept the Terms and Conditions for the first time. You must mail the Opt-Out Notice to Universal City Studios LLC d/b/a Universal Studios Hollywood, Attn: Legal Department, 100 Universal City Plaza, Universal City, California 91608-1002.

For your convenience, we are providing a [hyperlink to the Opt-Out Notice form](https://www.universalstudioshollywood.com/tridiondata/ush/en/us/files/documents/opt-out-notice.pdf) <https://www.universalstudioshollywood.com/tridiondata/ush/en/us/files/documents/opt-out-notice.pdf> you must complete and mail to validly opt out of arbitration. You must complete the Opt-Out Notice form by providing the information called for in the form, including your name, address (including street number and address, city, state, and zip code), phone number and the email address(es) used to log in to your Universal account to which the opt-out applies. You must sign the Opt-Out Notice for it to be effective. This procedure is the only way you can opt out of

arbitration. If you opt out of arbitration, all other parts of the Terms and Conditions will continue to apply. Opting Out of this Agreement to Arbitrate has no effect on any previous, other, or future arbitration agreements that you may have with us.

(l) Modification of Arbitration Clause With Notice. Universal may modify these arbitration provisions. You agree to be bound by the arbitration provisions and terms in effect at the time you acknowledged receipt and acceptance of these Terms and Conditions when purchasing or otherwise using our services; except that any later, such modifications to these arbitration provisions shall also become effective thirty (30) days after Universal has given notice of such modifications by posting the new terms and only on a prospective basis for claims arising from a Universal booking occurring after the effective date of such notification.

(m) Small Claims Matters are Excluded. No Class Relief or Joinder of Claims. Notwithstanding the foregoing arbitration provisions, at your option, you may bring any claim you have against Universal in your local small claims court within the U.S., if your claim is within such court's jurisdictional limit; provided that such court does not have the authority to entertain any claims on a class or representative basis, or to consolidate or join the claims of other persons or parties who may be similarly situated in such proceeding.

Universal is not responsible for any error or omission. Universal is an independent wholesaler, and the services described are provided by independent contractors. Universal shall not be responsible or liable in any way for any loss, injury (including personal injury), or any damage caused or arising in connection with customer's travel or other services or products provided through Universal, including but not limited to, any transportation, accommodations, attractions, meals, or other services, due to any acts of God, weather, strikes, acts of Government or other authorities, wars, civil disturbances, hijacks, thefts, or any other circumstances beyond our control. The terms and conditions of the transportation providers (including all applicable tariffs) shall apply to all transportation services.

Universal Parks & Resorts Vacations is not responsible for any error or omission. Universal Parks & Resorts Vacations is an independent wholesaler, and the services described are provided by independent contractors. Universal Parks & Resorts Vacations shall not be responsible or liable in any way for any loss, injury (including personal injury), or any damage caused or arising in connection with customer's travel or other services or products provided through Universal Parks & Resorts Vacations, including but not limited to, any transportation, accommodations, attractions, meals, or other services, due to any acts of God, weather, strikes, acts of Government or other authorities, wars, civil disturbances, hijacks, thefts, or any other circumstances beyond our control. The terms and conditions of the transportation providers (including all applicable tariffs) shall apply to all transportation services.

In connection with your purchase of Universal Studios Hollywood products (including but not limited to admission ticket(s), pass(es), and /or vacation package(s)) and your visit to Universal Studios Hollywood and/or Universal CityWalk Hollywood, please be advised that you must follow Universal Studios Hollywood's policies, CDC guidelines and the recommendations of health officials. Please note that any public location where people are present provides an inherent risk of exposure to COVID-19 and Universal cannot guarantee that you will not be exposed during your visit. By visiting Universal Studios Hollywood and/or Universal CityWalk Hollywood, you acknowledge and agree that you assume these inherent risks associated with attendance. When you enter Universal Studios Hollywood and/or Universal CityWalk Hollywood, you understand that you are subject to the Universal Studios Hollywood Terms of Service (including arbitration, class action waiver, assumption of risk, and infectious disease release of liability) located at <https://www.universalstudioshollywood.com/web/en/us/terms-of-service>.

Vacation packages are sold by Universal Parks & Resorts Vacations, which is registered with the State of California as a seller of travel. Registration number: CST - 2137135-50. Registration as a seller of travel does not constitute approval by the State of California. This Seller of Travel is not a participant in the California Travel Consumer Restitution Fund. California law requires certain sellers of travel have a trust account or bond. This Business has a bond issued by Federal Insurance Company in the amount of \$3 Million Dollars.

