



Quick Facts

DESTINATION Orlando

TRAVEL WINDOW Now - 04/30/25

BOOKING WINDOW Now - 04/30/25

Terms of Use

UNIVERSAL PARKS & RESORTS VACATIONS™ TERMS AND CONDITIONS

Please review the following information carefully. If you do not agree to these Terms and Conditions, please do not book your travel arrangements with Universal Parks & Resorts Vacations. Universal Parks and Resorts may update these Terms and Conditions from time to time as it is subject to change. Revised 6/28/23.

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 Parks & Resorts Vacations. 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 Parks & Resorts Vacations, 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 Parks & Resorts Vacations, 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 Parks & Resorts Vacations 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 Parks & Resorts Vacations, 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.

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.

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.

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.

Vacation package reservations made 3/4/20 – 4/15/20 for travel 3/4/20 – 8/31/20 may be modified with no fee if such modification is made at least 24 hours prior to arrival. For reservations which are modified within 24 hours of arrival a \$50 fee per reservation will apply. If vacation package includes airfare additional fees & penalties imposed by airlines may apply.

Refunds:

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

Car Rental Transactions:

If your client keeps a rental car 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.

Cancellation Fee for Bookings:

DAYS PRIOR TO ARRIVAL - PENALTIES

46 days or more - Full refund*

45-0 days - \$200 fee per reservation, plus fees imposed by hotel, airline and/or other components

Vacation package reservations made 3/4/20 – 4/15/20 for travel 3/4/20 – 8/31/20 may be cancelled with no fee if such cancellation is made at least 24 hours prior to arrival. For reservations which are cancelled within 24 hours of arrival, a \$200 fee per reservation will apply plus any additional hotel imposed fees. If vacation package includes airfare additional fees & penalties imposed by airlines may apply.

*Additional Terms and Conditions apply regarding transactions including Travel Protection Options, air travel, Halloween Horror Nights and VIP Tours. Celebration Vacation package and Universal's Epic Character Race Weekend Packages require full payment at time of booking and there are no refunds.

Attraction Ticket Purchases and Features:

Attraction tickets are non-refundable once purchased. 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 Parks & Resorts Vacations.

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:

DAYS PRIOR TO ARRIVAL - PAYMENT

46 days or more - \$50 per person deposit, plus cost of Airfare, Travel Protection Options and select add-ons due at time of reservation*

45-0 days - Full payment due at time of reservation. Packages booked with a deposit will be automatically charged full payment (restrictions apply).

*Deposit amounts may vary by room type. Celebration Vacation package requires full payment at time of booking and there are no refunds.

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.

Travel Protection Options

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 800-407-4275 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:

Please note the CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Guests should evaluate their risk in determining whether to attend. People who show no symptoms can spread COVID-19 if they are infected, any interaction with the general public poses an elevated risk of being exposed to COVID-19, and we cannot guarantee that you will not be exposed during your visit.

It is agreed by and between you and Universal Parks & Resorts Vacations, that all claims, disputes and matters whatsoever arising under or in connection with your booking and these policies and procedures shall be governed by the laws of the State of Florida (without regard to conflict of laws) and shall be arbitrated pursuant to Section 26 of the [Terms of Service](#). 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 without limitation personal injury or illness), 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, including without limitation cancellation or rescheduling due to any acts of God, weather, strikes, acts of Government or other authorities, wars, civil disturbances, hijacks, thefts, epidemics, pandemics, the spread of infectious diseases, quarantines 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 registered with the State of Florida as a seller of travel. Registration number: ST-24215.
