





## HOTEL BENEFITS






Staying on-site means your clients enjoy more than just a convenient location and spectacular accommodations. On-site hotel guests enjoy an array of special benefits and privileges to enhance their experiences throughout the entire resort — at the theme parks, in Universal CityWalk®, and at the hotels themselves.

ON-SITE HOTELS EXCLUSIVE BENEFITS	PRIME VALUE	PREFERRED	PREMIER		
					
SKIP THE REGULAR LINES* for FREE with Universal Express <sup>SM</sup> Unlimited ride access <small>A value of up to \$89** per person, per day. Valid theme park admission required.</small>			●	●	●
Early Park Admission <sup>^</sup> to The Wizarding World of Harry Potter <sup>TM</sup> one hour before the theme park opens <small>Valid theme park admission required. Early Park Admission to one (1) Universal Orlando theme park as determined by Universal Orlando.</small>	●	●	●	●	●
Complimentary transportation and walking paths to both theme parks and CityWalk <sup>®</sup>	Shuttle Buses	Water Taxis, Shuttle Buses	Water Taxis, Shuttle Buses	Water Taxis, Shuttle Buses	Water Taxis, Shuttle Buses
Resort-wide charging privileges with room key	●	●	●	●	●
Complimentary access <sup>^^</sup> to select live entertainment venues at Universal CityWalk <sup>®</sup> for the length of stay	●	●	●	●	●
Complimentary delivery of merchandise purchased throughout the resort to your hotel	●	●	●	●	●
Priority seating at select restaurants throughout the resort			●	●	●
Complimentary Scheduled Transportation <sup>†</sup> to nearby Wet 'n Wild <sup>®</sup> Orlando water park, SeaWorld <sup>®</sup> and Aquatica <sup>TM</sup>	●	●	●	●	●
Character appearances and morning wake up calls from one of your favorite Universal Orlando <sup>®</sup> characters	●	●	●	●	●
Golf Universal Orlando program <sup>††</sup>	●	●	●	●	●
Exclusive access to all on-site hotels	●	●	●	●	●

\*Paid theme park admission required. Benefit not valid for guests staying at Universal's Cabana Bay Beach Resort or Loews Sapphire Falls Resort; available for purchase only. Not valid at Harry Potter and the Forbidden Journey<sup>TM</sup>, Harry Potter and the Escape from Gringotts<sup>TM</sup>, and other select attractions. Not valid at Hogwarts Express. Only valid for the number of guests staying in the room for the length of hotel stay as indicated on the Universal Express Unlimited pass. Available during normal theme park operating hours only. Not valid for separately ticketed special events. Additional restrictions may apply and benefits are subject to change without notice. \*\*Based on seasonal peak pricing for the Universal Express Unlimited pass. ^Paid theme park admission required. Early Park Admission begins one (1) hour prior to regularly scheduled park opening to one (1) Universal Orlando theme park as determined by Universal Orlando. Valid at select attractions at each park. Universal Orlando Resort reserves the right to open alternative attractions in the event that a technical problem arises or an attraction opening is delayed. Additional restrictions may apply. ^^Valid for registered on-site hotel guests for the length of stay. Not valid for separately ticketed concerts and special events. Some venues require ages 21 or older for admission. Valid Photo ID required. Does not include admission to AMC<sup>®</sup> Universal Cineplex 20 with IMAX<sup>®</sup>, the Blue Man Group show or Hollywood Drive-In Golf<sup>TM</sup>. Subject to availability. Restrictions apply and benefits are subject to change without notice. †Scheduled transportation to Wet 'n Wild is provided via SuperStar Shuttle with departures based on regular operating hours. Must be booked one day in advance. Shuttle service does not run continuously. Boarding passes for the SuperStar Shuttle required and available at the Attraction Ticket Center located in the hotel lobby. Not valid for Special Events or Groups. ††Complimentary transportation for groups of four available on a limited basis. Transportation for one (1) – three (3) players requires a surcharge. Program and transportation are subject to change without notice and not valid with any other promotions or discounts.

ACCOMMODATIONS	PRIME VALUE	PREFERRED		PREMIER	
					
Standard rooms (2 queen beds or 1 king)	300 sq ft	Starting at 321 sq ft	Starting at 335 sq ft	Starting at 375 sq ft	Starting at 450 sq ft
Max Occupancy - Standard Room, Two Queen	up to 4	up to 5*	up to 5*	up to 5*	up to 5*
Max Occupancy - Standard Room, King		up to 4**	up to 3*	up to 4**	up to 3*
Max Occupancy - Suites		up to 5*	up to 5*	up to 5*	up to 5*
Max Occupancy - Family suites with kitchenette	up to 6				
Club level upgrade available offering complimentary continental breakfast and more			●	●	●
Complimentary wireless internet access in each guest room and most common areas^	●	●	●	●	●
Pets allowed with a \$50 fee per night <sup>†</sup> (other restrictions apply)		●	●	●	●
Non-smoking	●	●	●	●	●
Flat panel TV	●	●	●	●	●
Hairdryer	●	●	●	●	●
In-room safe	●	●	●	●	●
Iron and ironing board	●	●	●	●	●
Coffee maker	●	●	●	●	●
Mini refrigerator	●	●	●	●	● (fees apply)
Microwave	● (family suites only)	● (fees apply)	● (fees apply)	● (fees apply)	● (fees apply)
Mini bar					●
Self parking (fees apply)	●	●	●	●	●
Valet parking (fees apply)		●	●	●	●

\*Maximum occupancies may require a rollaway at \$25 per day. Only one rollaway is allowed per room. King Rooms have bedding for 2, requires rollaway for 3. Double Queen have bedding for 4, requires rollaway for 5. Available on a first come first serve basis. Additional charges apply for more than 2 adults guests per room. \*\*Loews Sapphire Falls Resort and Hard Rock Hotel Standard King Rooms have bedding for 4 with pull-out sofa. No rollaway allowed. ^Premium Wireless Access is complimentary for up to 4 devices per room for a 24-hour period 1pm to 1pm. †Maximum of \$150 will be charged for stays of three nights and more. Fee is subject to change without notice.

AMENITIES & DINING	PRIME VALUE	PREFERRED	PREMIER		
					
Themed pools with cabana rentals and water slide or play area	●	●	●	●	●
Lazy river	●				
Bowling alley	●				
Game room	●	●	●	●	●
Complimentary fitness center	●	●	●	●	●
Shopping	●	●	●	●	●
Laundry services	●	●	●	●	●
Access to on-site kids' camp† (fees apply)	●	●	●	●	●
Access to Mandara Spa® at Loews Portofino Bay Hotel (fees apply)	●	●	●	●	●
Universal Orlando® Ticket Desk	●	●	●	●	●
Rental car desk	●	●	●	●	●
Concierge desk		●	●	●	●
Business center		●	●	●	●
Full service restaurant	●	●	●	●	●
24-hour room service		●	●	●	●
Food court dining or grab and go	●	●	●	●	●
Bar and lounge	●	●	●	●	●
Pizza delivery (limited hours)	●				

†Times are subject to change. Contact the hotel Concierge for reservations and more information.



## ACCESSIBILITY INFORMATION

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### Guest Room Accessible Features

- Entry doors are 36" (91cm) wide
- Doors with peepholes at 3'6" (106cm) from floor
- Closets with rods at 48" (121cm) high
- Toilets with hand bar
- Bathroom choices
  - Roll-in shower stall with adjustable shower head or combination shower/tub with adjustable shower head, tub seat, and hand bar
- Closed-caption television
- Smoke detector with light

### Sight & Hearing Impaired Features

- All entrance to individual guest rooms will include the room number in Braille, the international language of the blind
- Hearing Impaired Kits (that include a TDD relay service) are available from Star Service and may be used in any guest room

