



Voyage into jaw-dropping underwater worlds only at SEA LIFE Orlando Aquarium!

Escape into Florida's only 360-degree underwater tunnel, come face to fin with sharks and a rescued sea turtle, touch a sticky anemone, and explore our breathtaking exhibits. No flippers required.

Group Preparation Guide

Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more.
- ✓ Advanced pre-paid reservations are required a minimum of 14 days prior to the visit date.
- ✓ Local Schools & Youth Groups:
 - ✓ One adult chaperone must accompany every 10 children. (grades K-12)
 - ✓ Receive one free adult ticket with every 10 child tickets purchased. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Adult & Tour Groups:
 - ✓ Receive one free comp ticket for every 20 tickets booked. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Tax Exempt rates are available. Please email your tax-exempt form to OrlandoSales@merlinentertainments.biz and a new link can be sent to you or reservation created.

Visit Duration:

- ✓ The tour through the aquarium is self-guided. It should take you approximately 60 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire attraction.

Group Hours of Operation:

- ✓ **Adult & Tour Group rates are available 7 days a week (please book 14 days ahead)**
 - Sunday – Saturday: Last entry 1 hour before posted closing
- ✓ **School & Youth Group rates are available 5 days a week (please book 14 days ahead)**
 - Monday - Friday: Last entry 1 hour before posted closing
- ✓ The attraction may open or close early for special events. Visit <https://www.visitsealife.com/orlando/plan-your-day/before-you-visit/opening-hours/> for the most recent updates.

Group Booking Process:

- ✓ All reservations must be made online through the secure Online Booking Portal
- ✓ Group tickets are timed & dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets
- ✓ Tax Exempt rates are available. Please email your tax-exempt form to OrlandoSales@merlinentertainments.biz to receive a new link to purchase.

Group Payment:

- ✓ Payments must be made with a credit card at time of booking.
- ✓ Payment types accepted on site with reservation: Credit, Debit, and ApplePay
- ✓ Reservations can be made by contacting OrlandoSales@merlinentertainments.biz and payment can be done by a secure link sent by the booking coordinator prior to the visit.
- ✓ Additional tickets cannot be added to your original reservation after your order is complete. We suggest booking for the maximum number of people anticipated in your group.
- ✓ If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at OrlandoSales@merlinentertainments.biz 48 hours in advance for a partial refund of those tickets.
- ✓ If additional tickets are required upon arrival, the higher walk-up group rate may apply.

Group Cancellation, Reschedule and No-Show Policy:

- ✓ Paid reservation may be cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing OrlandoSales@merlinentertainments.biz.
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are NO REFUNDS on unused tickets after your visit date has passed.

Location:

- ✓ SEA LIFE Orlando is located on International Drive in the ICON Park. For bus drop off directions, use the Element Orlando Hotel address of **8278 Universal Blvd, Orlando, FL 32819**. This will allow guests to exit the bus onto the sidewalk safely.

Arriving at the Attraction:

Motor Coach/Bus Drop Off

- ✓ Buses can drop groups off using the bus bay located on the back side of Madame Tussauds, directly off Universal Boulevard. Please use the address above so that you are entering properly.
- ✓ Bus Parking is FREE – in the ground parking lot of ICON Park off Universal Boulevard. Please connect with OrlandoSales@merlinentertainments.biz if you will need accommodations.

Entering the Attraction

- ✓ 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 group order confirmation to the attractions front desk. Groups with combo tickets should arrive at the SEA LIFE admission counter to check in.

Amenities:

- ✓ Gift Shop (cashless – Credit and Debit only for purchases)
- ✓ Restroom / changing tables
- ✓ Family restrooms
- ✓ Dining options in walking distance located in ICON Park
- ✓ Free Parking (levels 4-7 of the parking garage)

Accessibility:

- ✓ **How does SEA LIFE accommodate Guests with disabilities?** Our facilities are designed to be fully accessible to guests with a disability. Our trained staff will ensure that guests who require assistance are transported safely by means of an elevator designated for this purpose.
- ✓ **Can I use my own wheelchair inside SEA LIFE?** Yes. You may use your own wheelchair at SEA LIFE.
- ✓ **Can I bring my Service Animal to SEA LIFE?** Service Animals are welcomed inside the attraction. At SEA LIFE, a service animal is a dog or miniature horse that is trained to do work or perform tasks for, and to assist, an individual with a disability. Service animals must be under the control of the owner at all times and should remain on a leash or in a harness. Employees are not able to take control of service animals.

Safety at SEA LIFE:

- ✓ SEA LIFE Orlando only accepts contactless payment methods and the use of debit/credit cards. Please do not visit the attraction if you are displaying COVID-19 symptoms, living with someone who is, or if you are feeling ill.

Additional FAQs:

- ✓ **Can I take a camera to SEA LIFE?** We encourage taking many photos! **However, please NO FLASH for the health and safety of our animals.** Cameras are permitted in all public areas of SEA LIFE. If you are a film crew or press and need access to the attraction, please contact OrlandoGuestServices@MerlinEntertainments.biz for further information.
- ✓ **No outside food or beverage is allowed inside the attraction**
- ✓ **Storage:** Kindly make your own personal arrangements to store large bags and luggage prior to your visit to SEA LIFE Orlando.
- ✓ **Weapons:** Help make SEA LIFE a safe place for fellow patrons and staff by leaving weapons of any kind at home.
- ✓ For the most recent updates to our FAQs, please check <https://www.visitsealife.com/orlando/plan-your-day/>

Areas To Eat Bagged Lunches:

GROUP SEATING

- ✓ ICON Park has an outdoor courtyard area where groups are welcome to sit and enjoy their lunch outdoors.
- ✓ Indoor group seating will need to be coordinated with ICON Park as the Wheelhouse Food Court is under their operation.

Nearby Attractions & Things To Do:

ATTRACTIONS:

- ✓ ICON Park Visit a unique lineup of live entertainment, shopping, and dining experiences from full service to fast casual and quick-serve. ICON Park is conveniently located at the heart of International Drive with free parking.
- ✓ The Orlando Eye is a 400-foot tall observation wheel offering breathtaking 360-degree views of Central Florida including the downtown Orlando skyline, theme parks, lush landscape and more.
- ✓ SEA LIFE Orlando Step beneath the waves and get closer than ever before to the creatures of the world's oceans and discover the stories of the ocean's most fascinating inhabitants. Featuring Florida's only 360-degree tunnel!
- ✓ LEGOLAND® Florida Resort Built for kids 2-12, LEGOLAND® Florida Resort is a multi-day vacation destination in Winter Haven, Fla that includes an interactive, 150-acre theme park with more than 50 rides, shows and attractions, a famous botanical garden, and LEGOLAND® Water Park.

SHOPPING

- ✓ Orlando International Premium Outlets (Universal Orlando Resort & International Drive North Area) & Orlando Vineland Premium Outlets (SeaWorld & International Drive South Area) Discover the largest selection of shopping centers in Orlando. Simon Shopping Destinations offer distinctly stylish ways to shop - from luxury brands to value and outlet pricing. You'll find outstanding shopping for every itinerary, budget, and style, plus incredible dining and entertainment options.
- ✓ The Mall at Millenia Shop at versatile retail offerings with 150 of the finest stores, services, and eateries.
- ✓ The Florida Mall Check out Central Florida's largest shopping center with more than 250 retail, dining, and entertainment options.