



THE ULTIMATE INDOOR LEGO® PLAYGROUND

LEGOLAND® Discovery Centre is your passport to creativity, colour, and imagination! Our ultimate indoor LEGO® playground includes 12 unique LEGO® attractions and activities for your group to enjoy, including themed LEGO® play zones, 2 rides, a 4D Cinema, MINILAND® Toronto, and more!

BIRTHDAY GROUP PREPARATION GUIDE

Premium Birthday Package Includes:

- **Admission to LEGOLAND® Discovery Centre:** This includes access to 2 rides, 10 LEGO® play zones, MINILAND® Toronto, our 4D Cinema, and more!
- **Access to Private Birthday Party Room for 75 Minutes:** 1 Birthday Party Host will be available to assist in food service & clean-up
- **2 Pizza Slices per Guest:** Choice of Cheese or Pepperoni Pizza; served to guests that have food included in their ticket
- **Beverage for Guests:** Choice of Water or Juice; Served to guests that have food included in their ticket
- **Exclusive LEGO® Model for Party Guests to Take Home:** For Children Only
- **Free Admission for the Birthday Child:** Birthday Child receives an Activity Pack + LEGOLAND® Discovery Centre Lanyard, Birthday Crown; *All other guests will receive Birthday Party Crowns too!*
- **Minimum of 10 paid children required to secure a birthday party booking**
- **Package is inclusive of complimentary admission for birthday child + 2 adults**

Standard Birthday Package Includes:

- **Admission to LEGOLAND® Discovery Centre:** This includes access to 2 rides, 10 LEGO® play zones, MINILAND® Toronto, our 4D Cinema, and more!
- **Access to Private Birthday Party Room for 60 Minutes:** 1 Birthday Party Host will be available to assist in food service & clean-up
- **2 Pizza Slices per Guest:** Choice of Cheese or Pepperoni Pizza; served to guests that have food included in their ticket
- **Beverage for Guests:** Choice of Water or Juice; Served to guests that have food included in their ticket
- **Free Admission for the Birthday Child:** Birthday Child receives an Activity Pack + LEGOLAND® Discovery Centre Lanyard, Birthday Crown; *All other guests will receive Birthday Party Crowns too!*
- **Minimum of 10 paid children required to secure a birthday party booking**
- **Package is inclusive of complimentary admission for birthday child + 2 adults**

| Premium Birthday Package Pricing: | |
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| Birthday Child Admission | FREE |
| Guest Child Admission <i>*Minimum of 10 paid children required</i> | \$40.00 |
| Guest Child Admission <i>(Ages 2 & Under)</i> | FREE |
| Adult Admission with Food (Ages 18+) <i>*1 FREE Adult Admission for every 5 paid children</i> | \$30.00 |
| Adult Admission without Food (Ages 18+) | \$26.00 |

| Standard Birthday Package Pricing: | |
|---|---------|
| Birthday Child Admission | FREE |
| Guest Child Admission <i>*Minimum of 10 paid children required</i> | \$35.00 |
| Guest Child Admission <i>(Ages 2 & Under)</i> | FREE |
| Adult Admission with Food (Ages 18+) <i>*1 FREE Adult Admission for every 5 paid children</i> | \$30.00 |
| Adult Admission without Food (Ages 18+) | \$26.00 |

***All prices are subject to tax**

| Birthday Party Times: |
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| <ul style="list-style-type: none"> • Saturdays & Sundays: 11:00 AM, 12:30 PM, 2:00 PM, 3:30 PM, 5:00 PM • Birthday Party Host will only be available during the allotted time in the party room • We recommend 2-3 hours for a full experience of the Centre, so be sure to schedule enough time for your guests to explore & enjoy |



Payment & Cancellation:

- **Bookings must be submitted at least 14 days before the actual event date**

TO SUBMIT PAYMENT:

- **All bookings and payments are accepted online**
 - We do not accept payment over the phone or on the day of your phone
- **Select your Party Package on our website**
 - If you would like to change your party package type, you must notify within 10 days of your party date, and we will update your reservation
 - Do not select the 'Annual Pass Member' option unless you are an Annual Pass Member at the time of purchase. If you select this option, you will be asked to present your membership upon arrival
- **Select the date and time of your event based on availability**
 - If you wish to change your reservation, you may notify us
- **Follow the prompts to enter your information & complete the booking**
- **Once payment has been completed, you will receive a confirmation email with your tickets included**

CANCELLATION POLICY:

If you cancel your booking 2 weeks or more before the party date, we can provide you with a full refund. If you cancel 2 weeks or less, we can reschedule your party for another date and/or time (subject to availability). If you need to cancel 24 hours or less before the party, we cannot offer a refund or reschedule your party.

What To Expect:

What To Bring:

- **Guest List** – We ask all party parents to full out a guest list to assist with our check-in process. *Guest list can be found on page 7.* Please submit the list 24-48 hours prior to your party via email info@LEGOLANDDiscoveryCentre.ca
- **Agreement Form** – You must sign the agreement form that outlines our Terms & Conditions
- **Order Confirmation** – You are required to bring the Order Confirmation, either printed or on your mobile device, with you on the day of your visit.

Arrival & Check-In Process:

- It is important that your entire group (or majority) arrive at your scheduled check-in time. Upon arrival, please check-in at the Admissions desk.
- You will be greeted by our Admission Host who will assist you with your check-in & assign wristbands to all party guests.
- You may play inside the attraction until your party time; the birthday host will meet you in the front of the party room, which is located beside the Coffee Shop, at the start of your party time.
- If you have any emergencies, are running late, or have any questions, you can contact our Manager on Duty at (416) 522-3933. If you are running late, we will do our best to accommodate your party in the time remaining, but we cannot extend past the allotted time. Any guests from your party who arrive late will be escorted by a Team Member to the party room.
- Once checked-in, guests may not exit and re-enter the attraction, with the exception of the birthday child's parents/guardians.

Party Food:

- We do not allow outside food in the Centre, except for Veggie/Fruit/Cheese party trays and cake, which will be consumed inside the party room only.
- Guests with food included in their admission will receive 2 slices of pizza + a beverage
- Birthday cake is available at an additional cost of \$40.00
- Any additional food purchased from the Coffee Shop is at the guest's own expense and will not be considered complimentary to the party booking.
- If there are any allergies, please let us know at the time of booking. We are able to provide alternatives.

Party Room & Playtime:

- Inside the party room, you will find: Party Crowns available for each child, Plates, Cups, and Cutlery. If you have booked a Premium Party Package, a LEGO® Model will also be available for each paid child
- Birthday Party Host will only be available during the allotted time in the party room to serve pizza and beverages
- Once the time in the party room has ended, the birthday child's parent/guardian may exit the attraction with any leftovers & birthday gifts and return to the attraction. All other guests may remain inside the Centre for as long as they'd like for free play.

Child Pick-Up:

- Child pick-up takes place in front of the Centre where you first arrived. Birthday parents generally communicate this to any parents who are just dropping their children off for the party. Parents will not be permitted to enter the attraction find children.

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| Prepare For Your Party: |
| Invitations: |
| <ul style="list-style-type: none"> We offer downloadable LEGO® themed invites online. |
| Arrival & Check-In: |
| <ul style="list-style-type: none"> We recommend having the majority of your group gathered together prior to checking in with the admissions desk. Please arrive at least 30 minutes prior to your party time. |
| Address & Parking: |
| <ul style="list-style-type: none"> LEGOLAND® Discovery Centre is located inside the Vaughan Mills Mall at Entry 4. Parking is free. (1 Bass Pro Mills Drive, Vaughan, ON L4K 5W4) |
| Guest List: |
| <ul style="list-style-type: none"> We ask that you email your guest list no later than 4:00 PM on the Friday before your party. You may submit the guest list earlier via email to info@LEGOLANDDiscoveryCentre.ca Please include your Confirmation Number in the subject line. Maximum capacity in the party room is 25 guests. <i>(Guest list can be found on page 7)</i> |
| Additional Orders: |
| <ul style="list-style-type: none"> We do not allow outside food in the Centre and we cannot add any additional food on the day of your party. All extra food orders need to be placed 10 days in advance using the order form. Food can always be purchased in the Coffee Shop a-la-carte but please note we do not sell the pizza in our Coffee Shop. |
| Storage: |
| <ul style="list-style-type: none"> We do not provide storage for items after you leave your party room. There is a coat area for you to use or you can take your items out to your vehicle. We are not responsible for any lost or stolen items. |
| Policies: |
| <ul style="list-style-type: none"> We do not allow outside food in the Centre for the safety of our guests. Party supplies (including candles) are provided. If you would to bring additional party décor, you are welcome to do so but please note, we do not allow Latex balloons or anything that needs to be attached to the walls and ceiling. |
| Recommendations: |
| <ul style="list-style-type: none"> We recommend having at least 1 adult per 5 children to assist keeping a watchful eye over party guests while in the Centre. The party host will not be available to assist your party guests once out of the party room. For Merlin's Apprentice Ride, children must be a minimum of 90 cms tall to ride. Children between 90 cms and 120 cms must ride with an adult. Children who are 120 cms or taller, may ride alone. For Kingdom Quest Ride, children must have the ability to walk unassisted to ride and must have an adult accompaniment. Children who are under 130 cms must ride with an adult. Children who are 130 cms or taller may ride alone. Our 4D Cinema has no height restrictions but there will be louds sounds, flashing lights and 4D effects (rain/snow). We advise sharing the pick-up and drop-off instructions in advance to parents who are not staying for the party. A typical party takes 3 hours and the Admissions desk can be used for the pick-up location. |
| Special Dietary Requests: |
| <ul style="list-style-type: none"> Safety is our highest priority, so please notify us of any allergies or special dietary needs prior to your event and we will work with you to accommodate. |

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| Invitations: |
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| Special Dietary Requests: |
| <ul style="list-style-type: none"> Safety is our highest priority, so please notify us of any allergies or special dietary needs prior to your event and we will work with you to accommodate. |

Guest List:

Please complete the following form and email it to info@LEGOLANDDiscoveryCentre.ca by 4:00 pm on the Friday before your party.

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| Birthday Child's Name: | |
| Contact Name: | |
| Party Date: | |
| Party Time: (In Party Room) | |
| Party Start Time: (Entering Attraction) | |
| Party End Time: (Exiting Attraction) | |

| Name Of Guests Attending: (Children 0-17) | Time In: | Time Out: | Left With: |
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| Name Of Guests Attending: (Adults 18+) |
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| Name Of Guests Attending: (Adults 18+) |
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| Wristband: (OFFICE USE ONLY) |
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Frequently Asked Questions:

Is outside food or catering allowed?

- Outside food or catering is not allowed for the safety of our guests in the Centre. We do have a Coffee Shop that sells sandwiches, hot dogs, & other snack foods for those that may be interested in additional food options or who have special dietary needs. Please find the most up to date menu on our website.

Can you accommodate special dietary needs?

- We can accommodate special dietary needs with various offerings in our Coffee Shop. We cannot guarantee to be allergen, dairy, or gluten-free. We also have Halal and Kosher pizza options available – please request these options via email, if needed, at least 10 days before your party.

What are the beverages offered at the party?

- Water is offered with every party. We also provide juice (Apple and Orange). We do not offer additional beverage choices in our party packages. You may purchase additional beverages from our Coffee Shop (Milk, Soft Drinks, Juices)

Can I order additional pizza for my party?

- Yes, you can place an order for additional food 10 days prior to your party using the order form on page 11. Additional charges will apply.

Can I order additional food for the party, on the day of?

- No. All party food is supplied by an outside vendor and needs to be arranged 10 days in advance.

Do you offer birthday cake at the party?

- Yes. You may order a birthday cake for an additional \$40.00, at least 10 days before your party. We offer a choice of either Vanilla or Chocolate cake with custard filling. The cake is not egg or dairy-free and we cannot guarantee it to be allergen free. You may bring in your own cake. Please note you will be required to complete the food waiver form upon entering the Centre.

Are candles supplied?

- Yes. We will supply candles for the birthday cake. These are not the numerical candles.

Who serves the food?

- Our Birthday Party Host will evenly divide the food and serve to the guests that have food included in their admission. Please note that these guests are subject to 2 slices of pizza. If you would like to order more pizza, please place the order 10 days prior to your party.

What is the LEGO® model that the children take home?

- This is a LEGO® poly bag set. The set comes with approximately 35-65 LEGO® bricks and pieces. The sets are randomly chosen based off the birthday child's age.

Do you offer invitation cards?

- We offer invitation card templates that are free and downloadable on our website's birthday page.

How many people can I bring to my child's birthday party?

- Our private party room cannot exceed 25 people, which includes adults and children. You can only the amount of people you paid for. This includes adults, grandparents, parents of party attendees, and all children (plus birthday child) as well as those under the age of 2. There must be at least 1 adult present for the party, however, we highly recommend 1 adult per 5 children.

| Frequently Asked Questions: | |
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| What if I want to have a party for more than 25 people? | <ul style="list-style-type: none"> We suggest visiting the attraction as a group instead of a birthday due to our room capacity. This means you will not receive the offerings of the Birthday Party Package, but you can get the group discount and visit the attraction at a lower rate. |
| Can I purchase tickets for any additional people outside of the number in my party? | <ul style="list-style-type: none"> Yes. There is a ticket option for additional guests available for purchase at the door. This ticket grants the person with access to the Centre and private party only if the number does not exceed room capacity. Access to the food and beverages is not included. If the room is at capacity, individuals will typically swap with one another in the private party room, ensuring that capacity limitations are always met. |
| Can I schedule a tour before I book my party? | <ul style="list-style-type: none"> Absolutely! We would be happy to host you for a birthday tour. We ask that you book this in advance and it's preferred that you schedule between Monday-Friday. |
| How do I submit payment? Do you require deposit payments? | <ul style="list-style-type: none"> All payments are accepted online; we do not ask for or take payment over the phone. We do not accept a deposit payment. All payments must be made in full at the time of booking. |
| Once in the Centre, will I still have access to our party host? | <ul style="list-style-type: none"> The dedicated party host is with your party during your time in the party room. This individual will also assist with serving and cleaning of the party room. If you require assistance outside the room, you are able to ask any one of our bricktastic team members! |
| Will my guests have to get in line to enter the Centre? | <ul style="list-style-type: none"> They do not have to join the Ticketholder line to enter. We have a dedicated entrance for birthday party guests to enter from. Please ask parents dropping off children to also enter through this gate. |
| How long do the birthday parties typically last? | <ul style="list-style-type: none"> We recommend allowing 3 hours from drop-off to pick-up, for your party. This includes the allotted time in the party room and 2 hours in the Centre. |
| Is it possible to do the different activities in the Centre as a group? | <ul style="list-style-type: none"> We cannot guarantee that all activities can be done as a group in the Centre; this is dependent on how busy the attraction is. Our team members will do their best to accommodate this for your group. |

Did not find the answer you were looking for?

Visit our website at www.LEGOLANDDiscoveryCentre.com or email us at info@LEGOLANDDiscoveryCentre.ca with your inquiries. Please ensure to include your Booking Order Confirmation number in the Subject Line of your email.

Contact Us

We encourage you to contact us with any questions or concerns regarding your event!

For planning, payment, or general pre-event inquiries, please contact our team Monday-Friday 9:00am to 5:00pm.

Email: info@LEGOLANDDiscoveryCentre.ca
You will receive a response within 1-2 business days.

For questions, concerns, or emergencies on the day or week of your event, please contact our Operations Manager on Duty.

Phone: (416) 522-3933

Our team is only able to answer during the attraction hours. Visit our website for up to date hours of operation.

Your Feedback

We are continually improving our parties based on valued feedback from our guests. If you'd like to provide your feedback to us after your event, you can do so by emailing us at info@LEGOLANDDiscoveryCentre.ca and we will direct your message accordingly. Please provide your phone number and preferred method of contact so we know how best to get in touch with you.

Food Order Form:

Please fill out this page and email to info@LEGOLANDDiscoveryCentre.ca 10 days prior to your party.

| Item: | QTY: |
|---------------------------|------|
| Cheese Pizza - \$25.00 | |
| Pepperoni Pizza - \$25.00 | |
| Vanilla Cake - \$40.00 | |
| Chocolate Cake - \$40.00 | |

*There are 12 slices included in our 18" pizzas. 3 pizzas are included in the party package. Please let us know if you would purchase additional pizzas.

Terms & Conditions:

You must fill out this page and email to info@LEGOLANDDiscoveryCentre.ca 5 days prior to your party.

- Parties that are cancelled **2 weeks or prior** to the party date, are eligible for a full refund. Parties that are cancelled **2 weeks or less**, are NOT eligible for a refund, but can be rescheduled for a later date and/or time (subject to availability). **Cancellations within 24 hours or less before the party, are NOT eligible for a refund or reschedule.**
- Birthday party room times must be strictly adhered to. We are unable to allow guests to stay in the party room outside of the time allotted. Arriving late to the party will affect your time in the party room as we cannot extend past the time allotted.
- Birthday Check-In is at the Admissions gate. All drop-offs are under the responsibility of the birthday child's parent/guardian who has booked the party. It is this individual's sole responsibility to communicate with the drop-off parents and to monitor any children attending the party. **A Guest List must be completed and provided to the booking representative no later than 4:00pm on the Friday before your party** (send via email to info@legolanddiscoverycentre.ca)
- Guests acknowledge the 25-person capacity limit for the birthday party room, including children and adults.
- We do not permit re-entry for any guest of the attraction.** We do permit only the host of the party to -return to Admissions to pick-up late arrivals or to take gifts/leftover food to the vehicle.
- Storage space is NOT available for belongings before and/or after the party. All belongings in the party room will need to be removed once the party room time is over. As the host, you are permitted re-entry to bring personal effects to the car; if needed.
- We do not permit balloons, confetti or decorations on the walls and ceilings.**
- We do not permit any outside foods.** Exceptions will be made for children with allergies (you must inform us at the time of booking) & baby food. We will also provide an exception for Birthday Cake and Fruit/Veggie/Cheese trays only (you will be asked to sign a waiver).
- Annual Pass Member count towards the guest total. They must be listed on the Guest List.
- Staff members do NOT accept gratuities.
- It is recommended that you and your party arrive 15-30 minutes prior to your booked party time to check-in. The birthday parents must be present before any other party guests are permitted into the attraction.

A signature is required before entering the attraction to confirm the information provided in this document has been read and accepted in full by the individual who is responsible for the party.

Contact Name: _____

Signature: _____

Please email a signed copy of this document to our team at info@LEGOLANDDiscoveryCentre.ca