

Greetings Field



Trippers!

Visit Preparation Guide



This preparation guide is designed to help you and your parent helpers plan for your upcoming Madame Tussauds Wax Museum visit, to ensure you all enjoy your day.

Where fantasy and celebrity fun meet in the heart of ICON Park! Be a part of history with Neil Armstrong on the moon. Have your slam dunk moment with Shaq. Join Ariana Grande, Bad Bunny, Beyonce, and more backstage in our Music Room. Have an interview with Jimmy Fallon. Help the Justice League save the city! Party with the A-Listers at an exclusive night out. Co-star with Dwayne Johnson on the set of an action film!

Before you leave:

Contact OrlandoSales@MerlinEntertainments.biz with any questions

Before your visit, please check out the link to the history of Madame Tussaud so that you and your group get a feel for our storied past. [Who We Are | Madame Tussauds Orlando](#)

Our self-guided program allows you and your students to explore the wax museum at your leisure. You can find examples of some of our figures here: [What's Inside | Madame Tussauds Orlando](#)

Please have your group pre-sorted into groups no bigger than 30 children and make sure each group knows when to arrive for their lunch and workshop if applicable. During the day of your visit, please stay in your smaller groups as it will be easier to enjoy the attraction.

Let your students know what they should expect on the day of their visit. Put together a timeline of activities so they can familiarize themselves with events or layout of the attraction. Explain where and when they will have lunch, their required behavior, toilet breaks and when they will be allowed into the wax museum shop to purchase anything, plus any other important information. [We are a cash-free attraction.](#)

What to wear: Madame Tussauds is an entirely indoor attraction. We recommend wearing comfy shoes, and if possible, have children wearing unified t-shirts of the same color so that it's easier to keep track of your group...

On the day of your visit

Parking and Entrance Map

Buses enter from Universal Blvd beside the Element Hotel (yellow arrows) to drop off and pick up at the sidewalk located behind Madame Tussauds (green arrow). All other vehicles may park in the free garage (orange star). Levels 4-7 and the ground lot are free. Levels 2 and 3 are sometimes charged.

After lining up your groups, the main entrance is on the opposite side of the building from the parking lot. Lead your groups up the walkway between Madame Tussauds and the parking garage then turn left and proceed to the main entrance.



Directions: We suggest using the Element Hotel at 8278 Universal Blvd Orlando, FL 32819. Putting this into your mobile device or GPS will let your buses enter the correct path to let students off at the sidewalk.

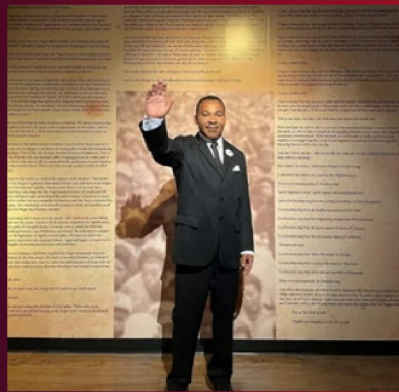
Arrival times and check in:

All Group attendees are required to arrive at the same time (note the check in time on your confirmation or time given by the booking coordinator). Early or late arrivals will be accommodated to the best of our ability.

When you arrive, please check in with a member of the admissions staff at the Madame Tussauds desk.

Food options and restrictions

Please let students know they will need to leave their lunches in a backpack or bag at our entrance while inside the wax museum. Food and drink are not permitted inside our attractions. ICON Park provides a courtyard lawn for group lunches. The inside seating is for the exclusive use of patrons of the Wheelhouse Food Court. In the event of inclement weather, an alternate space will be provided.



Madame Tussauds shop

Items are available to purchase at the exit of the attractions.

Please note that we are a cashless attraction and all purchases can be made with credit, debit, or ApplePay.

Chaperones should accompany students at all times.

Safety and emergency procedures

We ask that children under the age of 13 be supervised by an adult at all times. We highly recommend having 1 adult for every 10 children.

Students can ask for assistance from anyone wearing a Madame Tussauds name badge or uniform while inside the attraction. If a student gets lost, they should go back to the Main Entrance. On arrival, show your students where they should go if they get lost. The attraction follows a linear path from zone to zone.

If a student gets injured, ask anyone wearing a Madame Tussauds name badge to call for assistance and a lead or manager will report to that location. Teachers are responsible for communicating with their school officials in the event of a student injury.

In the rare event of an emergency requiring the evacuation of the museum, all students, teachers, and chaperones should exit the building at the closest available exit and follow the instructions of the staff.

Our friendly and knowledgeable staff (known as Stage Crew) are available throughout the wax museum should you have any questions about the figures or need assistance.



Notes for chaperones

As a parent helper, you are responsible for the behavior and safety of the students and will shape each student's learning experience during their visit. To ensure everyone has a great day out at Madame Tussauds, please ensure children in your care are following these rules inside:

- Stay with your group at all times inside the museum
- Be courteous and respectful of other visitors - running, yelling, and climbing are not permitted.
- Be respectful of our figures and the building. Use notebooks if doing assignments. No climbing on exhibits, figures, or railings.
- Help ensure our figures look good for all! Please be gentle around the faces and hair. Each one takes a team of artists about 4 months to make each one!
- Keep food, drink, and gum outside the museum
- If permitted to buy souvenirs, chaperones should stay with students while shopping in the museum store.
- **We are a cash free attraction and accept only credit, debit, or ApplePay for transactions.**



Final Looks!

To ensure a successful visit,
here's a checklist!



- Check that booking confirmation is correct (date, time of arrival and entry). If early entry is offered, please confirm with the booking coordinator and inform them of any buses that need to park on site.
- Payment has been made 14 days in advance or confirm paying on site by credit card or business check.
- Discuss expectations with students and chaperones.
- Assign students in groups of 10 to your chaperones with a name badge that identifies them and their group.
- Final number of children and chaperones confirmed for visit.
- Confirm transportation arrangements.
- Check arrival location (bus entry and drop off)
- Communicate lunch plans.
- Remind all of attraction accepting only credit, debit, and ApplePay for transactions.

Running late? Please contact our Manager on
Duty to let them know! (407) 765-6418