

FAQS GRAD BASH UNIVERSAL STUDIOS HOLLYWOOD™

CAN A STUDENT/STAFF USE AN ANNUAL PASS OR EMPLOYEE ID TO GAIN ADMISSION TO GRAD BASH?

No. Grad Bash is a hard-ticketed event that is sold separately. A Grad Bash ticket must be purchased through the school/group to attend our event.

HOW DO WE RECEIVE OUR TICKETS?

After full payment has been received, within 30 days of your scheduled event, a package will be sent containing your tickets, wristbands, parking placards and other important information.

Keep in mind Chaperone Tickets and Student Tickets are **not the same**

CAN I PURCHASE ANY LAST-MINUTE GRAD BASH TICKETS ON PROPERTY?

Only pre-approved chaperones and students will be able to purchase tickets on the day of event. Tickets will be available for purchase at the ticket booths. If you need to purchase tickets day of, you **must notify** the Grad Bash team prior to your arrival.

HEALTH SERVICES (FIRST AID)

The Health Services Department will be staffed throughout the Event. Universal Studios Hollywood has 2 first aid stations. The first is located on the Upper Lot next to French Street Bistro. The second is located on the Lower Lot between Jurassic Cafe and the Studio Store.

ARE THERE RESTRICTIONS ON PRESCRIPTION MEDICATION?

Any prescription medication must be in the original prescription container and only the dosage needed for the graduate's visit is allowed. The graduate's name must be printed on the label and a valid picture ID may be required. Graduates may carry inhalers, EpiPen's, insulin, and other necessary medications with proper prescription documentation.

WHAT KIND OF SECURITY WILL BE PRESENT?

For everyone's security, metal detectors and x-ray machines are used to check guests at the Event entrance. All bags, pockets and other items are checked for any prohibited substances and weapons. Questionable items will be confiscated at the gate. All types of weapons are prohibited. Universal Studios Hollywood has a Los Angeles County Sheriff's Department Sub-Station on property. Security is visibly present throughout the Park during the Event.

SECURITY & SAFETY

- Any **student/chaperone** found to be under the influence, in possession of contraband, or in violation of the Universal Studios Hollywood **Code of Conduct** will be denied access to the Event or ejected from the Event. The student will be turned over to a school chaperone who will be responsible for the student until they are returned to a parent or guardian.
- See a list of prohibited items under Student Expectations.

Our Code of Conduct policy can be found at www.UniversalStudiosHollywood.com under FAQs. We appreciate your support and help in making this a safe event for all attendees!

WHAT IF I HAVE A STUDENT ARRIVING LATE OR DEPARTING EARLY FROM THE EVENT?

Due to the "lock-down" policy and safety considerations, graduates must stay in the Park until the Event ends. Graduates and chaperones must arrive to Grad Bash as a group. We understand that school responsibilities and family obligations may cause a graduate/chaperone to arrive late or leave early.

LATE ARRIVALS/EARLY DEPARTURES

- The Primary Chaperone or any designated Chaperone must be present to meet the parent or legal guardian of the graduate at the designated transfer area to access Grad Bash.

FAQS CONTINUED

MY BUS WILL NOT BE PARKING ONSITE DURING THE EVENT, WHAT SHOULD WE DO?

Busses that are not staying on property must be back by midnight.

WHAT IF MY BUS WILL NOT BE BACK BY MIDNIGHT?

Please speak with a parking attendant once you arrive and inform them that you will not be parking onsite. We will work with your group for a smooth exit.

ARE THERE ANY SPECIAL RESPONSIBILITIES FOR OUR CHAPERONES DURING GRAD BASH?

Yes, at least one of your chaperones must be on duty throughout the entire Event. Please be sure chaperones check cell phones frequently. Chaperones may not leave the Event until park close except for an emergency. Chaperones are required to make sure that graduates follow the event policies throughout the entire evening. This is considered a school event, so all school rules and regulations should be enforced by all chaperones.

HOW DO YOU ACCOMMODATE GUESTS WHOSE DISABILITIES PREVENT THEM FROM WAITING IN A CONVENTIONAL ATTRACTION QUEUE ENVIRONMENT?

Guests requesting an attraction queue accommodation must obtain the IBCCES Individual Accessibility Card (IAC) by registering at [AccessibilityCard.org](https://www.accessibilitycard.org) at least 48 hours prior to their visit to the park. More information can be found on our website [HERE](#).

GRAD BASH EXPECTATIONS

Universal Studios Hollywood's Grad Bash is a once-a-year school event. It is a privilege and not a right to be able to attend. We expect all attendees to follow the Universal Studios Hollywood Code of Conduct and dress appropriately for the school event. We thank you in advance for your cooperation.

The school is responsible for all attendees being dressed appropriately prior to arrival at the Event.

CONDITIONS OF ENTRY

For your safety and enjoyment of Universal Studios Hollywood™, please note the following:

- All visitors must pass through metal detection before experiencing the theme park.
- All bags, backpacks, purses, and packages are subject to X-ray and/or additional inspection prior to entering the theme park. Coolers, suitcases, and bags with wheels are prohibited.
- We recommend you leave unnecessary articles in your bus and secure valuables in your trunk.

PROHIBITED ITEMS AND ATTIRE

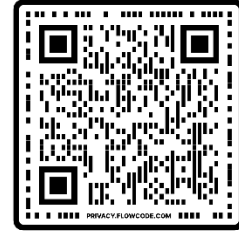
- Large backpacks, camera bags, tote bags, and oversized purses larger than 8.5" x 5.5"
 - Wristlets, crossbody bags, and drawstring backpacks are acceptable
- Clothing or tattoos with language or graphics that are obscene, offensive, or suggestive of sexual, vulgar, drug, alcohol, or tobacco-related messaging
- Clothing likely to create a danger or disturbance
- Clothing that may create a false impression of employment by Universal or emergency personnel
- Extremely revealing clothing including bathing suit pieces, sheer clothing, bare midriffs, visible undergarments
- Food, gum, or drinks (including water, but you may bring an empty water bottle)
- Any containers with fluids of any kind; this includes water, any drinks, and perfumes
- Weapons, knives, laser pointers, and chemical irritants of any kind
- Items manufactured to resemble or be used as weapons, i.e.: switchblade combs, cat eye key fobs, i.e.
- Electronic cigarettes, tobacco, or tobacco related products such as lighters, matches, pipes, etc., and alcohol or any controlled substance
- Permanent markers/etching tools
- Aerosol cans/bottles of any type

GRAD BASH EXPECTATIONS CONTINUED

STUDENT EXPECTATIONS

- Students will follow the **Universal Studios Hollywood Code of Conduct** and can be found [HERE](#).
- Students will ensure they follow all expectations and will not bring or wear any prohibited items to Grad Bash.
- Any clothing deemed inappropriate at a school function is inappropriate at Grad Bash.
- Universal Studios Hollywood Team Members and Event Staff have the right to refuse admission to anyone whom they deem to be dressed inappropriately for the Event and not in compliance with these guidelines.
- Some schools may enforce a stricter dress code.

UNIVERSAL STUDIOS HOLLYWOOD



Code of Conduct

CHAPERONE EXPECTATIONS

- At least one of your chaperones must be on duty throughout the entire Event. Please be sure chaperones check cell phones frequently.
- Primary Chaperones may not leave the Event until park close except for an emergency.
- Chaperones are required to make sure that graduates follow the Event policies throughout the entire evening.
- Chaperones are not permitted to bring their own children to the Event. This is considered a school event, so all school rules and regulations should be enforced by all chaperones.

CHAPERONE BENEFITS

CHAPERONE LOUNGES

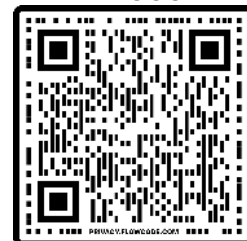
We invite you to take a break and relax at one of two chaperone-only lounges featuring complimentary light snacks and beverages. Chaperone Lounges, available starting at 8 pm and are located inside Krusty Burger (2nd Level) at Springfield, U.S.A., and in VIP Dining on French Street on the Upper Lot.

PROMOTIONAL MEAL VOUCHERS

Chaperones will receive a complimentary promotional meal voucher. Promotional Meal Vouchers will be printed at the front gate upon scanning your chaperone ticket when passing through the ticket turnstiles.

- Voucher is valid for one (1) pre-selected meal item including a regular soft drink or bottled water. Eligible menu items are designated by an "MV" icon on the menu boards of participating restaurant/kiosk locations.
- Review terms & conditions of promotional meal voucher and participating restaurants: <https://ushtix.com/promomealvouchertnc>

MEAL VOUCHER



TERMS & CONDITIONS

UNIVERSAL EXPRESS RIDE ACCESS

Universal Express allows chaperones to skip the regular lines at select rides and attractions. Express access at the attractions will begin at 8 pm. Universal Express Unlimited access for chaperone is valid on selected Grad Bash event date only and includes unlimited express access to participating rides and attractions during Event Hours (excluding Mario Kart™: Bowser's Challenge). Express access is a separate line with a shorter wait time at participating rides, attractions, and seated shows. Does not apply to food and retail locations or non-seated shows. Additional restrictions may apply, and benefits are subject to change without notice.

ARRIVAL/DEPARTURE

Don't forget to download the official Universal Studios Hollywood App. Navigate the Theme Park during Grad Bash with interactive maps, wait times, show times and more - all in the palm of your hand. *Data and other charges may apply, check with your wireless provider's rate plan for details.*

PARKING INFORMATION

Parking placement will be assigned on the day of your visit. Parking passes will be sent with your ticket package. Have your parking passes posted to the front and back of the bus. At the end of the night, primary chaperones will receive text messages on parking placements and placements for each school will be made visible on our digital screens.

- **GREEN** LOT: Woody Woodpecker Parking
- **PURPLE & BLUE** LOT: ET Parking

ARRIVAL

Absolutely NO personal vehicles can park with the buses. Each school may request a max of 2 complimentary parking passes for chaperone vehicles. Parking for chaperone vehicles will be in Jurassic Parking structure.

Seniors cannot drive themselves to the event without written notification to the Grad Bash Team. We ask that all seniors and chaperones wear their wristbands and have their tickets before exiting the buses.

- Seniors will be assigned solid color wristbands and must keep wristbands on the entire night.
- We encourage seniors take a picture of their ticket in case they drop or lose them.
- Chaperones will wear yellow wristbands - which provides access to the chaperone lounges and Universal Express ride access starting at 8pm.
- All chaperones must exchange contact information with their designated bus driver to get in contact with them at the end of the night.

EVENT ENTRY

Prior to entering the theme park, Grad Bash seniors and chaperones will go through a security check that includes passing through a metal detector. After going through security, proceed forward and enter through the front gate turnstiles. Each person will scan their own ticket for entry.

Grad Bash enforces a "lock-down" policy, meaning without prior approval from a listed primary chaperone, students are not allowed to exit the park once they've entered.

DEPARTURE

Main Gate WILL NOT open until 1:00AM.

- For everyone's safety, students must leave as a group and are NOT allowed to be picked up by personal vehicles in the bus parking lots.
- Any special pick-up must be submitted by the primary chaperone and approved by the Grad Bash Team two weeks in advance.
- The color-coded bus lot departures will be marked on the Grad Bash Event Map and additional signage will be placed throughout the event guiding you to your lot location.
- We request groups not to gather at gates prior to 1:00AM. It's recommended to set meeting locations away from the departure gates.

BUS LOADING

- If any seniors are missing once your group boards your bus, a Chaperone should contact a Security representative at your departure location.
- Please be patient with the departure process as safety is our number 1 priority.

If you have an emergency and need to contact the Grad Bash Staff on the day of your event, please call (818) 200-8272 and/or email ushgradbash@udx.com.