UNIVERSAL
PARKS & RESORTS VACATIONS

Official Travel Company of Universal Destinations & Experiences

TRAVEL INDUSTRY SALES

FAQs

Travel Advisors' Frequently Asked Questions





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Updated July 7, 2025

CONTENTS

03 Acronyms

04 Bookings *(UPRV, room only, commissions, policies)*

11 Universal Orlando Resort Hotels

15 Park Details *(early park admission, park hours, HHN)*

19 Universal Partner Community

24 Training

26 Directory & Resources

ACRONYMS

UDX	Universal Destinations & Experiences
UPRV	Universal Parks & Resorts Vacation
UOR	Universal Orlando Resort
USF	Universal Studios Florida
IOA	Universal Islands of Adventure
UEU	Universal Epic Universe
VB	Universal Volcano Bay
USH	Universal Studios Hollywood
UKR	Universal Kids Resort
AP	Annual Pass
EPA	Early Park Admission
HHN	Halloween Horror Nights
TIS	Travel Industry Sales
UPC	Universal Partner Community
CFAR	Cancel for Any Reason

BOOKINGS



Official Travel Company of Universal Destinations & Experiences

BOOKINGS

1. **Where can I find details on vacation packages and products I can sell?**
   All vacation package information, including our current promotions, are in our VAX Supplier Showcase.

2. **What is the deposit amount for vacation packages?**
   - 46+ days from arrival: $50 per person (*any age*), plus cost of airfare, and select add-ons due at time of booking
     - Packages including luxury suites: $100 per person (*any age*), plus cost of airfare and select add-ons due at time of booking.
   - 45 days or less from arrival: Full payment is due at the time of booking. Packages booked with a deposit will be automatically charged full payment.

3. **When is final payment due for UPRV vacation packages?**
   Final payment is due at 45 days from arrival. Full payment is due at the time of reservation if booked within 45 days. Packages booked with a deposit will be automatically charged full payment at the 45-day mark.

4. **What is the complimentary hold policy for UPRV vacation packages?**
   - Vacation Packages can be placed on a 3-day* comp hold if it's 48 days or more from travel. **Luxury suites have a 1-day comp hold, regardless of how far out from travel.*
     - 45 - 11 days from travel: 1-day comp hold.
     - Please refer to the payment box in the booking itself to see the specific deposit due date. If no payment is made by this date, the reservation will automatically cancel by the end of day.
   - Ticket Only orders cannot be placed on comp holds. Full payment is due at time of booking.

5. **Can Universal gift cards be used to pay for vacation packages or ticket only orders in VAX?**
   No, Universal gift cards cannot be used to pay for any orders in VAX. Universal gift cards can only be used at Universal Orlando Resort's parks, hotels and Universal CityWalk.

BOOKINGS

6. **Can Universal Orlando annual passes be booked and are they commissionable?**
   Yes, Universal Orlando annual passes can be booked in VAX, and are commissionable at 10%. *(FlexPay monthly payments not available in VAX)*

7. **Where can I find who qualifies for Military vacation packages?**
   Eligible service members can be found in the Universal Orlando VAX Supplier Showcase.
   For further information and to book a Military vacation package, please reach out to the Travel Advisor team at 1 (800) 224-3838. *(these packages cannot be booked in VAX)*

8. **When will the following year be able to be booked?**
   Although there isn't a specific date when packages and products for the next year will become available to book, please keep a lookout for communication advising when it is live in VAX.

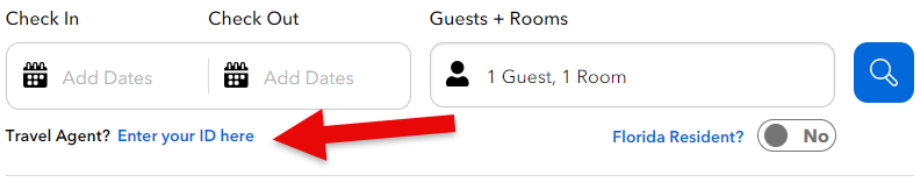
9. **Can you transfer a UPRV vacation package that was booked directly by your client to a Travel Advisor?**
   UPRV bookings need to be cancelled and rebooked. Subject to current availability and pricing when rebooking. The client would also have to provide authorization before canceling their direct booking, by either calling us in advance so our call center team can notate the booking or being on the call with the Travel Advisor. Any funds on the client's booking can be transferred to the new booking.

10. **Can you transfer a Loews room only reservation that was booked directly by your client to a Travel Advisor?**
    Same as with UPRV bookings, the booking needs to be cancelled and rebooked under the Travel Advisor. Subject to current availability and pricing when rebooking, as well as possible cancelation policies. Clients will need to contact us directly to cancel their original booking and receive a refund.

BOOKINGS

11. **Can I book groups for Universal Orlando Resort?**
    Yes, we have multiple group offerings. Please see the Directory to contact the appropriate Groups department.

12. **How do I book Universal Orlando hotel room only?**
    - Call the Travel Advisor team at 1 (800) 224-3838. Make sure your agency is registered with Loews Hotels directly to book room only.
    - You can also book via UniversalOrlando.com and click on "Enter your ID here" in the hotels search screen to enter your agency credentials.



POST-ARRIVAL

13. **Does the credit card that I used to pay for my ticket order have to be the same name that is on the ticket order?**
    Yes. To pick up the ticket order at the Will Call Kiosks, the name needs to be the same on the credit card and ticket order.

14. **Can a partial refund be provided on a multi-day ticket if only one day was used?**
    Clients will need to visit Guest Services at a theme park for assistance as situations are handled on a case-by-case basis. May also call Guest Services at (407) 224-4233

15. **What happens if Volcano Bay closes due to weather during the 3-Park ticket validity window?**
    Clients will need to visit Guest Services at a theme park for assistance as situations are handled on a case-by-case basis. May also call Guest Services at (407) 224-4233

COMMISSION

1. **How long is the usual processing time for UPRV commission payments?**
   UPRV commissions are paid out 30 days after the client completes travel.

2. **Where can I find the commission guides?**
   They're located in our Supplier Showcases in VAX, under 'Resources':
   - **Universal Orlando Resort**
   - **Universal Studios Hollywood**
   - **Universal Kids Resort**

3. **Where can I find the commission amount for a specific UPRV reservation?**
   Open the reservation in VAX and press the link labeled "Booking Administration" on the left.

4. **How do I check if commissions have been paid out for a specific UPRV reservation?**
   Open the reservation in VAX and scroll down to 'Itinerary Tools' at the bottom of the screen. Select the 'History' tab. Then in the center drop-down box select 'Accounting Activity'. You will see a few different boxes, such as 'Current Balance' and 'Deposits'. Look for the box labeled 'Refunds'. If you see a 'Refunds' box, that means the commission has been paid out. It will have a line showing 'CREDIT CARD COMMISION', with the dollar amount and a date. The date listed is the date it was processed on.
   If your agency has Direct ACH payments, the deposit will take about 7 days after the date shown *(in the example below, deposit occurred on January 18th).* If your agency receives paper checks in the mail, please allow additional time for the



Refunds		
Type	Amount	Date
CREDIT CARD COMMISSION	$-619.96 (USD)	11Jan24

COMMISSION

5. Are commissions protected for any type of cancellation that includes 'Cancel For Any Reason'?

No, we do not protect commission due to a cancellation.

6. What if I need additional help with my commissions?

Please sign in to the Universal Partner Community and select 'Support' from the top menu bar. Then select the 'Submit A Case' button. Fill in the form with all necessary details, including the reservation number. A team member from our support staff will reach out to you via email within 72 business hours.

7. How do I check on Loews reservation's (*room only*) commissions?

Contact the Loews Accounting team via email at: lkwgstsrvctcommission@loewshotels.com.

Please make sure to include the Loews booking number, contact information for you (*travel advisor*) and the clients' name on the reservation, as well as check-in date and hotel booked.

Loews commissions are paid out 4-6 weeks after travel.

CANCELLATION POLICY

1. **What is the UPRV vacation package cancellation policy?**
   - 46+ days from arrival: full refund for any payments made, less any fees imposed by the airline, CFAR and/or other components.
   - 45-0 days from arrival: $200 fee per reservation, plus fees imposed by hotel, airline, CFAR and/or other components.

2. **How long do refunds take?**
   Please allow 5-6 weeks for processing. Refunds will be processed to the same form of payment as the original transaction.

3. **Are Ticket Only bookings refundable?**
   UPRV policy is that all ticket orders are nonexchangeable or refundable.

4. **What happens to the non-refundable airfare in a cancelled booking?**
   The value of the original airfare paid may be applied toward a new airfare ticket. This is valid for one year from the ticketed date and must be redeemed through Universal Parks & Resorts Vacations and traveling to the same destination (Orlando, FL or Hollywood, CA). Subject to airlines' fees, including re-ticketing fee, as well as any differences in airfare prices.

5. **What happens if my client needs to modify or cancel a booking prior to arrival?**
   You can modify or cancel the reservation directly in VAX or contact our Universal Dedicated Travel Advisor Team at 800-224-3838 for further assistance.
   NOTE: If the booking is at 5 or less days from arrival, please do not modify/cancel in VAX, but instead call us.

6. **What happens if my client needs to modify or cancel a booking after arrival?**
   - Step 1: Please have client go directly to Universal Orlando Guest Services for assistance with modifications/cancellations after tickets have been used.
   - Step 2: Travel Advisor: to update the hotel stay, please contact our Universal Orlando Dedicated Travel Advisor Team at 800-224-3838 for assistance.



HOTELS

HOTELS

1. **What time is check-in & check-out?**
   - Check-in is at 4:00 PM
   - Check-out is at 11:00 AM

2. **How does the Universal Express Unlimited ride access work when staying at select* Signature Collection Hotels?** *(*Loews Portofino Bay Hotel, Hard Rock Hotel, Loews Royal Pacific Resort)*
   - Your room key is your Express pass you show at each participating attraction. Thus you first must check-in to get your room key to use your Express benefit. Each person (*including kids 3+)* staying needs their own room key.
   - You can pre-check-in as early as 7:00 AM. If your room is not ready, you will be notified when it is ready, but the front desk will provide you with the room keys so you can enjoy the parks with your Express benefit.
   - Unlimited Express ride access is valid at Universal Islands of Adventure and Universal Studios Florida (*not valid at Universal Volcano Bay or Universal Epic Universe*) for the day you check-in through and including the day of check-out for everyone listed in the room reservation.

3. **What are the Vacation Planning Center hours at all the Universal Orlando Hotels?**
   Desks are in the hotels' lobby and open daily from 7:00 AM* - 8:00 PM
   - **Desks will open at 6:30 AM when Early Park Admission starts at 7:00 AM*
   - *Times are subject to change without notice*
   - *Universal Partner Hotels desks have different operating hours*

4. **Which Universal Orlando Hotels have a full Starbucks?**
   - Universal Endless Summer Resort - Dockside Inn and Suites
   - Universal Endless Summer Resort - Surfside Inn and Suites
   - Universal Cabana Bay Beach Resort
   - Universal Aventura Hotel

HOTELS

5. **Can groceries be delivered to the hotels?**
   The hotels do not hold groceries. If you have groceries delivered, you will need to meet the delivery driver to receive them.

6. **Which hotels are pet friendly?**
   Loews Sapphire Falls Resort, Loews Royal Pacific Resort, Hard Rock Hotel, Loews Portofino Bay Hotel

7. **What is the pet fee?**
   - $150 + tax for the entire stay *(subject to change; please visit our website's hotel pages for updated information and full details)*
   - Up to 2 pets per room: no breed restrictions; pets of any shape or size can go into pet-friendly rooms only with required cleaning fee. "Dangerous" pets such as alligators, venomous snakes, tigers, etc. are not accepted in any of the hotels.

8. **Which hotels offer a rollaway bed and what is the price?**
   - Loews Sapphire Falls Resort, Loews Royal Pacific Resort, Hard Rock Hotel, Loews Portofino Bay Hotel, Universal Helios Grand Hotel
   - $35 + tax per night for all listed hotels (*paid directly to the hotel at check-in*)

9. **What time do the shuttles to the theme parks and CityWalk start and end?**
   - Shuttles starts 1-hour prior to Early Park Admission
   - Shuttles ends 1-hour after CityWalk closes

HOTELS

10. What are the Club Level amenities?

- Club lounge access is valid from noon (12pm) on the check-in day, until 11am on the day of departure at check-out time (the keys are coded to work in the lounge until that time)
- AM Service (continental breakfast): 7am-10am
- Snack Service (Chips & drinks): Noon-3pm
- PM Service (Wine, beer & hors d'oeuvres): 5pm-7pm
- Dessert Service: 8pm-9pm
- Complimentary coffee, assorted teas, and soft drinks throughout the day
- Personal Concierge Service in the Lounge
- Reduced prices on cabana rentals (for availability and pricing, direct clients to the Concierge)
- Please contact the hotel directly to discuss any dietary needs/food allergies

11. What are the daily hours of the Club Level lounges?

- Loews Royal Pacific Resort: 7am-9:30pm
- Hard Rock Hotel: 7am-9:30pm
- Loews Portofino Bay Hotel: 7am-10pm
- Universal Helios Grand Hotel: TBA



PARK DETAILS

PARK DETAILS

PARK HOURS

1. **Where can I find theme park operating hours?**
   - UOR park hours can be found here and in the UOR mobile app
   - USH park hours can be found here and in the USH mobile app
   - UKR park hours can be found here
   - *If park hours are not listed, they have not been released for that month yet. Park hours are usually released 1-2 months in advance, but Universal staff is not made aware when future dates will be released.*

2. **Why is the park closing early?**
   Please be aware the parks could close earlier than usual for a myriad of reasons unbeknownst to the Universal TIS team, including private events and seasonal events like GradBash, Rock the Universe, and Halloween Horror Nights.

3. **Where can I find a list of attraction closures?**
   This list for both UOR and USH can be found at the bottom of the park hours page. All attraction closures are subject to change without notice and could open early or stay closed longer than the listed dates.

EARLY PARK ADMISSION

4. **What is Early Park Admission (EPA)?**
   Universal Orlando hotel guests and guests who purchase multi-day tickets through a Travel Advisor* can access Universal Volcano Bay, Universal Studios Florida, Universal Islands of Adventure and/or Universal Epic Universe up to one (1) hour prior to park opening to experience select attractions. *(*excludes Latin America Theme Park Tickets & Features Only Package)*

5. **Which rides are open during EPA?**
   Attractions included in EPA are located here . Please be aware all dates and attractions are subject to change .

6. **Do 1-day tickets get EPA when sold through a Travel Advisor?**
   No, 1-day tickets in a partner hotel inclusive vacation package or ticket only order do not receive Early Park Admission.

PARK DETAILS

UNIVERSAL ORLANDO RESORT OFFICIAL MOBILE APP

7. Can you link your tickets to the app?

Yes, once your tickets are printed at the parks, you can scan the barcode to upload the ticket into the app.

8. How do I link tickets in the app?

Click 'Profile' -> 'Wallet' -> 'Scan' under 'Add Tickets & Passes'. Scan the ticket barcode to link it to your mobile wallet within the app.

9. Can you link entire vacation packages to the app?

No, you are not able to link vacation packages to the app. *(app does not show any hotel reservations)*

UNIVERSAL VOLCANO BAY

10. Does Universal Express Passes work at Volcano Bay?

- Volcano Bay has its own separate Express pass options that can be purchased via UniversalOrlando.com or at the park. *(not available in VAX)*
- The Unlimited Express benefit from Royal Pacific Resort, Hard Rock Hotel, and Portofino Bay Hotel does NOT include Express access at Volcano Bay.

UNIVERSAL STUDIOS HOLLYWOOD

11. Does the VIP Experience and Universal Express include theme park admission?

YES, Universal Studios Hollywood's VIP Experiences and Universal Express tickets include theme park admission already. This is different than UOR, where park admission is sold separately from both VIP Experiences and Express tickets.

PARK DETAILS

HALLOWEEN HORROR NIGHTS (Orlando)

13. Is HHN included with your theme park admission ticket?

No, HHN is a separate ticketed event.

14. Does the Signature Collection Hotels' Universal Express benefit work at HHN?

No, Express for HHN is sold separately.

15. What is Stay and Scream?

Stay and Scream is the opportunity to remain within Universal Studios Florida in a specified holding area after it has closed to daytime guests and is about to re-open for HHN. To utilize Stay and Scream, guests must have valid daytime admission (such as a park ticket, annual pass, or Scream Early ticket) and valid Halloween Horror Nights admission for that evening. Guests can enter the Stay and Scream areas up until the park closes at 5:00 PM. Generally, there are some dining locations available to purchase food and drinks while you wait. Once HHN is ready to open (usually 6p-6:30pm), guests within these areas are released into the park. Usually, these guests will be the first in line at the haunted houses, before park gates open for the event to all guests. This will allow guests to experience one or multiple houses with little to no wait.

16. What is the Unmasking the Horror Tour?

The Unmasking the Horror Tour is a non-scary, behind-the-scenes, lights-on guided walking tour of select Halloween Horror Nights haunted houses. There are two tours available, a 3-house and 6-house tour. During the informational tour, the guide will walk a group of up to 12 guests through the haunted houses with no scare actors and provide the houses' backstories and point out various easter eggs along the way. You will have the unique opportunity to take photos in select rooms, which during the event there are no photo/videos allowed. You'll also get a commemorative lanyard and pin. A daytime theme park admission and/or HHN event admission is not included and NOT required to participate in this tour.

Click HERE for more information on Universal Orlando's special events.



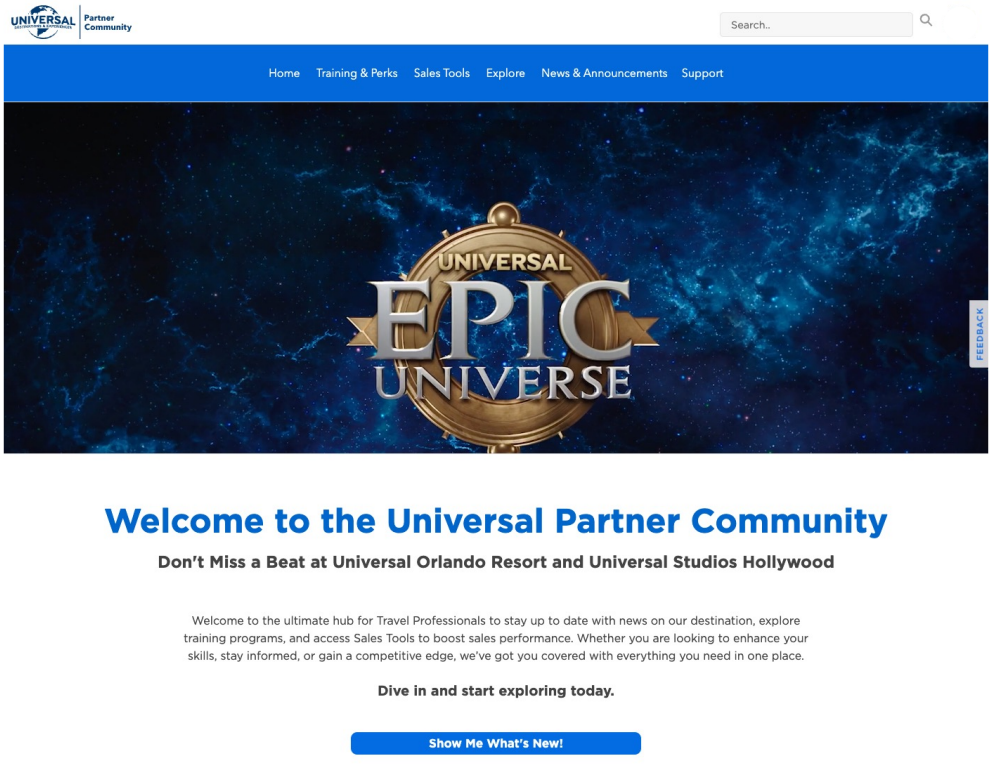
PARTNER COMMUNITY

UNIVERSAL PARTNER COMMUNITY

Your resource for all things Universal Destinations & Experiences!

This online resource is a centralized place for you to get up-to-date news, receive exclusive content, ask questions, and connect with other travel professionals. It's also the home of our **UNIVERSAL**AND**U** Sales Training Program. Plus, you'll have access to sales tools, downloadable marketing materials, Partner Perks, and more.

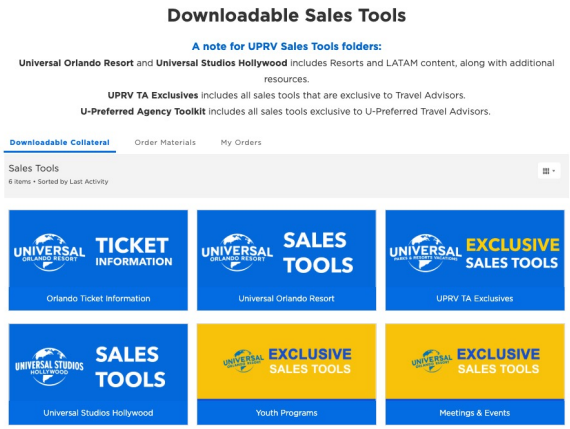
We've made selling Universal Orlando Resort and Universal Studios Hollywood easier than ever!



Click the image above to open the Partner Community.

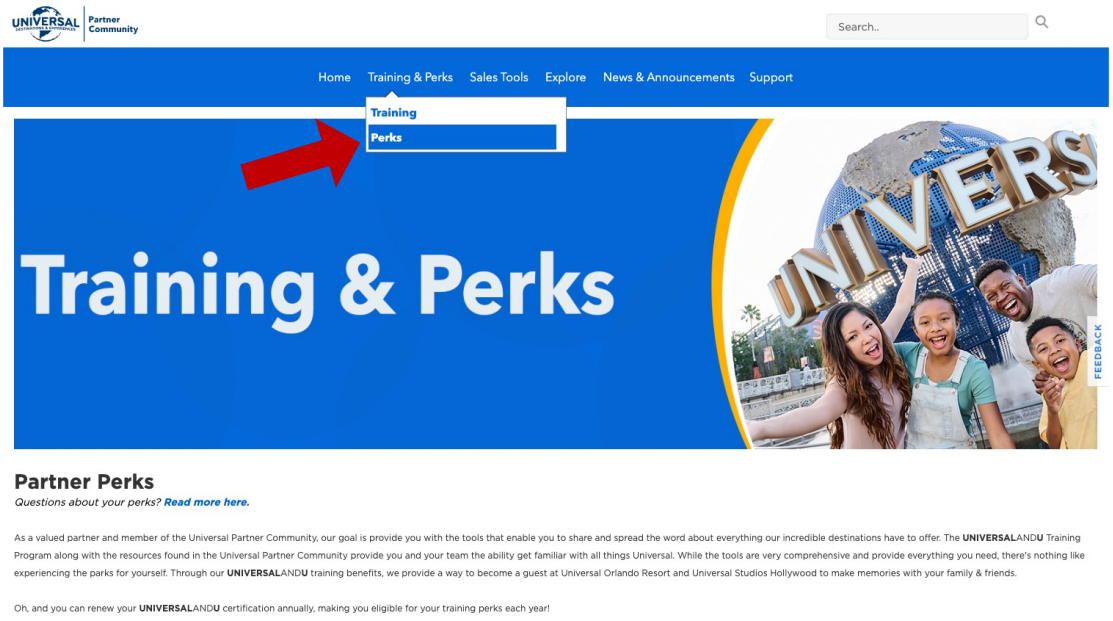
UPC BENEFITS

1. **Where can I find toolkits, media, and flyers to promote my UDX business?**
   Click on 'Sales Tools' in the top menu bar, and look through the various folders to find PDFs, adaptable flyers, photos, and other assets you can download for free.





2. **Where can I find my Travel Advisor benefits for UOR and USH? (Partner Perks)**
   Click 'Perks' under 'Training & Perks' in the top menu bar.



UPC BENEFITS

3. **When can I retake my UNIVERSALANDU Specialist training, as my current certification is nearing expiration?**
   You must wait until the day after your Universal specialist training has expired to begin retaking your training. This is the date you completed your first training on and is now your training anniversary date.

4. **Do I get free and/or discounted theme park tickets?**
   - After successful completion of the **Universal Orlando Resort** Specialist training, you are eligible for up to four discounted tickets.
     - 50% off 2-Park 2-Day Park-to-Park tickets
     - 32% off 4-Day Park-to-Park with Volcano Bay tickets
   - After successful completion of the **Universal Studios Hollywood** Specialist training, you are eligible for up to four (4) discounted 1-Day General Admission tickets.
   - Only a photo ID is needed to pick up these discounted tickets. (IATA/CLIA not required)
   - Tickets MUST be requested at least 10 days in advance of the desired visit date
   - U-Preferred Agencies may be eligible to receive other ticket benefits. Please reach out to your agency owner or BDM to ask about these benefits.

5. **How do I pick up my requested UPC park tickets?**
   - **UOR**: Tickets can be picked up at the ticket booths of any theme park, as well as the Vacation Planning Center at any Universal Hotel, with a valid photo I.D. The I.D. must match the name on the ticket order, and you must be present.
   - **USH**: Tickets can be picked up at the Guest Services window located to the right of the park entrance with a valid photo I.D. The I.D. must match the name on the ticket order, and you must be present.

6. **How do I change dates for my requested UPC park tickets?**
   Submit a Support Case within UPC with the order confirmation number. A Support team member will assist in adjusting the date on the back end. NOTE: if modifying the date less than 5 days from travel date, cannot guarantee the adjustment will be completed in time.

UPC BENEFITS

7. **What happens to my tickets if I never pick them up after ordering them?**
   Submit a Support Case within UPC, requesting to cancel your tickets. The tickets will be returned to your allotted amount.

8. **How many Travel Advisor room rates can I book at the Universal Orlando Hotels?**
   You may book as many TA rates as you like throughout the year, based on availability, but you can only book up to 2 rooms per night, with a 7-night maximum stay per room.

9. **Is a CLIA/IATA needed for Travel Advisor rates at the Universal Orlando Hotels?**
   No, you do not need to present your IATA/CLIA/TRUE/ARC at check-in. To redeem a Travel Advisor rate at a Universal Orlando Hotel, simply present your valid training certificate. You may download the certificate directly from the Universal Partner Community.

For additional questions and information on Partner Perks, please visit the Universal Partner Community.

TRAINING

TRAINING

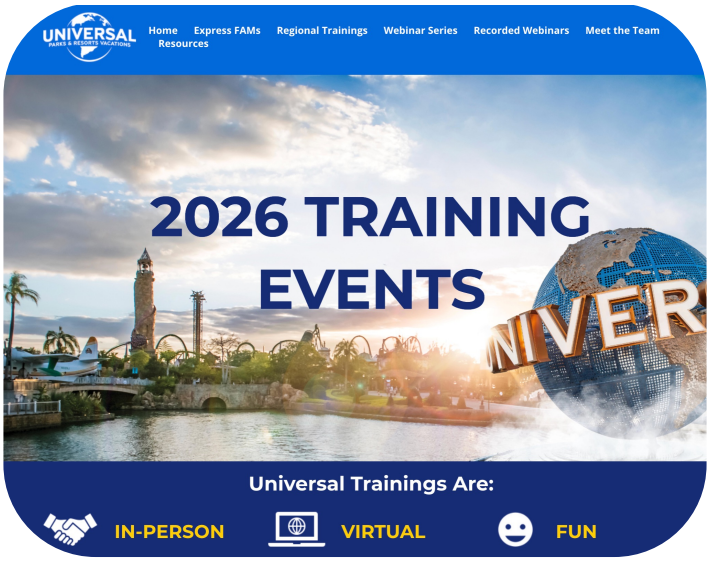
1. **Where can I find future trainings* available to all Travel Advisors?**
   In-person and virtual trainings can be found in our Training Events Hub

2. **Can I view a webinar that was featured in the past?**
   Recorded webinars can be found in the Webinar Series page within our Training Events Hub

3. **How much does it cost to attend an in-person training (FAMS & Regionals)?**
   Registration fees differ between the different FAMs and Regionals. Please find the registration fee in each events' individual registration page. Links to each events' page can be found in our Training Events Hub

4. **How do I get invited to exclusive FAMs and events that aren't listed on the Training Events Hub?**
   U-Preferred agencies are offered exclusive benefits and opportunities based upon their U-Preferred Status. Please communicate with your agency owner to see if you are eligible to participate.

Be sure to check the site often as we regularly update the training information.



*Content in these trainings will differ from the ***UNIVERSAL***AND***U*** Training in the Universal Partner Community*

DIRECTORY & RESOURCES

DIRECTORY

Universal Parks & Resorts Vacations
Dedicated Travel Advisor Team
(Vacation Packages/Tickets/Room Only/General Questions for both Orlando and Hollywood)
Daily 8:30am – 9pm EST
Additional Hours of Operation for Regular Call Center
Monday - Friday 7:30am - 12:00am EST
Saturday 7:30am - 10:00pm EST
Sunday 7:30am - 9:00pm EST

(800) 224-3838

Guest Services – Orlando
opt. 5 then:
- opt. 1: Planning a visit
- opt. 2: ADA information
- opt. 3: Provide feedback
- opt. 4: Lost & Found

Daily: 8:30am – 7:00pm EST

(407) 224-4233

Groups - Orlando
Tickets: *(15+ Tickets for Leisure/Family)*
Packages: *(10+ Rooms & Corporate/Youth/Church/School/HHN/RTU Tickets)*
Daily: 9:00am – 5:30pm EST

(407) 817-8017
(407) 363-8182

Universal Orlando Resort Capacity Hotline

(407) 817-8317

Universal Orlando Guest Accessibility Team
Daily: 8:30am – 8:00pm EST

(407) 817-8349

DIRECTORY

VIP Experience - Orlando (866) 346-9350
Daily: 9:00am – 7:00pm EST

Universal Studios Hollywood (800) 864-8377
(General Questions/VIP Experience/Group Sales)
Daily: 10:00am – 10:00pm EST

VAX VacationAccess Support (414) 934-2900
VAX VacationAccess Help Center

Universal Partner Community
Support
General & UPC system support including online training, commission questions
Monday-Friday 9:00am - 7:00pm EST

Text Us 32281
Daily: 10:00am - 7:00pm EST

Email Us
TravelAgentSupport@UniversalOrlando.com
General questions & support
(Please contact the Dedicated Travel Advisor Team for questions on client's vacation packages and ticket orders)

AgencyRegistrations@UniversalOrlando.com
Agency registration & commission questions

DIRECTORY

Loews Portofino Bay Hotel	(407) 503-1000
Hard Rock Hotel®	(407) 503-2000
Loews Royal Pacific Resort	(407) 503-3000
Loews Sapphire Falls Resort	(407) 503-5000
Universal Aventura Hotel	(407) 503-6000
Universal Cabana Bay Beach Resort	(407) 503-4000
Universal Endless Summer Resort – Surfside Inn and Suites	(407) 503-7000
Universal Endless Summer Resort – Dockside Inn and Suites	(407) 503-8000

**Loews Hotels phone numbers should only be contacted directly for early or late arrivals, ordering amenities and/or operational questions.*

For ANY questions with a UPRV booking or to book, please call the Travel Advisor Dedicated team at (800) 224-3838.

RESOURCES

VAX VacationAccess

Universal Orlando Resort Commission Guide
(*2nd bullet under 'Advisor Benefits' section*)

Universal Studios Hollywood Commission Guide
(*click 'Resources' on top right of page, then 'Commission Guide'*)

Universal Kids Resort
(click 'Resources' on top right of page, then 'Commission Guide')

Universal Partner Community

Explore Universal Destinations & Experiences

Training Events Hub

Discover Universal Blog

UNIVERSAL
PARKS & RESORTS VACATIONS

TRAVEL *advisors*

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