

You've Got Questions? We Have Answers!

Important Information for your visit:

- The exclusive Pass Member Holiday Park Takeover will kick-off at 7pm, but come as early as you'd like, anytime during regular Park hours.
- If arriving early, look for the Pass Member Special Event turnstile located towards the far-right side at the Front Gate for entry to receive your event credential.
- Each Pass Member will need to present their valid Annual/Season Pass, along with the reservation confirmation email, to attend the event.
- Annual and Season Pass expiration dates still apply; expired passes are not valid even with a reservation. New Passes will not be eligible for reservations until after it has been activated, which occurs upon your first visit to the Park using the Pass.
- No additional guests will be admitted, and we cannot accommodate additional Pass Members without a reservation.
- Multiple show times will be available throughout the night for the holiday entertainment. Universal Plaza has limited capacity and space will be first come, first served. At the conclusion of a show, we ask that you please exit Universal Plaza to allow additional Pass Members to enjoy the festivities.
- Take advantage of additional locations for photos with the Grinch, located on the Lower Lot at Jurassic Cove and at the exit of The World-Famous Studio Tour.
- The Studio Tour's last departure will be 9:15pm. We recommend getting a head start and taking the tour any time after 6:15pm.
- Mario Kart™: Bowser's Challenge will close at 10:15pm.
- Parking is not included. Platinum and Gold Annual Pass Member general parking benefit will be valid during the event. Standard parking rates apply for all other Pass Members.
- 20% food and beverage discount available to all Pass Members on December 1, and December 2, 2026 only. Discount excludes alcohol, souvenir items, and Starbucks®.
- 20% merchandise discount available to all Pass Members on December 1, and December 2, 2026 only. Receive a 20% discount on eligible merchandise at all owned and operated stores by Universal Studios Hollywood inside the park and on Universal CityWalk Hollywood. Excludes retail locations from third-party vendors and carts located inside the theme park and on Universal CityWalk Hollywood. Valid theme park admission required. Must present valid Annual or Season Pass at time of purchase. Merchandise discount excludes The Grinch™ items, technology, media products, The Hundreds, PopMart and Collectibles. Discount will be taken at register in store. Offer is not exchangeable or redeemable for cash and cannot be combined with any other promotional offers, discounts, or prior purchases. Offer is only valid during normal operating hours. Offer is subject to availability and may change without notice. Additional restrictions may apply.
- As this is a special event, Universal Express is not available for purchase or use during the event (with the exception of Platinum Annual Pass members after 3pm Universal Express access benefit). Platinum Annual Pass includes one-time (per day valid after 3pm) express access to each ride, attraction, and seated show. Express access is a separate line with a shorter wait time. (Does not apply to food and retail locations or non-seated shows.)
- Please note that Fast & Furious: Hollywood Drift will not be available during this special event.

Frequently Asked Questions:

Event Details

1. **What is this event?**
   In appreciation of our Pass Members, we strive to offer opportunities throughout the year to provide access to special events. This is a special night exclusively for Pass Members to come and experience the holiday fun in the Park. Plus, enjoy your favorite rides and attractions, character appearances, and photo ops (subject to availability).

   Admission is free with a valid Annual or Season Pass and an advance online reservation.

2. **What are the dates, times, and locations of this event?**
   - **Date:** December 1 and December 2, 2026
   - **Time:** 7:00pm – 11:00pm (Pacific Time)
   - **Check-in**: Look for the Pass Member Special Event turnstile at the Front Gate for entry and to receive your event credential

3. **Who gets access to the event?**
   To access the event, you must be an active Annual or Season Pass Member with a Pass valid through the event date and a valid reservation made in advance. New Passes are not eligible for reservations until activated, which occurs upon your first visit to the Park using the Pass."

4. **How do I get an invitation to the Pass Member Holiday Park Takeover event?**
   - To be eligible you must have an already activated Annual or Season Pass valid through the date of the event.
   - You must make an online reservation in advance to attend the event. Reservations and space are limited and available on a first-come, first-served basis.
   - We must have a valid email address on file to receive an email. If you have an eligible Pass, but did not receive an email, you can RSVP at UniversalPassMember.com starting November 4, 2026 after 11:00am (Pacific Time).

5. **Will Fast & Furious: Hollywood Drift be available during this special event?**
   No, Fast & Furious: Hollywood Drift will not be available during this special event.

6. **Do we have to make a reservation?**
   Advance reservations are required for entry into the event. Pass Members can reserve their spot at UniversalPassMember.com starting November 4, 2026 after 11:00am. Reservations and space are limited and available on a first-come, first-served basis.

7. **My Pass is blocked out on my event date, can I still attend?**
   Blockout dates will not apply if you have a reservation. Present your reservation confirmation email and your valid Annual/Season Pass at the Front Gate turnstiles for entry.

8. **Can I enter the Park before my reservation time?**
   - You are welcome to enter and enjoy the theme park anytime during regular Park hours on the date of the event. Present your valid Annual/Season Pass at the turnstiles for Front Gate entry as normal.

- We recommend picking up your event credential upon entry to the Park at the Pass Member Special Event turnstile at the Front Gate.

Directions for Day-of Event

9. **How do I access the event?**
   The exclusive Pass Member event will kick-off at 7 pm, but come as early as you'd like, anytime during regular Park hours. If arriving early, look for the Pass Member Special Event turnstile at the Front Gate for entry to receive your event credential.

10. **What do I need to bring to enter the event?**
    You must have your valid Annual or Season Pass and the reservation confirmation you should have received via email to enter the event.

11. **Does my entire group have to arrive at the same time?**
    No, as long as each Pass Member has a valid Annual or Season Pass and reservation confirmation, you will be able to enter the event.

12. **If I am in the Park before the event, do I have to leave and re-enter?**
    No, you will not need to exit the Park as long as you received your event credential. If arriving early, look for the Pass Member Special Event turnstile at the Front Gate for entry to receive your event credential.

13. **What if I'm late to the event?**
    As long as you have your valid Annual or Season Pass and reservation confirmation, you will be able to enter the event until 10:00pm.

14. **I didn't print my reservation confirmation or lost my reservation confirmation.**
    If you can look it up on your phone, a Team Member can look at your reservation confirmation email.

Parking

15. **Is parking included?**
    Parking is not included. Platinum and Gold Annual Pass Member general parking benefit will be valid during the event. Standard parking rates apply for all other Pass Members.

Universal Express

16. **Can I purchase or use a Universal Express Pass during the event?**
    Universal Express is not available for purchase or use during the event night except by Platinum Annual Pass Members. Platinum Annual Pass includes one-time (per day valid after 3pm) express access to each ride, attraction, and seated show. Express access is a separate line with a shorter wait time. (Does not apply to food and retail locations or non-seated shows.)

17. Can I use my Universal Express Platinum Annual Pass benefit during the event?
Yes, the Platinum Annual Pass Members after 3pm Universal Express access benefit will still be valid for this event. Platinum Annual Pass includes one-time (per day valid after 3pm) express access to each ride, attraction, and seated show. Express access is a separate line with a shorter wait time. (Does not apply to food and retail locations or non-seated shows.)

Food, Beverage & Merchandise

18. Will food, beverage, and merchandise be available? Can I use my in-Park food, beverage, and merchandise discounts during the event?

- Food, beverage, and merchandise will be available for purchase at select locations during the event. However, as this is a special event all locations are subject to availability, occasional delay, or closure.
- 20% food and beverage discount available to all Pass Members on December 1, and December 2, 2026 only. Discount excludes alcoholic beverages, souvenir items, and Starbucks®.
- 20% merchandise discount available to all Pass Members on December 1, and December 2, 2026 only. Receive a 20% discount on eligible merchandise at all owned and operated stores by Universal Studios Hollywood inside the park and on Universal CityWalk Hollywood. Excludes retail locations from third-party vendors and carts located inside the theme park and on Universal CityWalk Hollywood. Valid theme park admission required. Must present valid Annual or Season Pass at time of purchase. Merchandise discount excludes The Grinch™ items, technology, media products, The Hundreds, PopMart and Collectibles. Discount will be taken at register in store. Offer is not exchangeable or redeemable for cash and cannot be combined with any other promotional offers, discounts, or prior purchases. Offer is only valid during normal operating hours. Offer is subject to availability and may change without notice. Additional restrictions may apply.

Reservation

19. How do I make a reservation?

- You can make a reservation by visiting UniversalPassMember.com starting November 4, 2026 after 11:00am.
- You can sign yourself up and up to eight (8) Pass Members per reservation.
  - For each member who wants a reservation, you are required to provide a valid Pass Member ID (the barcode on your pass).
- Once your reservation is booked, you will receive a reservation confirmation to the email address of the main reservation holder. There will also be an option to share the confirmation email to each Pass Member of your party.

20. I am trying to make a reservation, but why am I receiving an error message?
Pass Members may receive the error message below due to the following reasons:



- One of the Pass Member IDs entered has hit their participation quota.
- The event has reached capacity before the Pass Member submitted/completed their reservation request.
- One of the Pass Member IDs entered is incorrect or invalid.
- One of the Pass Member IDs isn't a valid pass type eligible for making a reservation for this event.

21. What do I do if I made a reservation, but didn't receive a confirmation email?

- If you did not receive your confirmation email, please check your spam folder.
- If you still have not received your confirmation, please return to the reservation landing page. Click on the "Already Have a Reservation?" link and this will take you to the "Access Reservation" page. Search using your last name, reservation date, and email address specified on the original reservation. Once you find your reservation, select "Resend Confirmation Email". Enter your email address and click "Send Confirmation" for the confirmation email to be resent.
- Resending the confirmation email only sends a copy of the reservation. It will not update the email specified on the original reservation should the Pass Member need to cancel or resend the confirmation again in the future.

22. How can I cancel my reservation if I am no longer able to attend?

- If you would like to cancel your reservation, please return to the reservation landing page. Click on the "Already Have a Reservation?" link and this will take you to the "Access Reservation" page. Search using your last name, reservation date, and email address specified on the original reservation. Once you find your reservation, select "Cancel Reservation". Enter your email address and click "Cancel Reservation" to receive your cancellation confirmation email.
- Once a reservation is cancelled it cannot be undone. However, Pass Members may make a new reservation if space is still available.

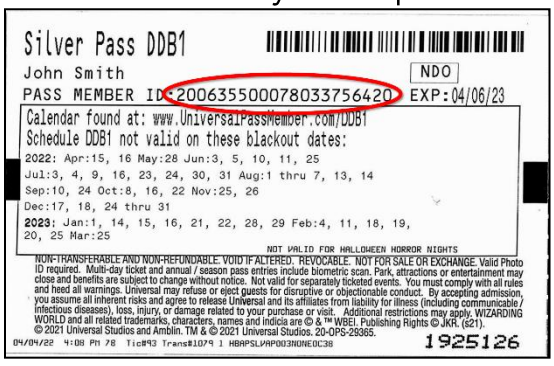
23. I purchased my Annual/Season Pass online and reserved my first visit date which is a date later than the event date. Will I be able to attend?

No. This event is only for those with an already active Annual or Season Pass. Your membership does not begin until you have completed your first visit date for your new Pass.

24. Where do I find my Pass Member ID number?

PASS EXAMPLE

- Pass type is listed in the upper left-hand corner
- Reservation system requires the Pass Member ID number (circled below in example)



25. I've lost my Annual/Season Pass and don't know my Pass Member ID number?

- Call 1-800-UNIVERSAL and Guest Relations will be able to provide you with your Pass Member ID number to register for this event.
- To replace your lost Pass, visit any ticket booth at Universal Studios Hollywood.

Guests

26. Can I bring a guest?
No, this event is for Pass Members only and guests will not be permitted to attend. A reservation for each Pass Member is required.

Sold Out

27. I made a reservation and received a confirmation email, but my friend tried to make a reservation for this event, and it's now sold out. What should we do?
Unfortunately, this event has limited capacity and reservations are available on a first-come, first-serve basis. We cannot accommodate additional reservations if the event is sold out.

28. I am trying to make a reservation, but why am I receiving an error message?
Pass Members may receive the error message below due to the following reasons:



- One of the Pass Member IDs entered has hit their participation quota.
- The event has filled up before the Pass Member submitted/completed their reservation request.
- One of the Pass Member IDs entered is incorrect or invalid.
- One of the Pass Member IDs isn't a valid pass type eligible for making a reservation for this event.