



## **You've Got Questions? We Have Answers!**

### **Day of Preview Check-in Instructions:**

- To attend this event, you are required to check-in in advance of your pre-selected reservation time.
- Please check-in at the Globe Gardens, located outside the Park on the pathway between Frankenstein Parking and the Security entrance.
- We recommend checking in one (1) hour prior to your pre-selected reservation time.
- For guests who have reserved the 10am-12pm time slot, we will begin check-in by 8:30am.
- Check-in tables will close at 3:00pm.
- Each attendee will need to present their valid Annual/Season Pass to be scanned, along with the reservation confirmation email.
- We're sorry, but we cannot accommodate additional guests without a reservation.
- Upon check-in, you will be provided directions to enter SUPER NINTENDO WORLD™ during your pre-selected reservation time. Access to the attraction will only be available during your confirmed two-hour reservation window.

### **Additional Important Information for your visit:**

- You are welcome to enjoy the rest of the Park anytime during regular Park hours. Blackout dates will not apply with a reservation. Present your valid Annual/Season Pass at the turnstiles for Front Gate entry as normal.
- We recommend checking in for your Preview prior to entering the Park. However, to manage our guest flow for check-in, if you have a late reservation time, you are welcome to enjoy the Park, then return to check-in at least one (1) hour prior to your pre-selected reservation time. Park exit and re-entry at the Front Gate turnstiles will be allowed. Check-in tables will close at 3:00pm.
- Please allow yourself enough time. SUPER NINTENDO WORLD™ is located on the Lower Lot.
- Please do not head straight to SUPER NINTENDO WORLD™ prior to check-in. You will be unable to enter without check-in confirmation.
- Parking is not included. Normal parking rules apply for Platinum and Gold Annual Passes.
- As this is a special event, Universal Express benefits may not apply.
- Previews are technical rehearsals subject to occasional delay, closure or cancellation. In the event of a cancellation, previews will not be rescheduled.

**Event Dates:** SUPER NINTENDO WORLD Pass Member Preview offer is valid for specific operating hours on the select dates January 29, 30 and 31; February 3, 4, 5, 8, 9, 10 and 11. Select dates are subject to change without notice.

### **Frequently Asked Questions:**

#### **1. What is this event?**

This event is an opportunity for our valued Pass Members to preview our all-new SUPER NINTENDO WORLD™ prior to its official grand opening.

#### **2. Do we have to RSVP?**

Reservations are required for entry into the event. Pass Members can reserve their spot at

www.UniversalPassMember.com starting January 5, 2023 at 1:30pm PT. Capacity is limited, first-come, first-served.

**3. My Pass is blacked out on my preview date, can I still attend?**

Blackout dates will not apply if you have a reservation. Present your RSVP confirmation email and your valid Annual/Season Pass at the front gate turnstiles for entry.

**4. Can I enter the Park before my SUPER NINTENDO WORLD™ preview 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 checking in for your Preview prior to entering the Park. However, to manage our guest flow for check-in, if you have a late reservation time, you are welcome to enjoy the Park, then return to check-in at least one (1) hour prior to your pre-selected reservation time. Park exit and re-entry at the Front Gate turnstiles will be allowed. Check-in tables will close at 3:00pm.

**5. What do I need to bring to enter the event?**

You must have your valid Annual or Season Pass and the RSVP confirmation you should have received via email. For detailed check-in information, please review the top of this page.

**6. What if I'm late to the event?**

If you are late to your event window there is no guarantee we'll have space for entrance at a later time. Please allow yourself enough time to check-in and make your way to the attraction. SUPER NINTENDO WORLD™ is located on the lower lot next to TRANSFORMERS™: The Ride-3D.

**7. Is parking included?**

Parking is not included. Normal parking rules apply for Platinum and Gold Annual Passes.

**8. Can I bring a guest?**

This event is for Pass Members only and additional guests will not be permitted to attend. A reservation for each guest is required.

**9. Can I use a Universal Express ticket during the event?**

Universal Express tickets will not be valid for use for Mario Kart™: Bowser's Challenge.

**10. Can I use my Platinum Annual Pass Universal Express benefit during the event?**

Platinum Annual Pass Members after 3pm Universal Express access benefit may not be available during this preview.

**11. Will food, beverage, and merchandise be available? Can I use my in-park food, beverage, merchandise discount during the event?**

- Food, beverage, and merchandise will be available for purchase during the preview. However, as this is a technical rehearsal all locations are subject to occasional delay or closure.

- Platinum and Gold Annual Pass Member standard discounts will apply towards food & beverage inside SUPER NINTENDO WORLD™ during the preview event.
- The Platinum and Gold Annual Pass merchandise discount is NOT currently valid for NINTENDO®-themed merchandise or SUPER NINTENDO WORLD™-themed merchandise.

## 12. Where can I purchase a Power-Up Band™?

- You can purchase your Power-Up Band™ at a variety of retail locations at Universal Studios Hollywood and in SUPER NINTENDO WORLD™. Save time by purchasing and following the included instructions to set up your band before you enter the land.
- Retail Locations:
  - Feature Presentation – Universal Studios Hollywood (upper lot)
  - Universal Studio Store – Universal Studios Hollywood (upper lot)
  - Character Shop – Universal Studios Hollywood (lower lot)
  - SUPER NINTENDO WORLD™ STORE on CityWalk - Universal CityWalk
  - 1-UP Factory™ - in SUPER NINTENDO WORLD™

## 13. I RSVP'd and received an email confirmation, but my friend tried to RSVP for this event, and it's now sold out.

### What should we do?

Unfortunately, this event has limited capacity and is available on a first-come, first-serve basis. We cannot accommodate additional RSVPs if sold out.

## 14. I am trying to make a reservation, but why am I receiving an error message?

Guests may receive the error message below due to the following conditions:

⚠ Sorry, one or more of your tickets is not valid to make a reservation. For assistance, check our Ticket FAQs or contact us at 1-800-UNIVERSAL.

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

## 15. 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 guest need to cancel or resend the confirmation again in the future.

## 16. How can I cancel or change my reservation if I am no longer able to attend?

- If you would like to change or 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.

**17. I purchased my Annual/Season Pass online and selected a 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 your selected first visit date for your new Pass.

**18. I've lost my Annual/Season Pass and don't know my 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. There is a \$10 fee to replace lost passes. Please have a valid photo ID with you.

**IMPORTANT NOTE:** This preview is a technical rehearsal subject to occasional delay, closure or cancellation. Park, rides/shows/attractions, entertainment, experience details and/or access to event may be restricted or unavailable due to capacity/closures/other factors and benefits/restrictions are subject to change without notice. In the event of cancellation, the SUPER NINTENDO WORLD™ Pass Member Preview will not be rescheduled.