



SOCIAL STORY

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PARKING

Parking

We offer both standard parking and designated Blue Badge parking facilities for guests requiring accessible options. The disabled car park is conveniently located opposite and close to the park entrance to ensure ease of access. Upon arrival, please follow the marked signage directing you to the designated disabled parking area.

We recommend taking note of the letter for the specific car park where you have parked. This will assist you in locating your vehicle efficiently at the end of your visit.

Once you have parked, please proceed along the marked pathways leading toward the LEGOLAND® sign, which will guide you to the park entrance.

Kindly note that Automatic Number Plate Recognition (ANPR) is in operation across all car parks for enhanced safety and convenience.



Security and Bag Search

We recommend if you are coming to the LEGOLAND® Windsor Resort, you arrive in plenty of time to pass through our enhanced security checks. This necessary action may cause a slight delay; however, we hope you understand that the safety and security of our guests is our number one priority.

To make your visit as safe, secure and enjoyable as possible we have enhanced security checks in place. These include bag and personal belonging checks, which will be carried out for all guests prior to entry.

We also carry out enhanced searches where you will be asked to remove all items from your pocket and place them in the trays provided. You will then be screened by one of the team. Guests may be subject to a search by one of our security team members with a metal detector wand.

The team member will be close but will not touch you. Not all guests need to go through this process and guests are selected at random.

To ensure the safety of all of our guests, we do have items that are prohibited at the Resort, this includes skateboards, weapons, glass, scooters, drones and any illegal substances. For more information, scan the QR code below.



Welcome to the Resort

Welcome to the main entrance of LEGOLAND® Windsor Resort. As you approach the entrance, please ensure you have your tickets ready to be scanned at the main gates located beneath the LEGOLAND sign. Tickets can be scanned on your mobile device, or you can print them out, if you don't have access to either, speak to a member of staff who will be delighted to help.

Our dedicated and friendly staff members are readily available to assist you. They will scan your tickets, guide you through the entrance process, and provide helpful directions to ensure your visit is both enjoyable and seamless. If at any point throughout your visit you need assistance, please speak to any team member throughout the Resort. Look out for a LEGO® name badge, as all staff will be wearing one!

The turnstiles at LEGOLAND Windsor Resort open promptly at 9:30am, granting access to The Beginning, where you can explore and enjoy various attractions before the rest of the Resort officially opens at 10:00am. Please note that The Beginning tends to become busier as the morning progresses. For a smoother and more relaxed entry experience, we recommend arriving shortly before the turnstiles open.



The Beginning

The main ticket gates serve as the entrance to LEGOLAND® Windsor Resort, where our staff will assist you by scanning your tickets and assisting with your entry into the Resort.

For guests who need to collect tickets or address any ticket-related concerns upon arrival, the Ticket Office is situated to the right of the main gates. Please join the designated queue, and the next available staff member at the service window will be happy to assist you.

Once inside, proceed through the main gates to reach The Beginning, the central hub of the Resort and the primary entrance and exit point. The Beginning offers a variety of facilities, including toilets, The LEGO Store, LEGOLAND Coffee Co., Guest Services, the Reserve and Ride Hub and the Ride Access Pass Hub.

As the highest point in the park, The Beginning provides two routes into the Resort. Turning left past the Hill Train leads to Miniland, while turning right past Rebuild the World descends into Pirate Shores. Please note that the right-hand route is not recommended for guests using a mobility aid due to its steep incline.



RIDE ACCESS PASS

Ride Access Pass

To the left of the Main Gates, you will find the Ride Access Pass Hub. Guests who have pre-registered for a Ride Access Pass may collect their pass at the designated windows. Our team will assist you by printing your Merlin Ride Access Pass ID Card and activating the digital pass on your mobile device.

The Terms & Conditions governing the use of the Ride Access Pass are displayed on the signage near the front of the queue lines at the Hub.

Please note that all Ride Access Pass applications must be submitted online via the Nimbus Access Card system to qualify for the Merlin three-year pass. On-the-day registrations for temporary passes are no longer accepted. Additionally, the usage of a Ride Access Pass must be pre-booked online to validate the entitlement for the passholder and their accompanying party members.

Upon accessing rides through the Reserve and Ride queue line, guests must present both the physical ID Photocard and a valid QR code attraction reservation.

If you require any further information, please head to our website via the QR code below to apply and pre-book your Merlin Ride Access Pass.



Other Facilities

Guest Services is conveniently located to the right of the Main Gates. Here, you can collect essential resources such as the Resort Map, Accessibility Guide, and Sensory Guide. Should you have any questions or require assistance, our knowledgeable staff members will be delighted to help.

Adjacent to the Reserve and Ride Hub, you will find the LEGO® Store. Open throughout the day, it offers an extensive selection of LEGO products. While there are several shops located throughout the park, the LEGO Store stands out as the largest in the Resort, providing an awesome shopping experience for LEGO enthusiasts.

For guests who have purchased or are planning to purchase a Reserve and Ride pass, please visit the Reserve and Ride Hub, located to the left of Guest Services, for assistance and activation.

We also offer a quiet hour in the LEGO Store everyday from 13:00 until 14:00, where we turn off the music and digital screens for a more quieter and calm environment to visit the store.

We wish to be at the forefront of reducing smoking in public places due to the fact we are designed for families with young children. There are three designated smoking areas in the park: opposite Fire Academy in LEGO City, the Enchanted Forest in Knights Kingdom and behind the Lava Dragon next to the lake in Mythica. These are the only areas where smoking is permitted in the park.

Smoking is not allowed in any other outdoor space, queue line, restaurant, shop or attraction and cigarettes are not sold on-site. You will be asked to put out your cigarettes by our staff members.



On-ride Photos

Digi Passes can be conveniently pre-purchased online and activated at select attractions featuring ride photography.

Self-Service Photo Points are available for guests to add their digital ride photos directly to their mobile devices.

Ride photo booths, located near the exits of participating rides, provide an easy way to access your photos. Simply follow the on-screen instructions at the booth to collect your images, or speak with a staff member should you require any assistance.

Ride photography is available on the following attractions: Minifigure Speedway, Fairy Tale Brook, Laser Raiders, LEGO® NINJAGO® The Ride, The Dragon, Dragon's Apprentice, and Pirate Falls. Please note that all rides and attractions are subject to availability.



TOILETS

Toilets

Toilet facilities are conveniently located throughout the Resort. Each toilet block includes male, female, and accessible toilets. For guests without a RADAR key, an additional accessible toilet with a standard lock is also available in these areas.

Changing Places facilities are provided in the Heartlake City toilets, situated opposite Heartlake City Harbour. For directions, please refer to the Resort Map.

Toilets are available for use throughout the day. However, as the park closes, facilities across the Resort will begin to close accordingly. Toilets in The Beginning will remain open until all guests have exited the Resort.



THEMED LANDS

Themed Lands

The Resort comprises eleven distinct themed lands, each meticulously designed to offer guests an immersive experience. These include Bricktopia, LEGO® Mythica, DUPLO® Valley, Knights Kingdom, LEGO® City, Miniland, Pirate Shores, Heartlake City, Kingdom of the Pharaohs and The Beginning.

Transitioning between these areas is facilitated by prominent portals that divide the boundaries of each themed environment. Accompanying these entrances, each land features bespoke audio that complements its theme, along with large-scale, LEGO models and unique floor patterns that enhance the theme of the area.

For instance, LEGO® NINJAGO® World is marked by a red entrance portal. Within this area, visitors encounter LEGO brick-built models and are enveloped by audio that reflects the LEGO NINJAGO theme.



ATTRACTIONS

Attractions

At LEGOLAND® Windsor Resort, each ride and attraction features a designated Main Entrance, Reserve & Ride entrance, and exit. Guests utilising the Ride Access Pass should use the Reserve & Ride queueline for attractions that offer this service. For those attractions without a Reserve & Ride queueline, the Ride Exit should be used.

Each attraction is equipped with a restriction board located at its Main Entrance. These boards provide a brief description of the ride, recommended and advisory restrictions, and essential boarding guidelines. They also detail how wheelchair users can access the ride. If you have any concerns or require further assistance, please consult a member of our team.

LEGOLAND Windsor offers several queue-free attractions, including The Magical Forest, Miniland, and The Brick. We recommend visiting these attractions during midday, as they tend to be less crowded, providing a more relaxed experience.



Live Shows

Throughout the Resort, we offer a variety of live entertainment options. Notably, the Heartlake Harbour Arena hosts the "Captain Redbeard and the Legend of the Golden Cutlass" show, where the Pirates of Skeleton Bay embark on a spectacular adventure.

Additionally, we provide character meet-and-greet sessions with your favorite LEGO® Minifigures. Please be aware that show times, offerings, and availability may vary depending on the time of year, event and weather. For the most current information, we recommend downloading our mobile app to access the latest show schedules during your visit.

Please note that show venues can become quite loud and crowded. To ensure a more relaxed experience, we suggest attending shows scheduled later in the day and arriving at the venue as early as possible to secure seating.

We are pleased to offer British Sign Language (BSL)-interpreted shows each season. For specific dates and times, please consult the LEGOLAND® App or refer to the showtime boards located near each venue.



Food & Beverage

Throughout the Resort, we offer a diverse selection of dining options to cater to various preferences. Our menu includes favorites such as burgers, pizzas, pastas, wraps, sandwiches, and salads. For those with a sweet tooth, we provide an array of treats including fresh doughnuts, popcorn, Flavour Burst ice cream, and pick-and-mix sweets.

Our larger restaurants operate daily, commencing service at 11:00 and concluding one hour prior to the scheduled Resort closing time.

Please note that hotel restaurants are exclusively available to overnight guests. Consequently, reservations cannot be made by individuals without a room booking.

We offer Coca-Cola Freestyle vessels for purchase, granting unlimited drinks throughout your visit. These vessels can be refilled at self-service stations located across the Park. Additionally, you have the option to "recharge" your vessel on future visits for a fee, available at the following locations: Sweet Shop, International School Campus Shop, Ninjago Shop, Driving School Photo Unit, King's Market

Each vessel provides access to over 20 flavours, including both fizzy and still options. We also offer a variety of flavor additives to customise your drinks.



Park Assistance

The First Aid facility is situated in Heartlake City, where qualified first aiders are available to assist guests throughout the Resort.

If a member of your party becomes separated from the group, please proceed to the First Aid facility. Our team is trained to guide lost guests to this location.

The First Aid Team are permitted to assist with the storage of any medical equipment during your visit, including medications that need to be refrigerated.

An alternative route to the steep pathways upon entry and exit of the park is to take the Hill Train. The top station is located in The Beginning to the right hand side of Sweet Stop and the bottom station is located between LEGO® NINJAGO® World and LEGO City.

If the Hill Train is not operational on the day of your visit, please speak to a member of the Attractions team or visit Guest Services, the Sensory Space or First Aid for assistance.



SENSORY SPACE

Sensory Space

The Total Sensory Space, situated in Heartlake City, is the first dedicated sensory facility of its kind within a theme park, offering a tranquil environment for guests with additional needs who require respite from the Resort's vibrant atmosphere.

There will always be a member of staff available at the welcome desk as you arrive. The Sensory Space remains a Ride Access Pass activation and help point so should you require any assistance throughout the day, our team would be happy to help.

This thoughtfully designed area features a variety of interactive sensory experiences, including vibrating bean bags, soft seating, interactive projections, bubble tubes, infinity tunnels, tactile panels, and ambient lighting, all intended to create a calming space for relaxation.

The UV room within the facility allows guests to explore brighter colors, fiber optics, and UV mats, while the main space includes musical sound pads, manipulable activity panels, and an interactive carpet, all contributing to the overall sensory experience.

The Total Sensory Space was designed and created by Total Sensory, specialists in providing calming sensory rooms.



DEPARTING

Departing

Upon departure from LEGOLAND® Windsor Resort, please proceed to the same entrance used upon arrival, as this serves as the main exit for all guests. Security will commence their closing checks of the Resort shortly after the park's closing time. If you encounter any difficulties or are uncertain of the appropriate path, please consult a member of staff who can assist you.

During peak periods, the car parking area may become congested, resulting in extended departure times. To avoid this, we recommend departing shortly before or after the park's scheduled closing time. Additionally, the LEGO® Store remains open for one hour after the park's closing, allowing you to visit the store and potentially avoid traffic congestion upon departure.

If you have not prepaid for parking, please ensure payment is completed before entering your vehicle. Payments can be made at the Ticket Office or online via the LEGOLAND website by searching for 'Car Parking'. Please have your parking ticket ready when approaching the exit gates for a swift departure.

Toilet facilities are available both inside and outside the park gates. If you have already exited the park and find it necessary to use the toilet, you are welcome to do so, as the facilities remain accessible.



Frequently Asked Questions

Is there free Wifi I can use?

Yes! Select 'LEGOLAND® Windsor' from the available WiFi network list. Once your browser has opened follow the on-screen instructions to register or log on.

Can I leave and re-enter the Theme Park on the same day?

Yes! Please have your hand stamped at the entrance gates.

Can I download a digital map of LEGOLAND Windsor Resort?

Download the official LEGOLAND Windsor Resort app today on either the App Store or Google Play to access our Park Map, and live directions.

What's the easiest way to navigate the theme park?

Throughout the Resort, individual lands are clearly marked by signposts, and large-scale maps are available in each land.

What happens in the event of bad weather?

LEGOLAND Windsor Resort is predominately an outdoor attraction with many rides being outside. Some rides and attractions may close in cases of high winds, thunder or lightning due to health and safety.

How long do you recommend to spend at the Resort?

LEGOLAND Windsor Resort is a large theme park with a fantastic variety of rides and attractions suitable for all ages and therefore we recommend a full-day visit.

I have another question...

No question is a silly question! Try the LEGOLAND Help Centre by visiting support.LEGOLAND.co.uk or use our SMS service to communicate with a member of the Accessibility Experience Team via 07786 204025.