

SOCIAL STORY

Guest Notice

Guests must review ride requirements before joining the queue. If you have a physical impairment, assess the ride for risks.

In emergencies, specialist equipment may be needed, causing delays. For assistance, speak with the Ride Attendant or Accessibility Team. Unless otherwise stated, guests must be able to transfer into and out of ride vehicles independently or with a carer's help. Select rides require seat belts and restraints.

For more information, ask a team member or use the contact information below. Assistance with lifts or stair lifts is available. Certain rides may be physically demanding, and admission may be refused if there's a health risk.



Arrival & Car Parking

LEGOLAND® Windsor Resort

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Arrival & Car Parking

We offer both standard and designated Blue Badge parking for guests who require accessible options. The accessible parking area is conveniently located close to the park entrance, directly opposite the main car park, to ensure ease of access.

When you arrive, please follow the clearly marked signs directing you to the Blue Badge parking area. We recommend noting the letter or name of the car park where you have parked, this will make it easier to find your vehicle at the end of your visit.

Once parked, follow the marked pathways leading toward the LEGOLAND® entrance portal, which will guide you to the main entrance.

Please note that all car parks operate with Automatic Number Plate Recognition (ANPR) for added safety and convenience.



Security & Bag Search

LEGOLAND® Windsor Resort

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Security & Bag Search

To help ensure a safe and enjoyable visit to the LEGOLAND® Windsor Resort, we ask all guests to allow extra time for our enhanced security checks when arriving at the Resort. These checks are an important part of keeping everyone safe and may cause a short delay. We appreciate your understanding and cooperation.

As part of our security measures, all guests and their belongings will be subject to bag and personal item checks before entering the Resort. Some guests may also be selected at random for additional screening. During these enhanced searches, you may be asked to remove all items from your pockets and place them in the trays provided before being screened by one of our trained team members.

In some cases, our security team may use a handheld metal detector (wand) as part of the screening process. Please note that while the team member will be in close proximity, they will not make physical contact with you.

For everyone's safety, certain items are not permitted within the Resort. These include (but are not limited to):

- Weapons or sharp objects
- Glass items
- Skateboards, scooters, or drones
- Illegal substances

For a full list of prohibited items and further details on our security procedures, please visit [LEGOLAND.co.uk](https://www.legoland.co.uk)



Welcome LEGOLAND® Windsor Resort

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Welcome

As you approach the main entrance, please have your tickets ready to be scanned at the gates located beneath the iconic LEGOLAND sign. Tickets can be presented on your mobile device or as a printed copy. If you're unable to access either, simply speak to a member of our team, who will be happy to assist.

Our friendly and dedicated staff are on hand to help with ticket scanning, guide you through the entrance process, and provide directions or information to make your visit as smooth and enjoyable as possible. If you need assistance at any point during your day, please speak to any team member, just look for the LEGO® name badge!

The turnstiles open at 9:30am, giving you early access to The Beginning, where you can enjoy a selection of attractions, shops, and facilities before the rest of the Resort officially opens at 10:00am.

Please note that The Beginning area can become busier as the morning goes on. For a more relaxed start to your day, we recommend arriving a little before the turnstiles open.



The Beginning LEGOLAND® Windsor Resort

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The Beginning

The main ticket gates are the primary entrance to LEGOLAND Windsor Resort. Our friendly team members will be happy to scan your tickets and assist with your entry into the Resort.

If you need to collect tickets or resolve any ticket-related issues upon arrival, please visit the Ticket Office, located to the right of the main gates. Join the designated queue, and the next available team member will be pleased to help.

Once inside, you'll arrive at The Beginning, the central hub of the Resort and the main entry and exit point. Here you'll find a variety of facilities, including:

- Toilets
- The LEGO® Store
- LEGOLAND Coffee Co.
- Guest Services
- Reserve & Ride Hub
- Ride Access Pass Hub

As the highest point in the park, The Beginning offers two main routes into the Resort:

- Left past the Hill Train – leading toward Miniland
- Right past the LEGO Insiders Clubhouse descending toward Pirate Shores

Please note: the right-hand route features a steep incline and is not recommended for guests using mobility aids.



Ride Access Pass

LEGOLAND® Windsor Resort

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Ride Access Pass

To the left of the Main Gates, you'll find the Ride Access Pass Hub.

Our team can assist you with:

- Activating your digital Ride Access Pass on your mobile device
- Ride Access Pass queries.

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

Please note:

- **All Ride Access Pass applications must be submitted online via the Nimbus Access Card system to qualify for the Merlin Ride Access Pass.**
- **The use of a Ride Access Pass must be pre-booked online to validate the entitlement for both the passholder and their accompanying party members.**

When accessing rides through the Fastrack queue line, guests must present:

- The pre-booked reservation for the selected attraction.

Please see the signage at the attraction entrance for instructions on making a reservation.

For further details or to apply and pre-book your Merlin Ride Access Pass, please visit LEGOLAND.co.uk/rideaccesspass.



Resort Facilities

LEGOLAND® Windsor Resort

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Resort Facilities

Guest Services is conveniently located to the right of the Main Gates. Here, you can pick up useful resources such as the Resort Map, Accessibility Guide, and Sensory Guide. If you have any questions or need assistance during your visit, our friendly and knowledgeable team members will be happy to help. Adjacent to Guest Services is the Fastrack Hub. Guests who have purchased or plan to purchase a Fastrack package can visit this location for assistance and activation.

Next to the Hub, you'll find the LEGO® Store, the largest retail store in the Resort, offering an incredible selection of LEGO products. The store is open throughout the day up until one hour after the advertised Resort close time. To make the store more accessible for everyone, we also offer a Quiet Hour each day from 13:00 to 14:00, during which music and digital screens are turned off to create a calmer, more relaxed shopping environment.

LEGOLAND® is committed to reducing smoking in public spaces. Smoking (including e-cigarettes and vapes) is permitted only in designated areas:

- Opposite Fire Academy in LEGO® City
- In the Enchanted Forest within Pirate Shores
- Behind the Lava Dragon, next to the lake in LEGO MYTHICA

Smoking is not permitted in any other areas of the Resort, including outdoor spaces, queue lines, restaurants, shops, or attractions. Cigarettes are not sold on-site, and guests may be asked by staff to extinguish cigarettes outside designated zones.



Ride Photography LEGOLAND® Windsor Resort

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Ride Photography

Capture unforgettable moments from your visit with a Digi Pass, available to pre-purchase online for added convenience. Once activated, your Digi Pass allows you to collect and download digital photos from select rides directly to your mobile device.

Self-Service Photo Points are located at participating attractions, where you can easily add your ride photos to your account. You can also visit the ride photo booths, found near the exits of these attractions. Simply follow the on-screen instructions to view and collect your images, or ask a team member at the photography unit if you need 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
- Pirate Falls

Please note that ride availability and photo operations are subject to change.



Toilets

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Toilets

Toilet facilities are conveniently located throughout LEGOLAND® Windsor 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 available in these areas.

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

Toilets are available for use throughout the day. As the park begins to close, most facilities will close accordingly; however, toilets in The Beginning will remain open until all guests have exited the Resort.



Themed Lands

LEGOLAND® Windsor Resort

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Themed Lands

LEGOLAND® Windsor Resort is made up of eleven distinct themed lands, each carefully designed to offer guests an immersive and engaging experience.

These include:

- Bricktopia
- LEGO® Mythica
- DUPLO® Valley
- Knights' Kingdom
- LEGO® City
- Miniland
- Pirate Shores
- Heartlake City
- Kingdom of the Pharaohs
- The Beginning
- LEGO® NINJAGO® World

Transitions between these areas are marked by prominent portals, helping guests navigate from one themed environment to another. Each land features bespoke audio, large-scale LEGO models, and unique floor patterns that enhance its atmosphere.

For example, LEGO® NINJAGO® World is identified by a red entrance portal. Inside, guests are surrounded by LEGO brick-built models and themed audio that fully reflects the LEGO NINJAGO® universe, creating a highly immersive experience.



Rides & Attractions

LEGOLAND® Windsor Resort

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Rides & Attractions

Each ride and attraction at LEGOLAND® Windsor Resort has a Main Entrance, Fastrack entrance, and exit. Guests using a Ride Access Pass should use the Fastrack queue line where available. For attractions without a Fastrack option, guests should use the ride exit for access.

Every attraction features a restriction board at its Main Entrance, which provides:

- A brief description of the ride
- Recommended and advisory restrictions
- Essential boarding guidelines
- Information on wheelchair access

If you have any concerns or need assistance, please speak with a member of our team.

LEGOLAND® Windsor also offers several queue-free attractions, including The Magical Forest, Miniland, and The Brick. These attractions tend to be less busy around midday, making it an ideal time to enjoy a more relaxed experience.



Live Entertainment

LEGOLAND® Windsor Resort

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Live Entertainment

Throughout LEGOLAND® Windsor Resort, guests can enjoy a variety of live entertainment experiences at locations including the Heartlake Harbour Arena, Miniland Stage, and Hopsy's Hideaway. A range of themed shows is offered throughout the season, although during winter periods, show offerings are more limited.

Guests may also encounter character meet-and-greet sessions with LEGO® Minifigures. These take place at designated locations across the Resort, allowing guests to meet, interact, and take photos with their favourite characters. Availability varies depending on the time of year and special events.

Please note that show times, offerings, and availability may change due to the season, special events, or weather conditions. For the most up-to-date information, we recommend downloading the LEGOLAND® App, which provides live show schedules during your visit.

Show venues can become busy and noisy, so for a calmer experience, we suggest attending shows later in the day and arriving early to secure seating.



Food & Beverage

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Parking Information

LEGOLAND® Windsor Resort offers a variety of dining options to suit different tastes. Menus include favourites such as burgers, pizzas, pastas, wraps, sandwiches, and salads. For those with a sweet tooth, treats include fresh doughnuts, popcorn, ice cream, and pick-and-mix sweets.

Our larger restaurants are open daily, serving from 11:00 until one hour before the Resort closes. Please note that hotel restaurants are reserved for overnight guests, and reservations cannot be made by those without a room booking.

We also offer Coca-Cola Freestyle vessels, which allow unlimited drinks throughout your visit*. These vessels can be refilled at self-service stations across the Resort, and you can "recharge" your vessel on future visits for a fee at the following locations:

- Sweet Stop
- International School Campus Shop
- LEGO NINJAGO Shop
- LEGO City Driving Licences
- King's Market

Each vessel provides access to over 20 flavours, including both fizzy and still options, with a variety of flavour additives to customise your drinks.

*Additional charge.



First Aid & Accessibility

LEGOLAND® Windsor Resort

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Parking Information

The First Aid facility is located in Heartlake City, staffed by qualified first aiders ready to assist guests throughout the Resort. If a member of your party becomes separated, please proceed to the First Aid facility, where our team is trained to support and reunite lost guests.

The First Aid Team can also assist with the storage of medical equipment, including medications that require refrigeration, during your visit.

For guests seeking an alternative route to the steep pathways at the park entrance and exit, the Hill Train is available. The top station is located in The Beginning, to the right of Sweet Stop, and the bottom station is 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.



Total Sensory Space

LEGOLAND® Windsor Resort

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Total Sensory Space

Located in Heartlake City, the Total Sensory Space is the first dedicated sensory facility of its kind within a theme park, providing a calm and tranquil environment for guests with additional needs who may require a break from the Resort's vibrant atmosphere.

A member of staff is always available at the welcome desk to offer assistance. The Sensory Space also serves as a Ride Access Pass activation and support point, so our team is happy to help with any needs throughout the day.

This thoughtfully designed area features a variety of interactive sensory experiences, including:

- Interactive projections, bubble tubes, and infinity tunnels
- Tactile panels and ambient lighting
- Musical sound pads, manipulable activity panels, and an interactive carpet

The UV room within the facility allows guests to explore bright colours, fiber optics, and UV mats, while the main space offers a range of calming and stimulating activities to support relaxation.

The Total Sensory Space was designed by Total Sensory, specialists in creating calming sensory rooms, ensuring a safe and enjoyable experience for all guests.



Departure

LEGOLAND® Windsor Resort

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Departure

When leaving the Resort, please use the same entrance you arrived through, as this serves as the main exit for all guests. Security will begin closing checks shortly after the park closes. If you are unsure of the route or need assistance, please speak to a member of staff.

During peak periods, the car park may become busy, which can increase departure times. To avoid congestion, we recommend leaving just before or after the scheduled closing time. The LEGO® Store remains open for one hour after the park closes, offering an opportunity to shop while avoiding traffic delays.

If you have not prepaid for parking, please complete payment 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 at the exit gates for a smooth departure.

Toilet facilities are available both inside and outside the park gates. Guests who need to use the toilets after exiting the park are welcome to do so, as the facilities remain accessible.

