



Group Preparation Guide

Peppa Pig World of Play is an indoor play center specifically designed for preschool children. 14 themed areas of free-roaming play bring to life the world of Peppa Pig like never before and will spark the imagination of your little piggies.

Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Advanced pre-paid reservations are required a minimum of 24 hours in advance.
- ✓ One adult chaperone must accompany every 5 children.
- ✓ Receive one free adult ticket with every 5 child tickets purchased. Complimentary tickets will automatically be added to the cart during the checkout process.
- ✓ Tax Exempt rates are available. Please email your tax-exempt form and booking confirmation number to PPWOPChicago@merlinentertainments.biz after your purchase.

Visit Duration:

- ✓ Your visit through the attraction is self-guided. It should take approximately 60 to 90 minutes to complete your visit. However, you may take as little or as long as you need to experience the entire attraction.

Group Hours of Operation:

- ✓ Group rates are available Monday - Friday
 - Monday: 10:00 am – 3:00 pm
 - Tuesday: 10:00 am – 3:00 pm
 - Wednesday: 10:00 am – 3:00 pm
 - Thursday: 10:00 am – 3:00 pm
 - Friday: 10:00 am – 3:00 pm
- ✓ The attraction may open or close early for special events. Visit: [Peppa Pig World of Play Chicago](#) for the most recent updates.

Online Group Booking Process:

- ✓ Online reservations can be made online through the secure Online Booking Portal.
- ✓ Group tickets are timed & dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets

Online Group Payment:

- ✓ Payments must be made with a credit card at the time of booking.
- ✓ Payment types accepted: Visa, MasterCard, American Express, and Discover.

- ✓ Additional tickets cannot be added to your original reservation after your order is made, however, additional tickets may be purchased at the Admissions Counter upon your arrival.
- ✓ If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at PPWOPChicago@merlinentertainments.biz at least two weeks in advance for a refund of the unused tickets.

Group Cancellation, Reschedule and No-Show Policy:

- ✓ Paid reservations may be cancelled or rescheduled any time prior to 2 weeks of your original visit date by emailing PPWOPChicago@merlinentertainments.biz.
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are no refunds on unused tickets on the day of your visit or after your visit date has passed.

Location:

- ✓ Peppa Pig World of Play Chicago is located within Woodfield Mall on the lower level near the Dining Pavilion. If you're driving to us, you can park on the Lower Level near the Dining Pavilion or Upper Level Near PF Chang's. The address is 5 Woodfield Mall, Schaumburg, Illinois 60173.

Group Recommendations & Important Information:

- ✓ We do not allow outside food into the center; please plan all meals before or after your visit.
- ✓ Socks and shoes are required for entry, but shoes must be removed in some areas of the attraction.
- ✓ Children must be always supervised by an adult.
- ✓ All the attractions inside Peppa Pig World of Play are included in the price of admission. Guests may wish to bring additional money to purchase food from our Campervan Cafe, Souvenir photos, or Peppa Pig products from our retail shop. Please note, Peppa Pig World of Play Chicago does not accept cash.

Arriving at the Attraction:

Bus Drop Off & Parking

- ✓ Buses may drop off students on the Lower Level near the Dining Pavilion or Upper Level Near PF Chang's.

Entering the Attraction

- ✓ Upon arrival, we recommend having all groups assigned prior to entering the center
- ✓ Groups should remain pre-sorted into small groups outside of the admissions queue prior to arrival.
- ✓ Only the group leader should enter the queue line to check in for the group for the day.
- ✓ Present your group order confirmation to the attractions front desk.
- ✓ We ask for your assistance in keeping your group together at this time as our staff will deliver the attraction's rules and provide further instruction before entering.

Lunches:

- ✓ Outside food and beverage is strictly prohibited due to Health, Safety and Allergen Guidelines. Please plan all meals for before or after your visit.

Accessibility:

- ✓ Wheelchair and stroller accessible
- ✓ Our facilities are fully accessible for visitors with disabilities and wheelchair users. We do not provide wheelchair or stroller rentals at our attraction.
- ✓ Visit [Accessibility Guide | Peppa Pig World of Play Chicago](#) to visit our full accessibility guide.

Amenities:

- ✓ Gift Shop
- ✓ Restroom / changing tables
- ✓ Family restrooms
- ✓ Photo Screen

Additional FAQs:

- ✓ Storage: Children should not bring more than their outerwear coats, hats, gloves, etc. There is no storage facility, and we are not responsible for any lost or stolen items. There is a strict no bag policy for students.