



AT UNIVERSAL ORLANDO RESORT™

FESTIVAL DIRECTORS MANUAL

Your Group Will STAR In Orlando's
PREMIER Music Festival!!

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About the Organization

OrlandoFest grew from the collaboration of multiple previous student Music Festivals in 2010. With the help of the Universal Orlando Resort™, OrlandoFest is thrilled to bring this exciting Music Festival and Performance Experience to you! OrlandoFest seeks to provide the highest quality, education-based musical experience for each student, participant and Director. We seek to provide desired reinforcement of the musical concepts being taught within the classroom and studio. Each performing ensemble will experience the thrill of performing for our distinguished panel of adjudicators and will learn firsthand in our post-performance clinic.

OrlandoFest is pleased to partner with Universal Orlando Resort™, home of the *Wizarding World of Harry Potter*™ to provide your students with a one-of-a-kind theme park experience that is sure to include fun shared adventures, great food and memories that will last a lifetime. The high-energy OrlandoFest Awards Ceremony will take place within the Universal Orlando® Resort and will provide each participant with an exciting conclusion to their OrlandoFest experience.

Thank you so much for choosing OrlandoFest this season. We feel certain you have made the right choice for your ensemble's trip and performance evaluation experience! Our commitment is to provide you with the best service and performance experience possible. We look forward to serving you and sharing our love for music education and travel for many seasons to come!

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Festival Overview

OrlandoFest is firmly committed to providing quality festivals for elementary, middle school, junior high school and senior high school student musicians and generating positive educational growth through performance. Each educationally-sound OrlandoFest performance will provide these young artists the opportunity to perform in quality venues, receive positive feedback from nationally renowned adjudicators and celebrate their accomplishments with their peers from across the country at a spectacular awards ceremony.

Festival Inclusions

- Evaluated or Adjudicated performance with digitally recorded and written comments
- Personalized educational clinic conducted by a select adjudicator following performance
- Digital recording of performance (*performances only, clinic not recorded*)
- Digital recording of adjudicator's comments
- Exclusive OrlandoFest award for each ensemble
- Custom OrlandoFest gift for each participant, director and chaperone
- Spectacular OrlandoFest Awards Ceremony at Universal Orlando Resort™*
- Admission to Universal Orlando Resort™ (2-Day minimum, with the exception of FL schools)
- Complimentary packages included. Please contact us for details

General Information

Nationally renowned adjudicators will provide positive, detailed, written and recorded comments targeting specific growth opportunities for each ensemble. Each concert ensemble will receive an on-stage post-performance clinic from one of our adjudicators. Competitive and Non-Competitive adjudication options are available to each director.

Your participation in OrlandoFest will conclude with a fun and exciting Awards Ceremony at Universal Orlando Resort™ on Saturday evenings*. All students, directors, chaperones and parents are invited to enjoy this high-energy conclusion to your OrlandoFest experience.

** There is a minimum number of participants in each OrlandoFest competition weekend in order to hold the awards ceremony inside Universal Studios™. Should participation in the festival fall short of this number, OrlandoFest will provide your group with an extended clinic and awards at the festival site following their final performance.*

Provided Musical Equipment

All equipment requests must be received in the OrlandoFest office a minimum of one (1) month prior to your performance. We cannot guarantee availability of the equipment without proper notice. Ensembles may not use their own special lighting, microphones or sound system. If a specific instrument you require is not listed, please contact us at 800.313.2251 to ask about availability.

On Stage - Choral

Six (6) sets of three-step choral risers (based on the venue's availability)*

Three (3) wired or wireless solo microphones (based on the venue's availability)

Acoustic or Electric Piano (based on the venue's availability)

* Due to space and safety considerations, OrlandoFest does not provide platform risers. If you require the use of platform risers, please call ahead of time to make arrangements.

On Stage - Instrumental

Chairs and Music Stands

Four (4) tympani

Orchestra Bells, Xylophone, Marimba, Vibes, Chimes, Gong, Concert Bass Drum

Drum Set (based on the venue's availability)

Professional Acoustic or Electric Piano (based on the venue's availability)

Up to three (3) solo microphones (based on the venue's availability).

Note: Instruments available for use may vary depending on venue. All groups will be responsible for providing their own small percussion equipment (ex. snare drum, crash cymbals, wind chimes, etc.) as well as sticks and mallets for larger equipment provided. You will also need to make arrangements to bring all amps and cords needed for your performance.

Warm-up Room

OrlandoFest will provide a warm-up room, which will have a general set-up for your use; however it will not be specifically arranged to your ensemble's specifications. **Music stands may be limited.** *Concert Percussion instruments will not be provided in the warm up room.*

**Should you require assistance with anything listed above please contact the
OrlandoFest office at 800.313.2251**

Ensemble Categories, Classifications, Divisions & Evaluation Status

Category - ensemble type (ex. Concert Band, Auxiliary or Choir)

Division - education level (ex. Elementary, Junior High/Middle School or High School)

Classification - your school's total enrollment size

Ensemble Categories:

Instrumental Groups: Concert Band, Jazz Band, Parade Band, Orchestra (Full/String), Percussion Ensemble, Indoor Drumline, Marching Drumline

Vocal Groups: Concert Choir, Show Choir, Jazz Choir, Chamber Choir and Specialty Choir*

*Specialty choirs include: Men's Choir, Women's Choir, Gospel Choir, and Madrigal Choir

Auxiliary Unit Groups: Color Guard, Winter Guard, Baton, Dance, Drill Team

Ensemble Classification Reference:

Non-Competitive	(Receive Comments & Ratings Only) Elementary
Competitive Elementary School	Schools compete in open Categories Below 750
Competitive MS or HS Class A	Total School Enrollment
Competitive MS or HS Class AA	751-1500 Total School Enrollment
Competitive MS or HS Class AAA	1501 and Above Total School Enrollment

Concert Band, Orchestras full and string, and Concert Choir

High School A, AA, AAA, *(Determined by Total School Enrollment at start of school year)*

Junior High / Middle School A, AA, AAA, *(Determined by Total School Enrollment at start of school year)*

Second "like" ensembles from the same school may drop down one classification.

Jazz Band, Parade Band, Concert/Marching Percussion

High School Open Division

Junior High / Middle School Open Division

Auxiliary

(Color Guard, Winter Guard, Baton, Dance, Drill Team)

High School Open Division

Junior High / Middle School Open Division

Vocal Chamber, Specialty Choir, Show Choir

(Men's Choir, Women's Choir, Gospel Choir, Madrigal Choir and Jazz Choir)

High School Open Division

Junior High / Middle School Open Division

EVALUATION STATUS AVAILABLE FOR ENSEMBLES:

Competition Competitive Ensembles receive ratings and rankings within their classification (*required for top awards*)

Comments Only Comments Only Ensembles receive Adjudicator comments with no rating and will receive a participation award only and no ranking.

The Adjudication scale for all ensembles:

	FAIR**	GOOD	EXCELLENT	SUPERIOR
30 POINT CAPTION	0-14.9	15-20.9	21-25.9	26-30
40 POINT CAPTION	0-20.9	21-27.9	28-33.9	34-40
100 POINT SHEET TOTAL	0-49.9	50-69.9	70-84.9	85-100

**In order to provide a positive experience for all participants, OrlandoFest will automatically announce "Fair" ratings as "Comments Only" at the OrlandoFest Awards Ceremony. Directors will receive the original ratings and comments from the adjudicators.

Performance Guidelines and Policies

- Performance times are scheduled based on ensemble classification, final registration date (*including registration fees*) and student cross-over considerations.
- All Concert performances are scheduled on Saturdays with Friday evenings used as possible overflow.
- Parade Band performances will take place in the early mornings on Fridays at Universal Studios Florida™, when possible.
- There is no required music; however, directors are encouraged to select music that challenges their ensembles and is grade appropriate.
- Two to three pieces of music per ensemble are recommended. Please do not exceed the performance time listed for your ensemble.
- **Three (3) original scores must be delivered to the OrlandoFest Staff Member upon arrival at the performance venue.** These scores will be used by the adjudicators and will be returned following the performance. Photocopies are not permitted unless accompanied by a written letter from the publisher. For additional information, please contact the Music Publishers Association.
- Each ensemble performs for three (3) adjudicators and receives written and recorded feedback as well as a personal ensemble clinic. (*The number of adjudicators is subject to change without notice due to weather/travel delays, illness, etc.*)
- Any performance time in excess of the allotted time will be deducted from the on-stage, post-performance clinic.
- Please note that the warm-up room will have a general set-up for your use and will not be specifically arranged to each ensemble's on-stage specifications.
- Due to limited space, all instrument cases must remain on the buses.
- There are very limited dressing facilities available. Please ensure students arrive and depart in their performance attire.
- Performers must wear shoes at all times due to safety considerations.

- Ensembles may not use their own special lighting, microphones or sound system.
- Bayonets, sabers, knives, fire batons, confetti, fog, or pyrotechnics are not permitted under any circumstances.
- See our Provided Equipment section for information about provided equipment.

Choral Performance Guidelines

- Concert performances will take place in select Performing Arts Venues in close proximity to the Universal Orlando Resort™, pending availability.
- Each choral ensemble is scheduled as follows: *(Ensembles should time their performances to avoid cutting into the clinic time and possible penalties.)*

TYPE	WARM UP TIME	PERFORMANCE TIME	ON-STAGE CLINIC TIME
CONCERT CHOIRS SPECIALTY CHOIRS SHOW CHOIRS	30 minutes	20 minutes	10 minutes

Two to three pieces of music per ensemble are recommended. Please do not exceed the performance time

- Due to space and safety considerations, OrlandoFest does not provide platform risers. If you require the use of platform risers, please call ahead of time to make arrangements.
- Recorded instrumental accompaniments *(with no back-up vocals)* are permitted. Music tracks should be professionally recorded on Audio CD. Review your recording prior to departing and bring a backup recording. The school name and performance selections must be well marked on the recording.
- Home burned CD recordings are not recommended as they may not play on professional audio equipment. *(Please ensure the recording is an Audio CD and not in MP3 or other file formats.)* Someone from your group may sit near the tech booth to provide cues for playback timing if using recorded accompaniment.
- All music and lyrics must be suitable for a family audience.

Concert Band & Orchestra Performance Guidelines

- Concert performances will take place in select Performing Arts Centers in close proximity to the Universal Orlando Resort™, pending availability.
- Each concert band or orchestra is scheduled according to the following grid: *(Ensembles should time their performance to avoid cutting into the clinic time and possible penalties.)*

TYPE	WARM UP TIME	PERFORMANCE TIME	ON-STAGE CLINIC TIME
CONCERT BANDS ORCHESTRAS	30 minutes	20 minutes	10 minutes
CONCERT PERCUSSION ENSEMBLES	10 minutes	10 minutes	10 minutes

Two to three pieces of music per ensemble are recommended. Please do not exceed the performance time

Jazz Ensemble Performance Guidelines

- Concert performances will take place in select Performing Arts Centers in close proximity to the Universal Orlando Resort™, pending availability.
- Each jazz ensemble is scheduled according to the following grid: *Ensembles should time their performance to avoid cutting into the clinic time and possible penalties.*

TYPE	WARM UP TIME	PERFORMANCE TIME	ON-STAGE CLINIC TIME
JAZZ BANDS	30 minutes	20 minutes	10 minutes

Two to three pieces of music per ensemble are recommended. Please do not exceed the performance time

Indoor Drumline & Auxiliary Performance Guidelines

(Color Guard, Winter Guard, Baton, Dance, Drill Team, Indoor Drumline)

- Indoor Drumline and Auxiliary performances will take place outdoors on an appropriate field or paved area or indoors on a gymnasium floor. Specific venue information will be made available to participating ensembles a minimum of one (1) month prior to your selected OrlandoFest dates.
- Each Indoor Drumline and Auxiliary group is scheduled according to the following grid: *Ensembles should time their performance to avoid cutting into the clinic time and possible penalties.*

TYPE	WARM UP TIME	PERFORMANCE TIME	ON-STAGE CLINIC TIME
INDOOR DRUMLINE	10 minutes	10 minutes	10 minutes
AUXILIARY UNITS	45 minutes	10 minutes	10 minutes

Two to three pieces of music per ensemble are recommended. Please do not exceed the performance time

- Auxiliary warm-up space will be the gymnasium. This facility will open 45 minutes prior to the first Auxiliary performance. Please share the space if there will be more than one group performing.
- All participating ensembles are required to avoid any unsafe movements that could injure a performer.
- Acceptable color guard equipment includes: flags, rifles, sabers, batons, and props are allowed. All equipment tips on rifles, flagpoles, batons and sabers must be padded or taped.
- Bayonets, knives or fire batons may not be utilized in performance.
- If **ANY** of your props will be tossed or thrown at any height we **REQUIRE** that you bring your own Auxiliary flooring or use the flooring we provide to protect the Gymnasium floor.
- OrlandoFest will provide a sound system with a CD player for your performance only. In most cases this will be a standard “boom box”. Your CD should be clearly marked with the school and ensemble name. Participant ensembles are encouraged to bring a backup CD.
- Performers must wear appropriate footwear at all times due to safety considerations. Shoes must be closed toe and heel and cover the entire sole of the foot with a soft rubber sole.
- All directors and staff appearing with the ensemble are required to dress in a professional and uniform manner.
- All Auxiliary ensembles must consist of a minimum of three (3) performers.

- Dressing facilities are not available. Please ensure students arrive and depart dressed in their performance attire.
- OrlandoFest reserves the right to cancel, postpone or move the Auxiliary and Indoor Drumline adjudication in the case of inclement weather.

Parade Band and Marching Drumline Performance Guidelines

- The OrlandoFest team will make every effort to provide an “in-park” performance experience, at Universal Studios Florida™, however, the location and scheduling of these performances may have to be adjusted due to operating hours, events, weather, operational needs at the Theme Park, etc.
- Please march no more than six (6) across in instrumental ranks and two (2) across in auxiliary ranks. An OrlandoFest and Universal Orlando Resort™ Staff Member will escort your group on the parade route.
- Specific branded music (such as Universal Studios branded music, Disney branded music, Harry Potter branded music, etc.) is not permitted to be performed at Universal Orlando™
- Please avoid any unsafe movements that could injure a performer or audience member.
- Standard twirling rifle props are allowed. Rifles that are more realistic in their look and may be perceived as an authentic firearm will not be permitted. Under no circumstances may bayonets, sabers, any kind of knives or fire batons be carried or used. *(As mandated by Universal Orlando™ Security)*
- All equipment tips on rifles, flagpoles and batons must be padded or taped.
- Bands are encouraged to bring a banner with the school name for their performance. *(Banner carriers must be of middle school age or older and in proper attire.)*
- The normally scheduled parade route at Universal Studios Florida™ is approximately 2/3 mile in length and 25 minutes.
- Ensembles must maintain forward movement and not stop as they pass through the adjudication area.
- Uniforms and / or costumes are required for all performers. Performers must wear shoes at all times due to safety considerations. *(Shoes must be closed and cover the entire sole of the foot)*
- All directors and assistants appearing with the ensemble are required to dress in a professional and uniform manner. *(Please no T-shirts, shorts, jeans or sandals/flip flops.)*
- Children under the age of 10 are not allowed in the backstage area of the Universal Orlando Resort™.
- OrlandoFest retains the right to prohibit anyone not properly attired from participation in the Festival. No refunds will be made should this occur.
- Only essential personnel may travel backstage with the band. All non-essential personnel must enter the Universal Studios™ Theme Park through the Main Entrance. A maximum of 1 chaperone per 20 students (with a maximum of 6) will be allowed backstage with the band.
- Please limit the number of essential staff who will march alongside the ensemble. Non-essential individuals will be assisted to the parade route just prior to the step-off to watch the ensemble perform and given directions on how to join the ensemble immediately following the performance.

- Rehearsal space is not available. A warm-up area will be provided near your motorcoach.
- Please ensure students arrive in their performance attire. There are changing facilities available for **after** the performance.
- OrlandoFest and Universal Orlando Resort™ reserve the right to cancel or postpone the Parade in the case of inclement weather.
- Upon completion of the performance and/or changing, motorcoaches should take the group to the main bus parking for entrance to the park.

Penalty Information

In order to plan a responsible and consistent festival, up to two (2) penalty points may be assessed, for any of the following situations:

- Ensemble exceeding the total allotted time within their Routing Schedule
- Misrepresentation of school enrollment provided to the OrlandoFest office
- Utilization of non-student performers in a participating ensemble
- Inappropriate and/or unsafe student conduct
- Inappropriate attire outlined in this manual
- Not providing 3 original scores of the pieces you will perform

Awards

OrlandoFest Participation Award

All Ensembles will receive a custom-designed OrlandoFest Participation Award with rating (*Groups selecting "comments only" will NOT receive a rating on their participation award they also will NOT be eligible for classification/division or grand champion awards*)

Placement Awards

OrlandoFest **1st, 2nd & 3rd Place** awards will be presented to the three highest scoring Ensembles within each Division and Classification. (ex. the top three high school Concert Bands in class A).

Grand Champion Awards

The OrlandoFest **Grand Champion Award** will be presented to the highest scoring superior-rated ensemble in each of the following Categories, provided that there are at least four ensembles in each:**

**HS Concert Band • HS Concert Choir • HS Orchestra (full/string) • HS Jazz/Parade Band
• HS Chamber/Specialty Choir***

**MS Concert Band • MS Concert Choir • MS Orchestra (full/string) • MS Jazz/Parade Band
• MS Chamber/Specialty Choir***

**Specialty Choirs include: Men's Choir, Women's Choir, Gospel Choir, Madrigal Choir and Jazz Choir*

***If there are fewer than 4 ensembles in these Categories on a specific weekend, the Festival Director may opt to give a Grand Champion Award to the highest scoring choral or instrumental ensemble in each Division (MS or HS).*

Awards Ceremony

An exciting, high-energy OrlandoFest Awards Ceremony will take place inside Universal Studios™ each Festival weekend (*time and location subject to change with short notice!*) This fun and entertaining ceremony will take place on Saturday and will include the Presentation of Awards.

Note: There is a minimum number of participants in each OrlandoFest competition weekend in order to hold the awards ceremony inside Universal Studios®. Should participation in the festival fall short of this number, OrlandoFest will provide your group with an extended clinic and awards at the festival site following their final performance.

OrlandoFest Festival Possible Performance Locations

(You will be provided your assigned location 1-2 months prior to your performance on your schedule)

- 1. Universal Orlando Resort™**
(Parade Band Performances and Awards Ceremony ONLY)
6000 Universal Boulevard, Orlando, FL 32819
- 2. Olympia High School**
(Concert Performances)
4301 South Apopka - Vineland Road, Orlando, FL 32835
- 3. Freedom High School**
(Concert Performances)
2500 W. Taft Vineland Road, Orlando, FL 32837
- 4. Oak Ridge High School**
(Concert Performances)
700 W. Oak Ridge Road, Orlando, FL 32809
- 5. Celebration High School**
(Concert Performances)
1809 Celebration Blvd., Kissimmee, FL 34747
- 6. Dr. Phillips High School**
(Concert Performances)
6500 Turkey Lake Rd., Orlando, FL 32819
- 7. West Orange High School**
(Concert Performances)
1625 Beulah Rd., Winter Garden, FL 34787
- 8. Apopka High School**
(Concert Performances)
555 Martin St., Apopka, FL 32712

**All groups must arrange their own transportation to and from
ALL OrlandoFest performances and activities.**

Preparing for your OrlandoFest Trip

Festival Forms

After you register online you will receive an email with important due dates and links to the forms that OrlandoFest requires. Please adhere to all deadlines outlined on the forms. If you are using a travel planner, adhere to all of their assigned deadlines.

Arrival & Transportation Information

To ensure a smooth experience, an OrlandoFest Staff Member will greet all ensembles upon arrival at the performance venue parking area. All individuals should remain on the motor coaches until the OrlandoFest Staff Member arrives to greet you. Please take time to go over your stage set up and ensemble information forms and lists with your guide and notify them of any last minute changes. They will get the information to the correct person and we will do our best to accommodate your requests.

Please plan to arrive at least thirty (30) minutes prior to your Set-up/Warm-up time. (If you are planning to arrive earlier, please mention this to the OrlandoFest Staff Member during your confirmation call/email so we can prepare for your arrival.)

Groups must provide their own motor-coach transportation to and from the performance and award ceremony locations. All motor coaches for each school must arrive at the same time (no shuttling). While ensembles are at the performance venue, motor coaches must remain available for emergencies, storage and to avoid transportation challenges following the performance. All motor coach and truck drivers must remain with their vehicles at all times.

Due to limited dressing facilities at the OrlandoFest performance venues, please make sure students arrive dressed in their performance attire. However, if facilities are required, please make arrangements with your OrlandoFest Staff Member upon arrival to your performance venue.

If the ensemble is visiting a Universal Theme Park prior to their performance, we suggest they exit through the main entrance of the Park to board their motor coaches. Students may change into uniform on the motor coaches (or at the hotel), then travel to the designated OrlandoFest performance venue.

If the ensemble is visiting a Universal Theme Park following their performance, we suggest they promptly board their motor coaches to depart from the performance area. Students may be allowed to utilize a changing facility at the Festival site, pending availability. Please inquire with an OrlandoFest Staff Member to make arrangements. Students may also change out of uniform on the motor coaches at the park's main bus parking (or at the hotel) and then enter the desired Universal Theme Park through the main entrance using their Park ticket.

If a group is utilizing an equipment truck, please notify the OrlandoFest team. An OrlandoFest Coordinator will assist the group in advance to request additional permits. *Due to limited space, all instrument cases should remain on the motor coaches and/or equipment trucks.*

At most venues, concert ensembles will perform and receive their post-performance clinic on-stage. The OrlandoFest Staff Member will escort the ensemble and chaperones throughout the performance process at each venue.

All Individuals (participants & spectators) should travel on motor coaches to and from the arrival area along with the performing ensemble wherever possible. The entire group will be escorted to the venue for the performance and escorted back to the motor coaches for departure. Individuals not traveling on the motor coach with the performing ensemble will be required to park at designated areas and enter through the main entrance of the performance venue.

For spectators of the Parade performances at Universal Studios Florida™, there will only be six (6) adults/chaperones allowed backstage with the parade band. All other spectators, who are riding on the motorcoach, shall be dropped off at the main entrance into Universal Studios™ at least 30 minutes prior to the group coming back stage. (A Universal Theme Park ticket will be required for entrance.) For those spectators not riding on the motor coach, they must park their vehicles in the main parking lot of Universal Orlando™ and proceed to the entrance of Universal Studios Florida™. No children under the age of 10 years old will be allowed in the backstage area at any time.

For groups looking to attend the Awards Ceremony on Saturday Evenings, proceed to Universal Studios Florida™ and use your theme park ticket. For groups that have purchased the OrlandoFest 2-day ticket package and have not utilized their park ticket for the day or have used both days of their park ticket, a special entrance swipe has been built into the ticket and will allow entry one hour prior to the OrlandoFest Awards Ceremony, on Saturday ONLY. You must enter Universal Studios Florida™ one (1) hour prior to the scheduled Awards Ceremony Time. (Theme Park ticket will be required.) If you try to enter the park any earlier it could not work if you have already used both days at Universal or it will take away a full day if you have any left.

All Concert Performances at OrlandoFest venues are free of charge.

Please be sure Chaperones are familiar with the director's manual and festival information. Directors are responsible for the conduct of their students and staff at all times. Alcohol, drugs, poor conduct, obscene language/behavior, and smoking are not permitted at any time. Disciplinary actions can and will jeopardize group performances. Please remind all staff, chaperones, parents and most importantly students that they are a reflection of your school. We feel travel is a very important life lesson in respect with in the world outside of their home school grounds. This being said, disrespect to OrlandoFest staff or patrons will NOT be tolerated and could result in a reflection of your school's scores.

The Florida Weather

- WEAR SUNSCREEN! A high SPF lotion is strongly recommended for your protection from the Florida Sun.
- DRINK PLENTY OF WATER during your time here and please avoid caffeinated beverages and sugary drinks as much as possible.
- CHECK THE WEATHER FORECASTS before you leave for your parade performance at the Universal Orlando Resort™. Weather can be very unpredictable and OrlandoFest is not responsible for the acts of Mother Nature.

First Aid

During Your OrlandoFest performance

Should a member of your group or ensemble need First Aid, please make sure to first contact your First Aid Chaperone/Parent and then one of our OrlandoFest Team Members. We will have a small first aid kit on hand at the festival site and we will gladly assist you with your needs. However if it is beyond our means, further action may need to be taken. **OrlandoFest Emergency Number is 800.313.2251**

When Attending Universal Orlando Resort™

- *There is a First Aid Station in each of the Universal Orlando Resort™ theme parks. An adult is required to be present if a minor needs medical attention. Most groups coordinate their emergency communication via personal cell phones.*
- At Universal Studios Florida™, a First Aid Station is located at Family Services, located near the Studio Audience Center. The main Health Services station is located on Canal Street between the New York Street Set and the San Francisco Street Set, right across from Beetlejuice's Graveyard Revue™. At Universal's Islands of Adventure™, First Aid is located inside the Guest Services Lobby, just to the right of the main entrance turnstiles. The main Health Services station is in Sindbad's Village within The Lost Continent™. Look for the Red Cross across from Oasis Coolers.
- ***If a student or member from your group requests assistance at one of the Universal Orlando First Aid Stations, they are welcome to call guest services at 407-224-4233. Then press option 3 and they will transfer you accordingly.***
- If your school or organization uses release forms, the nurses at Universal's First Aid Stations will store your notebook at the desk. (No bags or valuables please.) Only medicines requiring refrigeration or air conditioning may be stored at First Aid, and must be signed in and out by an adult.

Thank you for choosing OrlandoFest! We look forward to providing you and your students an educational and fun experience they will NEVER forget!