



LEGOLAND Discovery Centre

Birmingham

FAQs



Who is the event for?

This event is for Rainbows, Brownies their young leader, and leaders.

What is included?

- A badge – will be given out on the day of the event.
- A full day of activities at LEGOLAND Discover Centre.

What are the timings of the event?

Arrival will be Saturday **OR** Sunday morning staggered from 09:30 am you can choose your arrival time when booking. Tickets must be booked in advance on the LEGOLAND Discovery Centre website. (Using the link on our event page of our website.)

Where is the venue located?

LEGOLAND Discovery Centre – Birmingham Arena,
King Edwards Rd,
Birmingham
B1 2AA

What activities are on offer for girls?

Your unit will have full access to the Discovery Centre, see their website for more information.

What do we wear for the event?

All members of Girlguiding should be in guiding wear with weather appropriate clothing.

What is the cost of attending this event?

The event costs £10 per paid person, with 1 free Leader per 5 paying 'Child' tickets.

How do we pay for this event?

You will pay for this event in full when booking with LEGOLAND Discovery Centre.

How do we book for this event?

Unfortunately, LEGOLAND booking restrictions mean that booking your group in, needs to be a two-step process, we know this is frustrating but there is no other way to do it, so please read the instructions below very carefully.

Step 1: Bookings for this event must be done with LEGOLAND Discovery Centre directly, using the link on the event page of our website. Once you have clicked on the link, please select the uniformed groups tab and complete the booking in this way. This is **VERY IMPORTANT!** Please only book for all of the young members attending and leaders **OUTSIDE** of these LEGOLAND ratios, 1 free leader to 5 young members.

For example, if you are taking 10 Brownies and 3 leaders, you would book the following places direct with LEGOLAND – 10 Brownies and 1 leader, as the 2 free leaders will be managed as per the details below.

Step 2: For the free leader tickets and to confirm your group numbers for badge orders, you must also complete the google form on the Girlguiding Midlands website.

At the time of booking your places you will be asked:

- Your contact details including your unit name
- How many places you are requesting for:

Young members

Leaders/helpers

Once you have submitted your request, you will **NOT** be contacted by Girlguiding Midlands. However, you should receive a confirmation email from LEGOLAND Discovery Centre for the tickets booked directly with them.

When do bookings close?

Bookings close **midnight, Sunday 6 October 2024** or when the event is fully booked. Please be aware you can book with LEGOLAND Discovery Centre Birmingham up until the day of the event; however, you will **NOT** be given free leader tickets and are **NOT** guaranteed an event badge for your unit.

Is there a Minimum or Maximum group size?

No – but there is a minimum group booking size of 10 paid tickets, this is only due to the LEGOLAND website. So, if you have a small group attending, please contact other local units so you can combine your bookings into a minimum number of 10, if you are not able to do this, please contact Girlguiding region office for more information– details below. The booking system does restrict a maximum number of paid tickets per booking, so depending on your group size you may need to complete multiple bookings. Again this is outside of our control and driven by the LEGOLAND booking system.

How many adults can we book places for?

Minimum Girlguiding adult:child ratios must be maintained.

Additional places will be available for adults attending with a group but they may need a paid ticket.

The Girlguiding ratios must be adhered to in the first instance, however LEGOLAND have free leader tickets at a ratio of 1 adult to 5 girls.

Can children of volunteers or Brownie Helpers attend this event?

This event is for Rainbows, Brownies and their young leaders and leaders in the first instance and we want to ensure that as many of them as possible can attend. In the past these events have been extremely popular and fully booked.

Please refer to our booking policy for our policy on leaders' children.

Do members over the age of 18 need a DBS check?

All members over the age of 18 attending the event in a leadership capacity must have gone through Girlguiding's recruitment checks and have a corresponding role on GO. However, any parents coming along to help at day events don't need to be a member of Girlguiding or have a DBS qualification, but they must not be left alone with any children other than their own at any time.

Do we need to bring a first aid kit?

The venue provides first aid trained staff and have first aid points throughout the centre, however leaders are requested to bring a small first aid kit for their group and should be the first point of access for minor first-aid.

Is the event 'exclusive use'?

No, other members of the public will be visiting, so please include this in your risk assessments.

Is food provided at the event?

Food is not provided at this event however girls are welcome to bring a packed lunch.

Is there a gift shop/ will girls need pocket money?

There is a full LEGO store attached to the Discovery Centre, there may also be smaller gift shops around the centre. We recommend that you ask parents to send their daughters with a sensible amount of money in a named purse if they are likely to want to buy anything.

Can you meet additional needs?

Click the link to find more information on [LEGOLAND Discovery Centre Accessibility](#)

If there are any needs not covered on the LEGOLAND Website, contact Girlguiding Midlands region office to discuss specific needs before booking.

Where can we park, and will there be a charge?

Click the link for up-to-date parking information from the LEGOLAND website. [LEGOLAND Parking & Directions](#)

Who should we contact if we need to change our booking?

Your bookings will be made directly with LEGOLAND Discovery Centre, they should be contacted if there are any issues with your booking.

Can I receive a refund if I cancel my booking?

Please refer to the [LEGOLAND Terms & Conditions](#).

If you have any other questions, please contact the Girlguiding Midlands office on 01530 412 703, or midlands.headoffice@girlguiding-midlands.org.uk