

General Questions

What is Hollywood Plus Pass?

Hollywood Plus Pass includes Universal Studios Hollywood plus a range of attractions, experiences and things to do in LA all on one single downloadable pass. Your LA experience will vary depending on how many and which attractions you choose. Each package provides you with the flexibility to create your own experience. Hollywood Plus Pass ticket functionality is managed by iVenture Card.

Option A - **3-Attraction Hollywood Plus Pass**, includes your choice of three attractions in Los Angeles from the available attraction options, including 1-day General Admission to Universal Studios Hollywood. All three attraction redemptions must be made within 7-days of the first redemption (inclusive of your 1st visit/reservation date)

Option B - **5-Attraction Hollywood Plus Pass**, includes your choice of five attractions in Los Angeles from the available attraction options, including 1-day General Admission to Universal Studios Hollywood. All five attraction redemptions must be made within 7-days of the first redemption (inclusive of your 1st visit/reservation date)

Available attractions?

- Universal Studios Hollywood
- Academy Museum of Motion Pictures
- Aquarium of the Pacific*
- Autry Museum of the American West
- The Grammy Museum
- L.A. Zoo
- Madame Tussauds *
- Starline Night Tour
- Starline City Sightseeing Los Angeles, Hop On – Hop Off
- Starline Celebrity Homes Tour
- Starline Hollywood Walking Tour
- SoFi Stadium Tour*
- TCL Chinese Theatre
- Warner Bros Studio Tour

Attractions marked with (*) require advance reservations which can be made in the App.

How do I use my Hollywood Plus Pass?

Using your Hollywood Plus Pass is easy! Choose the package that suits you best and purchase it via an authorized seller. You'll be emailed or provided a printed e-ticket with 28-digit Pass number with a link to download the Smartvisit Experiences App on Google Play Store or Apple

App Store. (NOTE: the app is free to download) After adding your pass, you can use most participating offers simply by presenting your Hollywood Plus Pass; Simply navigate to the attraction you wish to visit, click **“Redeem Now”** and hold up your passes to be scanned for entry.

Some attractions require a reservation prior to your visit; Others may require a separate ticket. Instructions on exactly how to redeem your pass for each attraction are provided within the pass guide in the App. The **“Book Now”** button will guide you through the booking process and place a confirmation of your booking under **“Upcoming Reservations”** If a separate ticket is issued, you can easily retrieve it by selecting **“View Tickets”** under that reservation

What are the benefits of a Hollywood Plus Pass?

The Hollywood Plus Pass offers convenience, flexibility, ease of use and over 30% in savings. No need to stand in line or make separate purchases; choose from various attractions to suit your travelling style and contactless entry with our digital iPass. Use the Smartvisit Experiences App to store your Pass and to organise your itinerary.

Does the Hollywood Plus Pass come with a user guide?

Download the Smartvisit Experiences App on Google Play Store or Apple App Store, download your Pass, add your favorite attractions to your wishlist and follow the maps. Simple!

Is there an option Package for children?

Yes, there is a large range of exciting attractions, which kids will love. Our range of attractions packages are available for children aged between 3 and 9. Children who are older than 9 will need an adult package. Children under 3 do not require a pass as most attractions are free for them to visit, however a small number of attractions may require children under 3 to purchase a ticket on arrival.

Do you have a family Hollywood Plus Pass package?

No, currently we don't offer a family package. Each member of your family will require their own pass. However, the savings are still substantial. You can manage all the passes for a group together in the Smartvisit Experiences App on one device if you prefer.

How long is the Hollywood Plus Pass valid for?

From the time you activate your pass with your first visit or reservation date, all three or five attraction redemptions must be made within 7-days of the first redemption (inclusive of the 1st redemption or reservation date) and you should carefully review this at time of purchase.

Do I have to use my Hollywood Plus Pass in consecutive days?

No, you do not have to use the pass in consecutive days. You can use your Hollywood Plus Pass at any time within the relevant 7-day validity period.

Where can I collect my Hollywood Plus Pass?

Your Pass Number(s) will be sent to you via email or printed by an authorized reseller, and you will need to register all guests' Pass Number(s) on the Smartvisit Experiences App before arrival.

What happens if attraction prices change?

Attraction ticket prices change from time to time, however, once you have purchased your Hollywood Plus Pass, your attraction entry or benefit will be valid for the duration of the package you purchased. Attraction price changes won't affect them.

Do I need to select the attractions when I purchase the pass?

You do not need to select your attractions at the time of purchase, providing you with greater flexibility if you change your mind regarding the attractions you wish to visit. Please note however that some attractions do require an advanced booking and it may not be possible to cancel or amend these bookings once confirmed.

If I download the pass now, will this start the validity period of my pass?

No. Your pass will begin when you visit the first attraction, or on the date you have a reservation for your first attraction. You can download your pass at any time prior to when you wish to start using it, without activating the validity period.

Purchase

Can I buy a Hollywood Plus Pass as a gift?

Yes. Hollywood Plus Pass is an excellent gift idea for friends and relatives. Gift-giving couldn't be easier! Just pick the pass option you would like to give and the recipient can choose what they want to do and when. A thoughtful gift to help create memories. Passes are activated the first time of use/reservation date.

Can I purchase a Hollywood Plus Pass prior to arrival?

Yes, we recommend you purchase your Hollywood Plus Pass before arrival. Make sure to download the Smartvisit Experiences App available on the Google Play Store or Apple App Store and register your pass(es) before you leave so you avoid any internet charges overseas.

Can I purchase a Hollywood Plus Pass after arrival?

Yes. Passes can be purchased any time, even after your arrival to your chosen destination.

Where can I purchase a Hollywood Plus Pass?

You can purchase your Hollywood Plus Pass in advance at any authorized seller

Planning

Do I have to pre-book for any attractions?

Some attractions require a pre-booking and we have noted where pre-bookings are required on the relevant travel destination attraction pages on the website and Smartvisit Experiences App. Instructions on exactly how to redeem your pass for each attraction are provided within the pass guide in the App. The **“Book Now”** button will guide you through the booking process and place a confirmation of your booking under **“Upcoming Reservations”** If a separate ticket is issued, you can easily retrieve it by selecting **“View Tickets”** under that reservation. We advise you to book at least 48 hours in advance where possible.

Are there any special conditions for the attractions or other venues?

Sometimes special conditions will apply. These may include height restrictions, opening restrictions. Where special conditions apply, they have been noted with the operator listings in your Hollywood Plus Pass guide or view each attraction listing for the most up-to-date information.

Ticket Collection for some tours and attractions

Some attractions may require you to generate a separate ticket for entry. Please consult the Smartvisit Experiences App carefully for Collection Information before arriving at your chosen attraction. In most cases, you can generate this separate ticket within the app itself.

Attractions and Other Venues

Do I need to show ID needed at the attraction or venue?

Generally you are not required to show ID. Your Hollywood Plus Pass is all you need to gain access to the attraction. A small number of attractions may require ID or proof of age when travelling with children so please check the website of your chosen attractions to confirm any specific entry requirements.

How do I know what attractions are included in each pass?

You can view the included attractions for your pass on the relevant package page of the website <http://ushtix.com/pluspass> or through the Pass Guide in the Smartvisit Experiences App.

Are the attractions or venues open at all times?

Many of our attractions or venues change their operating hours each day and throughout the course of the year. We recommend contacting them directly to confirm their opening times or visiting their websites to confirm details.

Can I return to the same attraction using my Hollywood Plus Pass?

No. The Hollywood Plus Pass is designed to show you around the city and see as much as you can of different attractions and experiences. Hollywood Plus Pass can only be redeemed once per person per attraction.

Do I have to pay extra to enter the attractions after purchasing?

Generally, once you purchase a pass, you can receive the listed benefit for each attraction at no extra cost. However, a small number of attractions do require an additional payment for upgraded experiences, which is to be paid direct to the relevant attraction. Any additional payments are clearly stated on the relevant attraction listing on the Hollywood Plus Pass website or the App. Please note that the pass only covers the listed benefits and any additional purchases, such as not included tours, merchandise, food, drinks, gratuities etc are not included and must be purchased separately.

Transport Options?

Is there a transport option included on the Hollywood Plus Pass?

Yes, some attractions include transportation. By using the Hop-On Hop-Off City Sightseeing bus as one of your chosen admissions, you can easily get around to many of the other great attractions included on the Hollywood Plus Pass.

Cancellations and Amendments?

Can I change my travel date?

If your pass is unused (including having no advanced attraction bookings) you are able to change your pass visit date to anytime within the expiration date and specific pass restrictions, without having to advise us.

If you have already booked attractions in advance, please refer to the conditions around changes to an existing booking under the relevant offer in your Pass Guide in the Smartvisit Experiences App. If unsure, you will need to contact the iVenture Card Customer Service Team to check whether these bookings can be amended to suit new travel dates. Not all attractions will accept changes once the booking is confirmed.

Can I cancel my confirmed attraction bookings?

Generally, once a booking is confirmed, no cancellations or amendments can be made. However, the policy will vary depending on the attraction so please check the relevant offer listing on the Pass Guide in the Smartvisit Experiences App for specific cancellation and amendment policies.

Can I cancel my Hollywood Plus Pass purchase?

For passes purchased directly from an authorized seller, if your pass is unused (including having no advanced attraction bookings) you are able to cancel your pass purchase without penalty based on the authorized resellers terms & conditions.

If you have already redeemed or booked offers in advance, you will need to contact the iVenture Card Customer Service Team to check whether these bookings can be cancelled or amended before a refund can be considered. Not all attractions will be able to be cancelled or amended once the booking is confirmed and cancelling your pass may incur cancellation fees for these attractions.

Please note that if your pass was purchased through another website or online travel agent, then you will need to contact the selling agent to request a cancellation and refund

Help & Support (Hollywood Plus Pass functionality is managed by iVenture Card)

What if I lose my pass?

If you cannot find the email with your pass information, please contact the pass seller who can resend your pass to you.

Who can I contact for assistance?

For questions regarding your pass, the iVenture Card Customer Service Team can be contacted by email as listed on the Contact Us Page or by the chat function on the iVenture Card website. Our Customer Service Team is available from 5am – 7pm Pacific Time daily. If you have specific queries regarding any of the included attractions not covered in the attraction listing, you can also check the relevant attraction's website or contact them directly using the contact details provided.