

# 9/11 MEMORIAL & MUSEUM

## TRAVEL MEDIA

A visit to the 9/11 Memorial and Museum is widely regarded as one of the most essential experiences in New York City. This addendum contains information for travel media, including logistical information for individuals who are planning a visit. Please refer to the [backgrounder](#) informational tool for general information about the Memorial and Museum.

### WHAT TO EXPECT

Visitors are welcome to explore the Museum at their own pace. An average visit can take about two hours. The historical exhibition may not be appropriate for visitors younger than 10 years of age. Adults accompanying younger visitors should exercise discretion before entering. All visitors are asked to respect this place made sacred through tragic loss.

#### Core Exhibitions

The [historical exhibition](#) has three parts that examine the day of 9/11, before 9/11 and after 9/11. It tells the story of what happened on 9/11, including the events at the World Trade Center and the Pentagon and the story of Flight 93. The exhibition explores the background leading up to the events and examines their aftermath and continuing implications.

The [memorial exhibition](#), which is named In Memoriam, commemorates the lives of those who perished on September 11, 2001 and February 26, 1993 and provides visitors with the opportunity to learn about the men, women and children who died.

#### Museum Guides

- To enhance your visitor experience, we recommend viewing the [9/11 Memorial Commemorative Guide](#) and downloading our [mobile apps](#) before you arrive, including the free [9/11 Museum Audio Guide App](#).
- Download the [Museum Guide \(PDF\)](#) for a general overview of what you can expect to see on your visit. Check the Information Desk during your visit for audio tours information.
- Download the [Museum Guide for Children \(PDF\)](#) to help visitors 8 to 11 years old understand the history of the World Trade Center, what happened on 9/11, and how the site has been rebuilt. *Note: Guide does not include the Museum's historical exhibition, September 11, 2001.*

#### Public Programs

As part of its mission to explore the global impact of 9/11 and its continuing significance, the Museum regularly hosts [public programs](#) that cover a wide array of contemporary topics. These programs invite experts from diverse backgrounds to offer insights and discuss their work on themes relating to national security, foreign policy, public safety and journalism, as well as culture, literature and the arts.

## Film Features

Films are offered daily and are free to Museum visitors.

- ["Facing Crisis: America Under Attack"](#)  
Key 9/11 decision makers describe the events of the day. Features original interviews with President George W. Bush, New York Gov. George Pataki, New York City Mayor Rudolph Giuliani, among others. Screened exclusively at the 9/11 Memorial Museum. Auditorium, L-2 Level.
- ["Facing Crisis: A Changed World"](#)  
World leaders examine 9/11's impact on global events. Features original interviews with President George W. Bush, British Prime Minister Tony Blair, and Pakistani President Pervez Musharraf, among others. Screened exclusively at the 9/11 Memorial Museum. Auditorium, L-2 Level.
- ["Rebirth at Ground Zero"](#)  
This multi-screen film experience uses time-lapse footage and recorded interviews to present an inspiring firsthand perspective of the transformation and renewal of the World Trade Center site and the uplifting personal journeys of some of those most directly affected by the attacks. South Tower Footprint, C-4 Level.

## YOUTH AND FAMILIES

The [Museum Guide for Children \(PDF\)](#) is intended to help visitors 8 to 11 years old understand the history of the World Trade Center, what happened on 9/11, and how the site has been rebuilt. *Note: Guide does not include the Museum's historical exhibition, September 11, 2001.*

### Activity Stations

Drop-in activity stations are tied to specific artifacts and themes in the Museum and are intended to spark conversations between children and their guardians. Current activities offer age-appropriate entry points into the history of the World Trade Center, 9/11, and the aftermath.

## HOURS OF OPERATION

| 9/11 Memorial   | 9/11 Memorial Museum                                   |  |
|---|--|--|
| Open Daily  | Open Daily   |  |
| 7:30 a.m.-9 p.m.  | Sunday-Thursday, 9 a.m.-8 p.m.<br>Last entry at 6 p.m. | Friday-Saturday, 9 a.m.-9 p.m.<br>Last entry at 7 p.m. |
| Note: An average visit takes approximately two hours. The last entry helps to allow visitors the time to fully experience the Museum. |  |  |

## GETTING HERE

The Memorial and Museum are located at the World Trade Center site in lower Manhattan at 180 Greenwich St. Visitors can currently access the Memorial at the intersection of Liberty Street and Greenwich Street, at the intersection of Liberty Street and West Street and at the intersection of West Street and Fulton Street. Visitors can also use the entrance at Fulton Street and Greenwich Street daily between 6 a.m. and 8 p.m. [Click here for Google Maps directions.](#) Visitors are advised to use public transportation to access lower Manhattan.

For more detailed directions, please visit [www.911memorial.org/getting-here](http://www.911memorial.org/getting-here).

## MUSEUM ADMISSION

Tickets can be purchased up to three months in advance. The 9/11 Memorial is open to all visitors.

| 9/11 Memorial Museum Admission                           |                     |  |      |
|--|---------------------|--|------|
|  | Adult               |  | \$26 |
|  | US College Student  |  | \$20 |
|  | Senior (65+)        |  | \$20 |
|  | Young Adult (13-17) |  | \$20 |
|  | Youth (7-12)*       |  | \$15 |
|  | US Veteran          |  | \$18 |
|  | Members             |  | Free |
| 60-minute Guided Museum Tour                             |                     | 45-minute Guided Memorial Tour   |      |
| Adult  | \$46                | Adult  | \$41 |
| US College Student                                       | \$40                | US College Student   | \$35 |
| Senior (65+)   | \$40                | Senior (65+)   | \$35 |
| Young Adult (13-17)                                      | \$40                | Young Adult (13-17)  | \$35 |
| Youth (7-12)*  | \$35                | Youth (7-17)*  | \$30 |
| US Veteran   | \$38                | US Veteran   | \$33 |
| Members  | \$20                | Members  | \$15 |
| Special Consideration Pricing and Discounts              |                     |  |      |
| 9/11 Family Members: Free                                |                     | Active/Retired U.S. Military: Free with valid ID   |      |
| FDNY/NYPD/PAPD: \$12.00 with valid ID                    |                     | Free Admission Tuesdays: Free from 5 p.m. to close**   |      |
| 9/11 Rescue and Recovery Workers: Free with registration |                     | Save 42% off general Museum admission and visit five other top New York City attractions with New York CityPASS. |      |

\*Children ages 6 and under are free.

\*\*Last admission two hours prior to closing. Free Admission Tuesday tickets are distributed on a first-come, first-served basis at the Museum starting at 4 p.m. Distribution time subject to change.

## TOURS

### Guided Museum Tours

Join a staff member on a 60-minute guided tour of the Museum, examining authentic artifacts to understand what happened on 9/11, how people responded in the aftermath of the attacks, and the history and rebuilding of the World Trade Center. Tours are oriented for adult and teenage visitors. Tours are available daily and are offered in English only.

### Guided Memorial Tours

Join a staff member on a 45-minute guided tour of the Memorial, exploring the symbolism behind the Memorial's design and the historical significance of the World Trade Center, and learn about what happened on 9/11. Tours are available daily and are offered in English only. Memorial Tours occur in rain or shine but are not offered in January and February.

For more information about booking a tour, please visit [www.911memorial.org/tours](http://www.911memorial.org/tours).

## GROUPS

Groups of 20 or more visitors are required to schedule 9/11 Memorial Museum visits through the Group Sales Department. Groups of 10 or more are required to schedule Guided Tour visits of the 9/11 Memorial and Museum through the Group Sales Department. We encourage you to book your visit as far in advance as possible.

For more information about group visits, please visit [www.911memorial.org/group-faq](http://www.911memorial.org/group-faq).

## ACCESSIBILITY

For additional information about programs and services for visitors with disabilities, please visit [www.911memorial.org/accessibility-information](http://www.911memorial.org/accessibility-information), email [access@911memorial.org](mailto:access@911memorial.org), or call (646) 583-3419 (voice or VP) or (212) 266-5212 (TTY).

## FREQUENTLY ASKED QUESTIONS

For answers to frequently asked questions about the 9/11 Memorial and Museum, please visit [www.911memorial.org/faq/general](http://www.911memorial.org/faq/general).