

Membership Timed-Tickets FAQ

How do we book timed-tickets?

To reserve tickets prior to your visit, please go our <u>Get Tickets</u> page and log in with your membership number by clicking "My Membership" located at the top right of the page. Follow the steps indicated on screen to place an order. Members who try to add more than their allocated number of adult tickets will receive an error message.

Step 1:



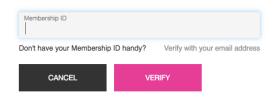
When would you like to visit?

Sunday	Monday	Tuesday	Wednesday September 2020	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	No Events	No Events	No Events	25	26
No Events	No Events	29	30			

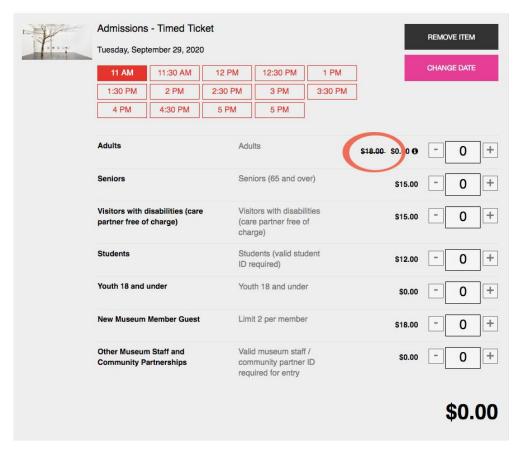
October 2020

Step 2:

Verify your membership

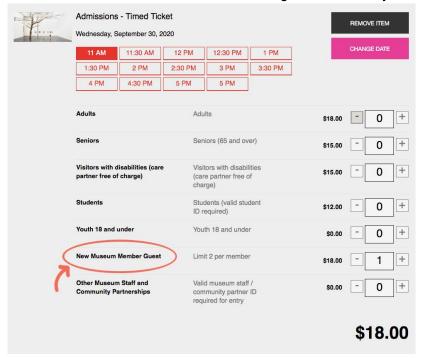


Step 3:

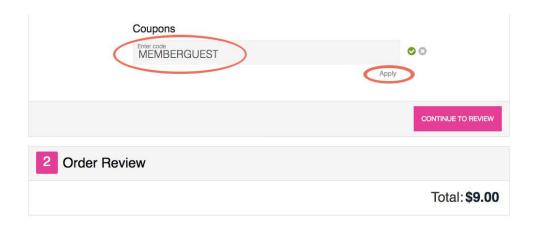


What is the code for guest passes?

Select ticket type: "New Museum Member Guest" and add guest tickets to your cart.



After agreeing the visitor health certification and waivers, enter Coupon Code: **MEMBERGUEST** and click "Apply".



How many tickets will I get?

 Individual Members receive one complimentary ticket and two additional half-priced guest tickets per visit.

- Dual/Family Members receive two complimentary tickets and two additional half-priced guest tickets per visit.
- New Ideas Fellows (formerly Deluxe) and New Art Fellows (formerly Premium) Members receive four complimentary tickets and two additional half-priced guest tickets per visit.
- Council Members receive up to six complimentary tickets. Please contact councils@newmuseum.org for any questions or special requests.

What if my email doesn't work?

The New Museum's website only identifies and recognizes the email with which you purchased your Membership. If you still encounter issues after having entered the correct email, please contact tickets@newmuseum.org

What is my Membership Number, where do I find it?

Your Membership Number can be found in your Welcome Letter, your Digital Membership Card, or on your physical Membership Card. If you need assistance locating your Membership ID, please contact membership@newmuseum.org

I just purchased Membership but I have not received my digital Membership pass or Membership ID, how do I book my tickets?

For Members who have recently purchased or renewed a Membership, please book your complimentary tickets via the 'Other Museum Staff, Affiliates and Community Partners' option and show your receipt at the front desk.

Can I exchange my tickets?

Admission tickets may be exchanged once. Please email tickets@newmuseum.org with your name, order number and requested date. Exchanges are based on availability and may take up to 72 hours to process.

What if I show up and have not reserved timed tickets?

Walk-in entries may be permitted per the discretion of Visitor Services based on health and safety protocols, and current capacity. While we will do our best to accommodate everyone, walk-in entries are not guaranteed.

How far in advance can you book your tickets?

Tickets are released biweekly on Mondays for the upcoming two weeks. Please refer to our <u>calendar</u> for our next available date.

Do you have a schedule of ticket release dates?

Please refer to our <u>Visit</u> page for the most up to date schedule.

What is the discount code for Other Museum Staff and Reciprocal Members?

Other Museum Staff and Modern and Contemporary Reciprocal Members (Mod/Co) are welcome to reserve up to two tickets per visit. Visitors are required to bring necessary documents to prove their employment or membership, these include and are not limited to Museum ID, reciprocal membership card, personal identification card, or any other proof of employment. Visitors who fail to bring valid documents will be charged regular admissions upon entry. Click here to see a list of institutions with which we have reciprocal memberships.

