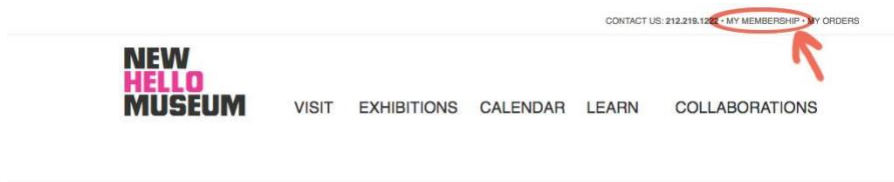


## Membership Timed-Tickets FAQ

### How do we book timed-tickets?

To reserve tickets prior to your visit, please go to our [Get Tickets](#) 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	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	No Events	No Events
No Events	No Events	29	30			

September 2020

October 2020

Step 2:


## Verify your membership

Membership ID

Don't have your Membership ID handy? [Verify with your email address](#)

**CANCEL** **VERIFY**

Step 3:

 Admissions - Timed Ticket  
Tuesday, September 29, 2020

**REMOVE ITEM**

**CHANGE DATE**

11 AM	11:30 AM	12 PM	12:30 PM	1 PM
1:30 PM	2 PM	2:30 PM	3 PM	3:30 PM
4 PM	4:30 PM	5 PM	5 PM	

<b>Adults</b>	Adults	<del>\$18.00</del> \$0.00	-	0	+
<b>Seniors</b>	Seniors (65 and over)	\$15.00	-	0	+
<b>Visitors with disabilities (care partner free of charge)</b>	Visitors with disabilities (care partner free of charge)	\$15.00	-	0	+
<b>Students</b>	Students (valid student ID required)	\$12.00	-	0	+
<b>Youth 18 and under</b>	Youth 18 and under	\$0.00	-	0	+
<b>New Museum Member Guest</b>	Limit 2 per member	\$18.00	-	0	+
<b>Other Museum Staff and Community Partnerships</b>	Valid museum staff / community partner ID required for entry	\$0.00	-	0	+

**\$0.00**

### **What is the code for guest passes?**

Please email [membership@newmuseum.org](mailto:membership@newmuseum.org) or [tickets@newmuseum.org](mailto:tickets@newmuseum.org) for the discount code.

### **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](mailto: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](mailto: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](mailto: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](mailto: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 [calendar](#) for our next available date.

## Do you have a schedule of ticket release dates?

Please refer to our [Visit](#) 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.

Admissions - Timed Ticket  
Wednesday, September 30, 2020

11 AM	11:30 AM	12 PM	12:30 PM	1 PM
1:30 PM	2 PM	2:30 PM	3 PM	3:30 PM
4 PM	4:30 PM	5 PM	5 PM	

REMOVE ITEM  
CHANGE DATE

Adults	Adults	\$18.00	-	0	+
Seniors	Seniors (65 and over)	\$15.00	-	0	+
Visitors with disabilities (care partner free of charge)	Visitors with disabilities (care partner free of charge)	\$15.00	-	0	+
Students	Students (valid student ID required)	\$12.00	-	0	+
Youth 18 and under	Youth 18 and under	\$0.00	-	0	+
New Museum Member Guest	Limit 2 per member	\$18.00	-	0	+
<b>Other Museum Staff and Community Partnerships</b>	Valid museum staff / community partner ID required for entry	\$0.00	-	1	+

**\$0.00**