

WHITNEY

WHITNEY MUSEUM REOPENING FACT SHEET

REOPENING DATES

Member days: **Thursday, August 27–Monday, August 31, 2020**

Public opening: **Thursday, September 3, 2020**

Public Hours: Monday and Thursday: 11:30am–6pm Friday: 1:30–9pm Saturday and Sunday: 1–6pm	Member-only Hours: Monday and Thursday: 6–7pm Saturday and Sunday: 10:30am –1pm
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Admission

The Museum will offer **Pay What You Wish admission for all visitors from September 3 through September 28, 2020**. Visitors will be able to select a payment amount from set options starting at \$1 to reserve tickets. Members and visitors 18 and Under will continue to receive free admission.

Advance Booking for Timed-Entry Tickets

All visitors, including Members, must **book timed tickets in advance** at whitney.org.

The Whitney is operating at a significantly reduced capacity for visitor safety, and **same day tickets may be extremely limited**.

New Visitor Policies

- Before arriving at the museum, guests should familiarize themselves with the [symptoms of COVID-19](#) and **should not visit if they feel unwell or have had exposure** to someone who was diagnosed with COVID-19. In such cases, the Museum will exchange tickets for another date and time.
- **Face coverings must be worn by all visitors and staff within the Museum.** Visitors must bring their own face coverings that cover their nose and mouth and wear them at all times. Children under 2 years of age do not require a mask. Any questions can be sent to info@whitney.org.
- Staff and visitors will have body **temperatures taken prior to entering the Museum** via contactless thermometers. Per official health guidelines, staff or visitors with a temperature above 100.4F will be asked to return at a later date.
- Visitors must follow **all directional signage and ground markings** placed throughout the Museum to help visitors and staff navigate galleries, stairwells, elevators, and restrooms while **maintaining distances of at least six feet**.

- Visitors are encouraged to **leave large bags at home** as coat check is not available at this time. Oversized bags (larger than 11x15x5) will not be permitted in the Museum and all backpacks, shoulder bags, and strollers will need to stay with visitors at all times.

Health and Safety Measures

- The Museum will operate at a maximum of **25 percent capacity**.
- All galleries will be staffed to support the visitor experience and **ensure safe distancing**.
- The Museum has upgraded its air filtration system and added UV sterilization systems to ensure that the building **meets and exceeds CDC guidance on air quality**.
- **Hand sanitizer** will be available at touchless stations throughout the Museum and all high-frequency touch points will be **continuously cleaned** and maintained.
- **New circulation routes** will be implemented in the Museum's staircases and access to the elevators will be limited to ensure proper distancing and optimal movement.
- **Plexiglass barriers** will be in place to adapt Admissions, Membership and Whitney Shop desks for staff and visitor safety.
- To minimize contact, the Museum encourages the use of **cashless payment options**, including debit cards, credit cards, and mobile wallets for any purchases.
- **Studio Cafe and Untitled are currently closed** in accordance with New York state guidelines.
- The **Whitney Shop** will be open and shopping will be limited to six customers at any given time.
- The Museum will shift to **digital-only guides**. Visitors are invited to connect to the Whitney Free WiFi network anywhere in the building to access the **mobile guide, Museum map, and other digital content**.

For more information

- More information on visiting safely is available on our Visitor Policies page [whitney.org/visit](https://www.whitney.org/visit)