



## THE WORLD'S GREATEST WAX MUSUEM

*Experience the world of fame at Madame Tussauds*

We've rolled out the red carpet for you! Madame Tussauds New York in the heart of Times Square is the only place with no ropes or barriers holding you back from living your best life with your favorite stars. In a city with millions of things to see and do, there is only one place where over 5 floors of celebrities and icons provide you with the experience of a lifetime.

### Group Preparation Guide

#### Group Requirements & Benefits:

- ✓ Discounted group rates are available for advance group bookings of 10 or more
- ✓ Advanced pre-paid reservations are required a minimum of 14 days prior to the visit date
- ✓ Local Schools & Youth Groups:
  - ✓ One adult chaperone must accompany every 10 children. (grades K-12)
  - ✓ Receive one free adult ticket with every 20 child tickets purchased. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Adult Groups:
  - ✓ Receive one free comp ticket for every 20 tickets booked. Comp tickets will automatically be added to the cart during the checkout process.
- ✓ Tax Exempt rates are available. Please email your tax exempt form and booking confirmation number to [Groupsales@madametussaudsny.com](mailto:Groupsales@madametussaudsny.com) after your purchase.

#### Visit Duration:

- ✓ The tour through the attraction is self-guided. It should take you approximately 60 to 90 minutes to complete your tour. However, you may take as little or as long as you need to experience the entire attraction.

#### Group Hours of Operation:

- ✓ Group rates are available 7 days a week
  - Sunday: 11am – 5pm (last entry at 3:30pm)
  - Monday: 11am – 5pm (last entry at 3:30pm)
  - Tuesday: 11am – 5pm (last entry at 3:30pm)
  - Wednesday: 11am – 5pm (last entry at 3:30pm)
  - Thursday: 11am – 5pm (last entry at 3:30pm)
  - Friday: 11am – 7pm (last entry at 5:30pm)
  - Saturday: 11am – 7pm (last entry at 5:30pm)
- ✓ The attraction may open or close early for special events. Visit <https://www.madametussauds.com/new-york/plan-your-day/before-you-visit/opening-hours/> for the most recent updates.

### Group Booking Process:

- ✓ All reservations must be made online through the secure Online Booking Portal
- ✓ Group tickets are timed & dated
- ✓ Receive an instant email confirmation
- ✓ Choose electronic tickets or print at home tickets
- ✓ Tax Exempt rates are available. Please email your tax exempt form and booking confirmation number to [Groupsales@madametussaudsny.com](mailto:Groupsales@madametussaudsny.com) after your purchase.

### Group Payment:

- ✓ Payments must be made with a credit card at time of booking.
- ✓ Payment types accepted: Visa, MasterCard, American Express, and Discover.
- ✓ Additional tickets cannot be added to your original reservation after your order is made. We suggest booking for the maximum amount of people anticipated in your group.
- ✓ If you end up having fewer individuals than originally booked, you can contact the Group Sales Department at [Groupsales@madametussaudsny.com](mailto:Groupsales@madametussaudsny.com) 48 hours in advance for a partial refund of those tickets.
- ✓ If additional tickets are required upon arrival, the higher walk up group rate may apply.

### Group Cancellation, Reschedule and No Show Policy:

- ✓ Paid reservation may be cancelled or rescheduled any time prior to 48 hours of your original visit date by emailing [Groupsales@madametussaudsny.com](mailto:Groupsales@madametussaudsny.com)
- ✓ Tickets expire on the date and time they are purchased for.
- ✓ There are NO REFUNDS on unused tickets after your visit date has passed.

### Location:

- ✓ In the heart of Times Square on 42<sup>nd</sup> Street between 7<sup>th</sup> and 8<sup>th</sup> Avenues
- ✓ 234 W. 42nd Street New York, NY 10036

### Amenities:

- ✓ Gift Shop

### Accessibility:

- ✓ Wheelchair and stroller accessible, but no rentals available
- ✓ Our facilities are designed to be fully accessible to guests with a disability. Our trained staff will ensure that guests who require assistance are transported safely by means of an elevator designated for this purpose.
- ✓ Service Animals are welcomed inside the attraction. At Madame Tussauds, a service animal is a dog or miniature horse that is trained to do work or perform tasks for, and to assist, an individual with a disability. Service animals must be under the control of the owner at all times and should remain on a leash or in a harness. Employees are not able to take control of service animals.

### Star-Studded Safety: Keeping you fabulously safe.

- ✓ Accessorize! Wear a face covering
- ✓ We reduced our capacity so you have more space to strut your stuff
- ✓ We love a new glossy sign. Read them, they are helpful
- ✓ Make room. Celebs need their space. Maintain 6 feet social distancing
- ✓ Oh snap! Some experiences may be limited or unavailable at times
- ✓ Increased deep cleaning
- ✓ Be wise. Sanitize, oh and it's free – Whoop!
- ✓ Looking fresh! Our team will be working their best PPE look to keep you and themselves safe
- ✓ Our teams complete COVID-19 Training to keep everyone safe & healthy
- ✓ For more information about our complete Reopening plans, please check our full [Health Safety & Security Plan](#).
- ✓ Stay Well Pledge: the only way forward is to take care of one another. Learn more about [NYCGO Coronavirus Information and Resources](#).

### Additional FAQs:

- ✓ **Can I take a camera to Madame Tussauds?** We encourage taking many photos! Cameras are permitted in all public areas of Madame Tussauds. If you are a film crew or press and need access to the attraction, please contact our press office for further information.
- ✓ **No outside food or beverage is allowed inside the attraction**
- ✓ **Storage:** Kindly make your own personal arrangements to store large bags and luggage prior to your visit to Madame Tussauds.
- ✓ **Weapons:** Help make Madame Tussauds a safe place for fellow patrons and staff by leaving weapons of any kind at home.

### Nearby Group Restaurants:

- ✓ Applebee's
- ✓ Carmine's
- ✓ Dallas BBQ
- ✓ Dave & Buster's
- ✓ Hard Rock Café
- ✓ HB Burger
- ✓ John's of Time Square
- ✓ Buffalo Wild Wings

### Nearby Attractions:

- ✓ Big Bus
- ✓ Broadway Theatres
- ✓ Circle Line Sightseeing Cruises
- ✓ City Sightseeing Cruises
- ✓ Empire State Building
- ✓ Intrepid Sea, Air & Space Museum
- ✓ Top of the Rock

## Getting Here:

- ✓ **Motor Coach Drop Off:** Group drop off in front of the attraction is on a first-come, first-serve basis. There is no parking on 42<sup>nd</sup> Street
  
- ✓ **Parking:**
  - **SPOT HERO:** We recommend booking convenient and affordable parking in advance through [SpotHero](#), the nation's leading parking reservation app.
    - To reserve your parking spot, visit the [Madame Tussauds New York Parking Page](#) and book a spot with rates up to 50% off drive-up.
    - New to SpotHero? [Click here](#) to download the SpotHero app.
  
  - **ICON:** Discounted parking is available at ICON/Global Garage located at 143 West 40th St. (between Broadway & 7th Ave).
    - Get your parking claim ticket stamped at Madame Tussauds' admissions counter to receive a \$27 rate for up to 12 hours, valid Monday – Saturday.
    - \$15 Additional fee for SUV and over-sized vehicles which would be added to the \$27 parking rate. Anyone who drives an SUV is aware of these additional fees when parking at a garage.
    - Madame Tussauds is not responsible for parking discount or association with Global Parking LLC. Oversized vehicles are subject to additional charge.
    - Questions? Contact the parking garage at 212-221-9485.
  
- ✓ **By Subway:** There are multiple ways to get to Madame Tussauds New York by subway. Visit the Metropolitan Transit Authority at [www.mta.info](http://www.mta.info) if you need more assistance.
  - **Station: 42nd Street – Times Square**
  - Train Lines: 1, 2, 3, 7, N, Q, R & S trains
  
  - **Station: 42nd Street – Port Authority**
  - Train Lines: A, C & E trains
  
  - **Station: 42nd Street – Bryant Park**
  - Train Lines: B, D, F & M trains
  
- ✓ **By Bus:** There are multiple bus lines that lead to Madame Tussauds New York in Times Square. Visit the Metropolitan Transit Authority at [www.mta.info](http://www.mta.info) if you need more assistance.
  - Local Bus:
    - M6, M7, M10, M16, M20, M27 & M104 to Times Square
  - Express Bus:
    - From Staten Island: X1, X6, X7, X9, X17J, X22, X30, X31
    - From Queens: X51, QM1, QM2, QM2A, QM3, QM4, QM10, QM12, QM15, QM16, QM17, QM18, QM22, QM24
    - From the Bronx: BxM2
  
- ✓ **Regional Transportation:**
  - **North of New York City**
    - **By car:** Saw Mill Parkway South. Saw Mill Parkway becomes Henry Hudson Parkway. Henry Hudson Parkway becomes West Side Highway. Take West Side Highway to 42nd Street (near Circle Line/World Yacht) and turn left.
    - **By train:** Please visit the Metro-North Railroad website for convenient maps and

schedule information - [www.mta.info](http://www.mta.info)

- **Long Island**

- **By car:** Take Long Island Expressway West. Long Island Expressway becomes I-495 West. Take 37th Street exit toward 38-40th Streets. Turn left onto East 37th Street. Turn right onto 3rd Avenue. Turn left onto East 42nd Street.
- **By train:** Please visit the Long Island Railroad website for convenient maps and schedule information. [www.mta.info/lirr](http://www.mta.info/lirr)

- **New Jersey (North)**

- **By car:** Take NJ Turnpike South to the Lincoln Tunnel. Once you are out of the tunnel, take the exit on the left towards 40th Street. Stay straight to go onto Dyer Avenue. Turn right onto 42nd Street.
- **By train:** Take NJ Transit to Penn Station, New York. Take the A or C subway train to 42nd Street – Port Authority. Visit [www.njtransit.com](http://www.njtransit.com) for tickets and information.
- **By ferry:** Take NY Waterway Ferry to 36th Street terminal. Take 42nd Street bus to Madame Tussauds New York. Visit [www.nywaterway.com](http://www.nywaterway.com) for tickets and information.

- **New Jersey (South)**

- **By car:** Take NJ Turnpike North to the Lincoln Tunnel. Once you are out of the tunnel, take the exit on the left towards 40th Street. Stay straight to go onto Dyer Avenue. Turn right on 42nd Street.