

9/11
MEMORIAL
& MUSEUM

MUSEUM MAP

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180 Greenwich Street, New York, NY 10007
911memorial.org



062018



9/11 MEMORIAL MUSEUM STORE

Visit the Museum Store, located on the Concourse Lobby level, to bring home meaningful keepsakes, educational books, and DVDs. All net proceeds are dedicated to sustaining the 9/11 Memorial and Museum.



MUSEUM GUIDED TOURS

The best way to experience the 9/11 Memorial Museum is through an expert-led tour. Join a guide on a 60-minute 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 in English and are oriented for adult and teenage visitors.

Visit the **Guided Tour Desk** on the Concourse Lobby level for more information or to join a tour.

Price: \$20.00

BECOME A MEMBER

Join today for benefits that include unlimited free admission, complimentary audio guides, Museum Store and Café discounts, and priority access to events and programs. To learn more, visit the Membership Desk, call 212.857.0154 or visit 911memorial.org/membership.

9/11 MUSEUM AUDIO GUIDE

Narrated by Robert De Niro, this self-guided experience includes three themed tours featuring stories from the day of 9/11 and the recovery at Ground Zero. Tours are also available in American Sign Language and a variety of other languages:



Available on iOS and Android.

Produced by Acoustiguide.



20%
DISCOUNT

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Part of our store locations: the Museum Store at 20 Vesey Street. This discount is valid with any other offer or discount.

VISITOR INFORMATION

DECORUM

The 9/11 Memorial Museum is a place of solemn reflection dedicated to preserving the history of 9/11 and honoring those who were killed in the attacks of September 11, 2001, and February 26, 1993. Given the unique nature of the site, proper decorum, personal behavior, and conduct are required from all visitors at all times in order to provide the entire visiting public with respect and an equal opportunity to have an enriching and meaningful experience. Visitors are not permitted to engage in expressive activity that has the effect, intent, or propensity to draw a crowd. Visitors are not permitted to sit on floors anywhere inside in the Museum. For the 9/11 Memorial's complete rules and regulations, go to 911memorial.org.

ARTIFACTS

Touching any artifact or exhibition item inside the Museum is prohibited, unless expressly authorized by Museum staff or as posted.

GUIDED TOURS

Interpretative information and/or guided tours within the Museum provided by any person, organization, or entity other than Museum staff or a Museum-sponsored entity are not permitted.

AUDIO TOURS

The 9/11 Museum Audio Guide, produced by Acoustiguide, is available via handheld devices at the Information Desk and downloadable as an app for iOS and Android smartphones.

Visitors using handheld devices or smartphones must use personal headphones. Headphones are available for purchase at the Information Desk.

CELL PHONES

Speaking on cell phones is prohibited in the Museum's exhibition spaces. Visitors using smartphones with an audio component must use personal headphones or keep the device silent while in the exhibition spaces.

COAT & BAGGAGE CHECK

Coat check is located on the Concourse Lobby level. Visitors are required to store large bags, backpacks, large umbrellas, and any other objects deemed to be too large or a danger to the exhibits/artifacts.

PHOTOGRAPHY

Flash photography is not permitted anywhere inside the Museum. Photography is not permitted in the security screening area, the auditorium, *Rebirth at Ground Zero, September 11, 2001*, and *In Memoriam*. Photography is permitted in all other spaces.

FOOD & BEVERAGE

Food and beverages are not permitted in the exhibition spaces. We welcome you to visit the Café on the Atrium Terrace level.

LOST & FOUND

Lost and Found is located in the Entrance Hall on the L-1 level of the Museum Pavilion. Visitors may also inquire about lost items at 911memorial.org/lostfound.

ACCESSIBILITY



The Museum welcomes all visitors. The facility is wheelchair accessible. Manual wheelchairs are available, free of charge, on a first-come, first-served basis at the coat check on the Concourse Lobby level. Induction loops are installed throughout the Museum, including in the exhibitions, auditorium, and classrooms. Open captioning or written transcripts are available for all exhibition media installations that feature audio. Sign Language interpretation is available, free of charge, for guided tours and public programs by request with two weeks advance notice. The 9/11 Museum Audio Guide is VoiceOver compatible on all iOS devices and includes a descriptive tour for visitors who are blind or partially sighted. Large print materials are available upon request at the Information Desk. Service dogs are welcome. For additional information about programs and services for visitors with disabilities, please visit the Information Desk.

RE-ENTRY

Re-entry to the Museum is not permitted once a visitor has exited.

FEEDBACK

The 9/11 Memorial Museum welcomes your feedback. Comment cards are available at the Information Desk. An online feedback form is also available at 911memorial.org/feedback.

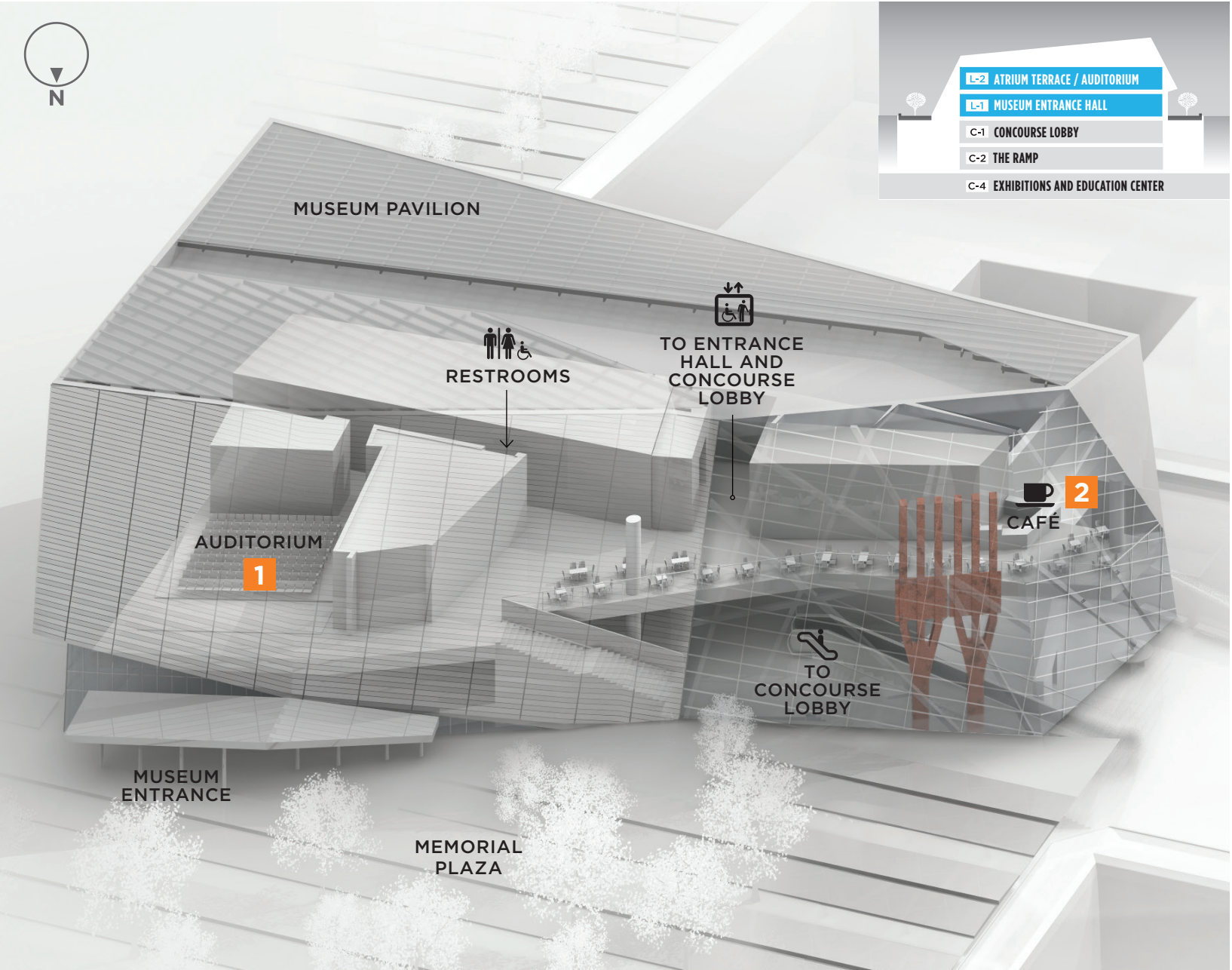
CONTACT US

General Information: 212.312.8800

WELCOME

The National September 11 Memorial Museum at the World Trade Center

bears solemn witness to the terrorist attacks of September 11, 2001 and February 26, 1993. The Museum honors the nearly 3,000 victims of these attacks and all those who risked their lives to save others. It further recognizes the thousands who survived and those who acted with extraordinary compassion in the aftermath. Demonstrating the consequences of terrorism on individual lives and its impact on communities at the local, national, and international levels, the Museum attests to the triumph of human dignity over human depravity and affirms an unwavering commitment to the fundamental value of human life.



ENTRANCE HALL (L-1) / ATRIUM TERRACE / AUDITORIUM (L-2)

- Entrance Hall**
- To Atrium Terrace
 - To Information and Membership Desk

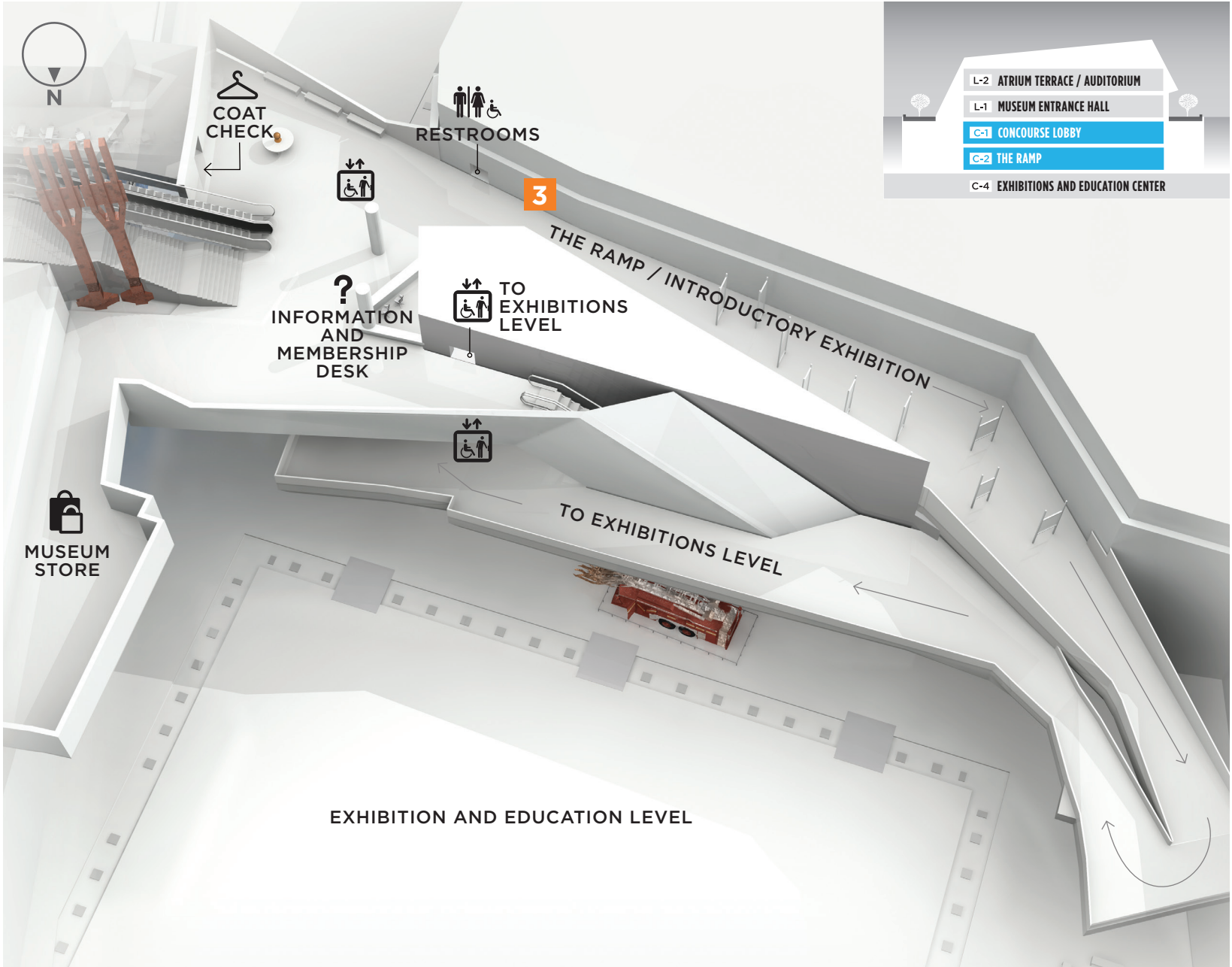
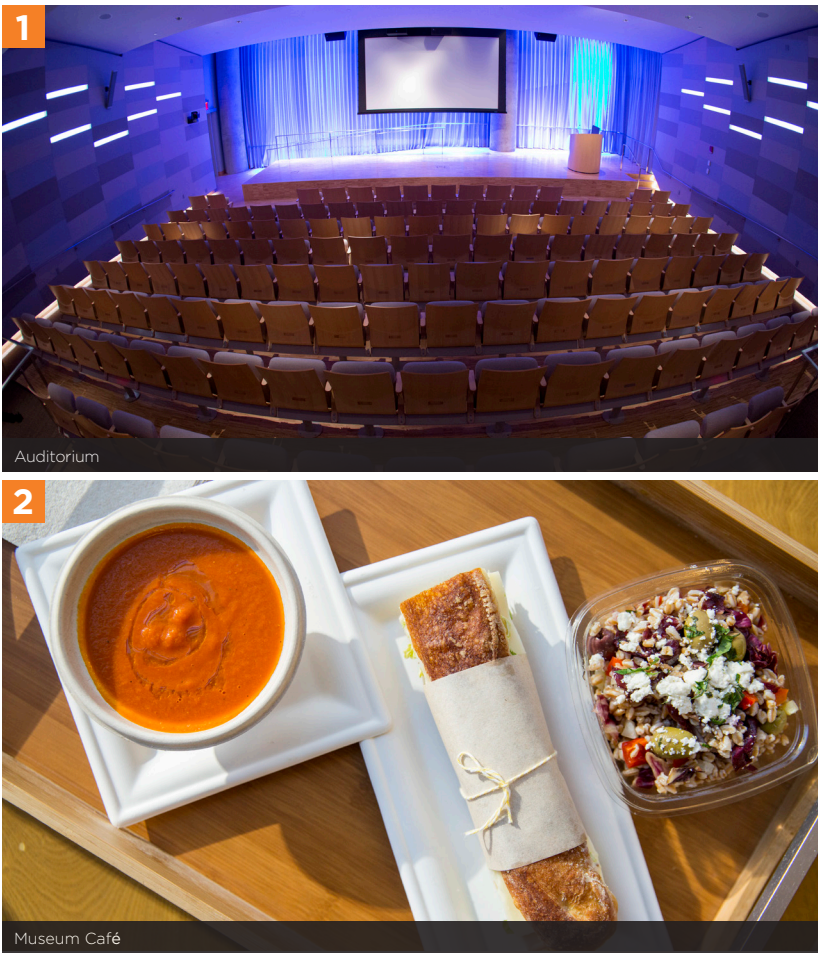
- Atrium Terrace**
- Auditorium
 - Café ☕
 - Restrooms ♿

1 Auditorium hosts free daily programs and films, including *Facing Crisis* which includes interviews about 9/11 and its consequences with George W. Bush and other key decision-makers. Plays every 30 minutes. Live programming is available weekdays.

2 Café features tea, coffee, and housemade pastries. Brought to you by Union Square Events, the catering and venue hospitality business from Danny Meyer’s Union Square Hospitality Group.

AMENITIES KEY

- ☕ Café
- ? Information and Membership Desk
- 🧥 Coat Check
- 🗃️ Museum Store
- ♿ Elevator
- ♿ Restrooms
- 🚶 Escalator
- 🚫 No Photography

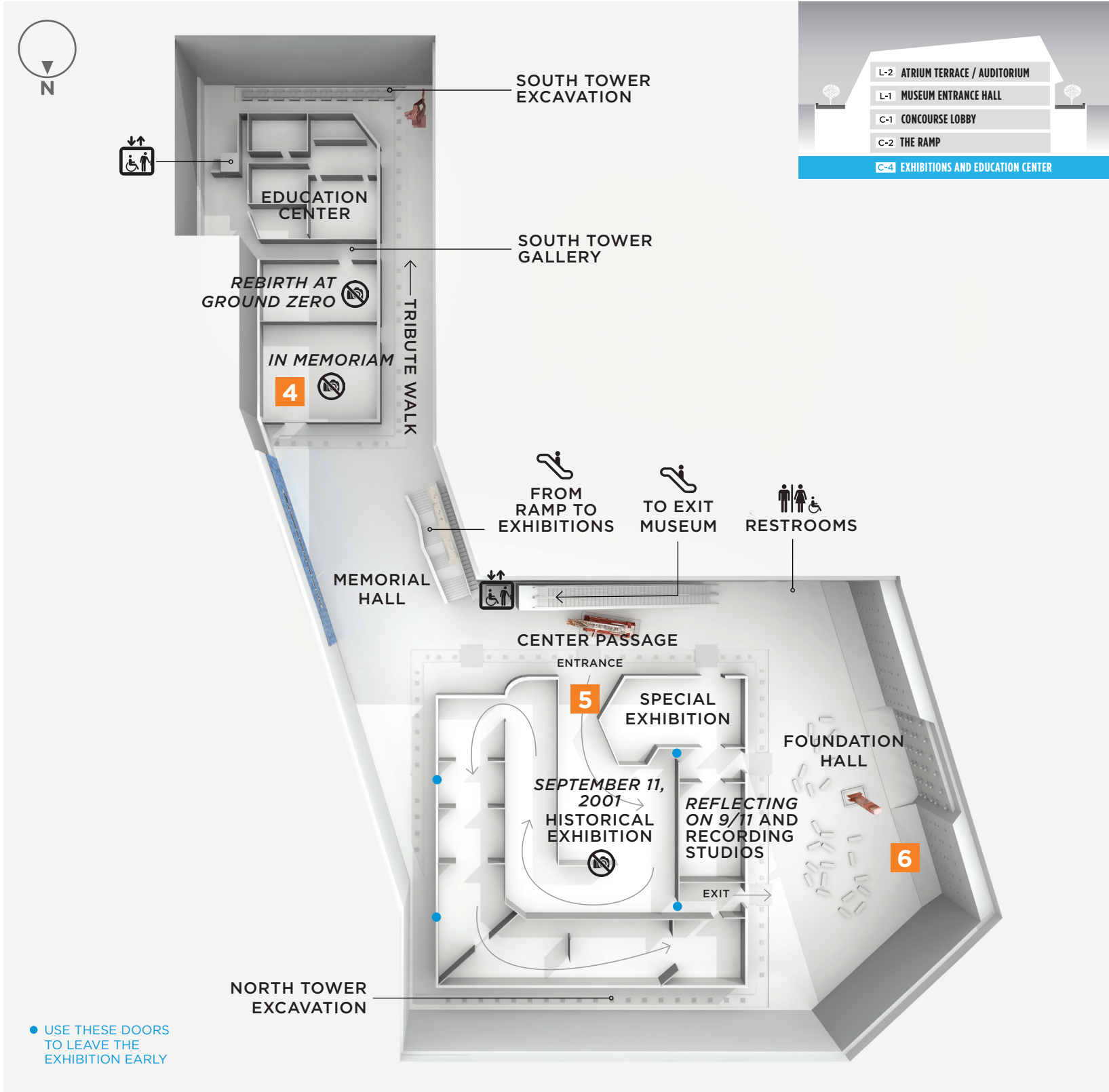
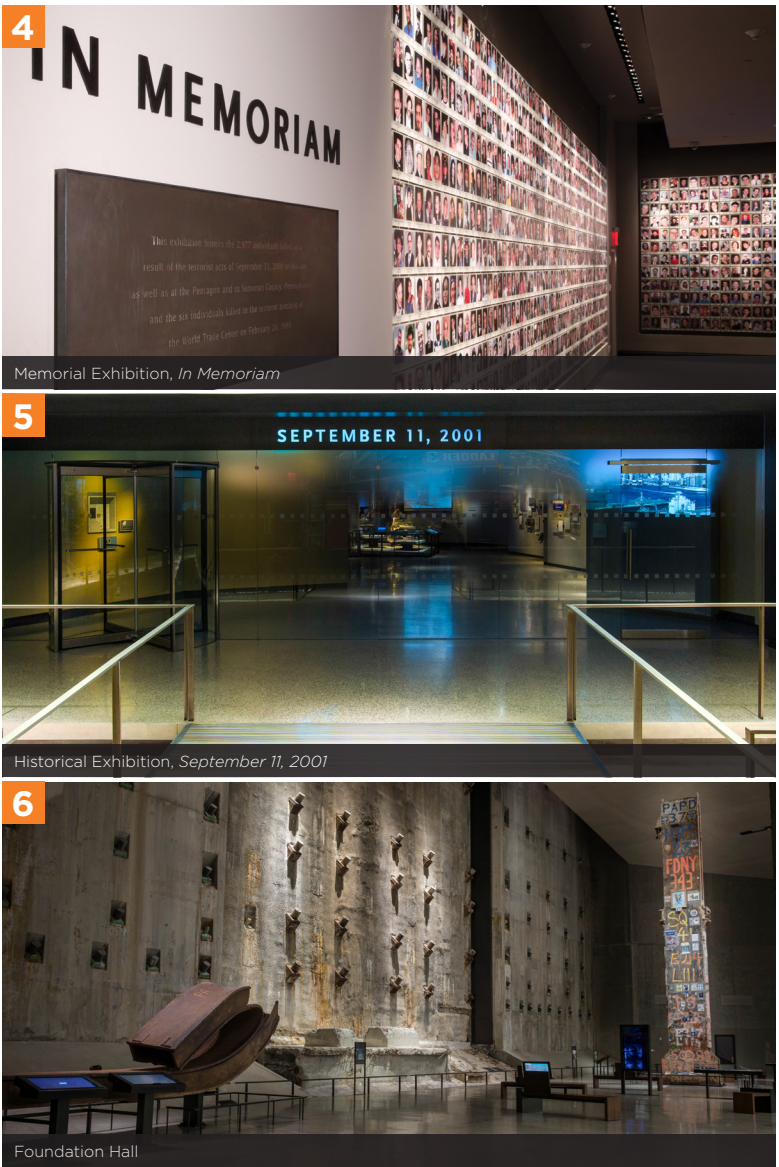


CONCOURSE LOBBY (C-1) / THE RAMP (C-2)

- Concourse Lobby**
- Guided Tour Desk
 - Information and Membership Desk ?
 - Museum Store 🗃️
 - Coat Check 🧥
 - Restrooms ♿

- Information and Membership Desk Services**
- Memberships and General Information
 - Audio Tours Rentals
 - Programming and Special Exhibition Information
 - Access Programs and Services

3 The Ramp / Introductory Exhibit leads to the exhibitions and the Education Center, which are located on the original foundation level of the Twin Towers.



EXHIBITIONS AND EDUCATION CENTER (C-4)

Memorial Hall is situated between the Twin Tower footprints, features a quote forged from remnant World Trade Center steel and a site-specific art installation, *Trying to Remember the Color of the Sky on That September Morning*.

4 In Memoriam is a quiet, contemplative space that invites you to honor and to learn more about each of the 2,983 people killed in the September 11, 2001 and February 26, 1993 attacks.

5 September 11, 2001 is the main historical exhibition, comprised of three parts, which explores the day of 9/11, what led up to the attacks, and the immediate aftermath.

South Tower Gallery features the immersive media experience *Rebirth at Ground Zero*, which uses time-lapse footage and recorded interviews to capture the transformation and renewal of the World Trade Center site. Run time: 11 mins.

South Tower Excavation reveals the steel box column remnants that anchored the Twin Towers to bedrock. It is alongside an exhibition about the original construction of the World Trade Center.

6 Foundation Hall contains remnants of the original World Trade Center, including the slurry wall and the celebrated Last Column.

Reflecting on 9/11 is an ongoing media installation that tracks personal reflections about 9/11 by 9/11 family members and survivors, influential political and cultural figures, and our visitors. We invite you to share your story in our **Recording Studios**. Record where you were on 9/11, a remembrance of a victim, or a response to a question posed.

Special Exhibition Gallery is a dedicated space for temporary installations related to the 9/11 attacks and their repercussions. Visit the Information Desk in Concourse Lobby or speak to a Museum staff member for information on the current exhibition.