

Group Visit Guidelines

We are looking forward to welcoming your group to the Rubin Museum of Art!

To ensure that you have the best possible Museum experience, please read the following guidelines and share them with your group prior to the visit.

Your Visit

- Proof of vaccination is required: All visitors 12+ are required to show proof of COVID-19 vaccination and a photo ID. Visitors under the age of 12 must be accompanied by a vaccinated guardian. For more information, visit our [Plan a Visit](#) page.
- Please enter through the main Museum doors:
150 West 17th Street
New York, NY 10011
- Pick up your tickets, present your vaccination verification, and complete any outstanding payments at the admissions desk. If you are receiving a guided tour of the Museum, your docent will meet you in the main spiral lobby.
- A group arriving more than 15 minutes late cannot be guaranteed its scheduled guided tour. Should you need to contact a Museum staff member, please call 212-620-5000 ext. 205.
- Cancellation must be made three business days prior to your visit or you may be subject to a cancellation fee.

Payment

Payment must be made prior to the start of your tour. You can do so in the following ways:

1. Complete and return a credit card authorization form.
2. Call our Box Office at 212-620-5000 ext. 344 and complete payment over the phone with a credit card number.
3. Pay with a credit card or check at the admissions desk.
4. Mail a check made payable to the Rubin Museum of Art to:
Rubin Museum of Art

Attn: Maggie Woolums
140 W 17th Street
New York, NY 10011

COVID-19 Safety Guidelines

- Everyone ages 2+ must wear a mask or face covering at all times.
- Wash your hands frequently with soap and water or use hand sanitizer.
- Some participatory experiences, including interactive artworks and touchscreens, are not available for use.
- Café Serai is currently closed. No food or drink (except for sealable water bottles) are allowed within the Museum.
- Due to health and safety guidelines, water fountains within the Museum are not operational at this time. Visitors can bring a sealable water bottle and drink only on the first floor.

Inside the Museum

- Photography for personal use is allowed in the galleries, provided that no flash or external light sources are used. In cases where the Museum is obligated to prohibit photography of certain objects, those items will be clearly marked as such.
- Please use pencil or other dry media to write or draw in the galleries.
- Food, beverages, and phone calls are prohibited in the galleries.