

# Radio City Music Hall FAQ's

To review more FAQ's visit the Radio City Music Hall website:

<https://www.rockettes.com/christmas/fag/>

## **What time do the doors open?**

Doors for the Christmas Spectacular open **one hour prior** to the performance start time. If you arrive any **later than 30** minutes prior to showtime, you risk missing the first few performance numbers. Please check your pre-show email for any additional information on best arrival times

## **What happens if I arrive late?**

To maintain an enjoyable experience for all guests, please arrive early in order to be in your seat for the start of the show. Latecomers will be asked to wait until breaks between scenes prior to being seated. There will be no entry during specific scenes such as "Dance of the Frost Fairies" and "Here Comes Santa Claus"

## **Can I Bring a Bag?**

Radio City Music Hall asks all guests to arrive early and travel light. Bags do not have to be clear, but they must fit comfortably under your seat. Oversized bags larger than 22" x 14" x 9" are prohibited. Radio City Music Hall does not provide an area to check bags, coats or any other personal belongings, with the exception of strollers. If you or someone in your party have additional needs, please contact Guest Relations at 212-465-6225 or [guestrelations@msg.com](mailto:guestrelations@msg.com).

## **Is there a dress code and can I wear a costume?**

Radio City Music Hall does not have a formal dress code. We do ask, however, that you use your best personal judgment when dressing for the Christmas Spectacular.

Costumes are permitted with some exceptions. To ensure a safe and positive experience for all guests, full-face coverings are permitted only after clearing security and must be removed if requested by security personnel. Large costumes or headpieces, as well as full face paint, fake weapons and any other hazardous or distracting items, which may be determined at the sole discretion of our security personnel, are NOT permitted.

## **Is there a stroller check?**

Strollers are permitted at Radio City, and we offer a stroller check free of charge on all seating levels.

Please see an usher in your seating area for direction as to where to check your stroller.

If you or someone in your party have additional needs, please contact Guest Relations at 212-465-6225 or [guestrelations@msg.com](mailto:guestrelations@msg.com).

### **Can I bring a camera?**

In order to maintain an enjoyable experience for all guests, video cameras, monopods, tripods, selfie sticks, audio recording devices and professional cameras (those including telephoto or zoom lenses) are not permitted inside Radio City Music Hall. Members of the media should reach out to MSGEPR@msg.com with any inquiries.

### **Can I bring a laptop or tablet?**

Laptops and tablets are permitted as long as the bags they are contained within can fit comfortably under your seat and are no larger than 22" x 14" x 9". Onsite storage is not available.

### **What is the policy on re-entering?**

All exits are final. Guests are not permitted to leave and then re-enter.

### **Can I take photos or videos of the show?**

Taking photographs or videos (with a traditional camera, cell phone or any other device) is not permitted during the performance.

For the safety of the performers and as a courtesy to your fellow patrons, we ask that guests please silence and put away all cell phones for the duration of the show, and refrain from using their phone or texting during the performance.

### **Does the Christmas Spectacular use special effects?**

The Christmas Spectacular is an immersive experience that may include confetti, pyrotechnics, smoke effects, flashing lights and drones. Such elements may aggravate certain medical or physical conditions, and guests should take into consideration if they have a history of discomfort or physical symptoms when experiencing these elements.

Radio City Music Hall has partnered with KultureCity to improve our ability to assist and accommodate guests with sensory needs. Weighted lap pads and sensory bags, containing special KCVIP badges, fidget tools, noise canceling headphones and other resources, are available to borrow at no cost by leaving an ID at our Guest Services Desk in the Grand Foyer.

Please contact Guest Relations at 212-465-6225 or [guestrelations@msg.com](mailto:guestrelations@msg.com) should you have additional questions.

### **Is Radio City a cashless venue?**

Radio City Music Hall is a cashless venue and only accepts credit/debit cards or mobile payment, including Google Pay and Apple Pay. A reverse ATM, which converts cash into a debit card, is located inside the venue for your convenience.

### **Will Merchandise be available for purchase?**

Merchandise is available for purchase both onsite at Radio City and online. Please keep in mind that Radio City Music Hall is a cashless venue and only accepts credit/debit cards or mobile payment, including Google Pay and Apple Pay. A reverse ATM, which converts cash into a debit card, is located inside the venue for your convenience.

**Will food and beverage be available for purchase?**

Food and beverage are available for purchase at Radio City. Please keep in mind that Radio City Music Hall is a cashless venue and only accepts credit/debit cards or mobile payment, including Google Pay and Apple Pay. A reverse ATM, which converts cash into a debit card, is located inside the venue for your convenience.

**Can I bring outside food or beverage?**

Outside food and beverage are not permitted inside Radio City. Accessible water fountains are located throughout the venue.

If you or someone in your party have a medical condition or specific needs that require bringing in outside food or beverage, please contact Guest Relations at 212-465-6225 or [guestrelations@msg.com](mailto:guestrelations@msg.com) prior to your event.

**Are nursing facilities available? Can I bring my breast pump or breastmilk?**

Guests may nurse their child in any public location where they are comfortable. Nursing parents seeking more discreet accommodations are welcome to use the seating areas off the restrooms in the Grand Lounge. For direction to the family/all-gender restroom, please see an usher or guest experience representative onsite. Breast pumps and associated equipment, and breastmilk, are permitted inside the venue. Please contact Guest Relations at 212-465-6225 or [guestrelations@msg.com](mailto:guestrelations@msg.com) prior to your event to ensure smooth entry into the venue.

**Are family/all-gender restrooms available?**

Yes, please see an usher or guest experience representative onsite for direction to a family/all-gender restroom.

**How do I inquire about accessible accommodations?**

Radio City Music Hall is committed to meeting the needs of our guests and creating an enjoyable and unforgettable experience for all. Please contact the Radio City Music Hall Accessibility Services Department at [accessibilityservices@msg.com](mailto:accessibilityservices@msg.com) or 888-609-7599, Monday through Friday between 9:00 a.m. and 6:00 p.m. ET, and Saturday and Sunday between 10:00 a.m. and 6:00 p.m. ET. Hours are extended on event days from one hour prior to the first show's start time until the start of the final show.

Please visit our Accessibility Services page for a full range of our accommodations, programs and policies.

**Is there a first aid facility?**

If you or someone in your party begin to feel ill or require medical assistance, please see an usher, security officer or guest experience representative immediately. The medical office is located on the lower level in the Grand Lounge near the elevator bank. If there is an emergency, please contact the nearest Radio City employee, or call the security office at 212-485-7200.

Radio City is equipped with Automatic External Defibrillators (AED) which are located throughout the building. Designated employees, including our medical staff, have been properly trained and are certified to use AEDs.

**Smoking**

In compliance with New York City regulations, there is no smoking, including electronic cigarettes, permitted anywhere in Radio City Music Hall. This policy is strictly enforced. Violation of this regulation is grounds for ejection.