

# 9/11 MEMORIAL

## INFORMATION FOR TRAVEL AND MEETING PLANNERS



Aerial view of the 9/11 Memorial. Visualization by Squared Design Lab, courtesy of 9/11 Memorial.

As the opening of the 9/11 Memorial approaches, we have received numerous inquiries as to how travel and meeting professionals can secure timed reservations, as well as the best way to navigate their groups through Lower Manhattan. This fact sheet has been designed to help communicate the procedures that have been put in place to facilitate this process. Passes to the 9/11 Memorial are free of charge but must be reserved in advance.

### ABOUT THE 9/11 MEMORIAL

The 9/11 Memorial is a tribute to the nearly 3,000 people killed in the terror attacks of September 11, 2001, at the World Trade Center, the Pentagon and in Pennsylvania, near the town of Shanksville, and in the attack on the World Trade Center on February 26, 1993. On September 11, 2011, the Memorial will be dedicated in a special ceremony for victims' families, commemorating the 10th anniversary of the attacks. It will open to the public the following day. The 9/11 Memorial Museum will open a year later, in September 2012. Admission to the Memorial is free but requires the reservation of a visitor pass. Reservations can be made at [911memorial.org](http://911memorial.org).

The Memorial's two reflecting pools, each nearly an acre in size, are set within the footprints of the former Twin Towers. Their walls form the largest man-made waterfalls in North America, and a grove of what will eventually be more than 400 oak trees surrounds the pools. The names of the victims of the 2001 and 1993 attacks are inscribed in bronze panels along the perimeter of the pools, serving as a powerful reminder of the unprecedented loss of life in an attack on US soil and of the iconic Twin Towers themselves.

### VISITING THE 9/11 MEMORIAL AND LOWER MANHATTAN

The Memorial opens this September amid ongoing construction on surrounding World Trade Center projects. While this construction continues, a timed reservation system will be used to facilitate access.

### RESERVING VISITOR PASSES

**Individuals**, and those acting on behalf of others, can reserve visitor passes at [911memorial.org](http://911memorial.org). Names of visitors will be required on individual passes.

**Group reservations** (for 10 or more people) can be made directly with the Memorial or through designated transportation partners. A limited number of group appointments are available each day. Groups must make advance reservations to visit the 9/11 Memorial, and it is highly recommended that group reservations be made as far in advance as possible. Passes for tour and travel professionals are released nine months prior to the date of visit. **Group passes are not available the day of, on the website or at the entrance.**

**Booking Direct:** The 9/11 Memorial is scheduling group visits now. Visit [911memorial.org/groups](http://911memorial.org/groups) for detailed information, or call the Group Reservation line at 212-266-5200 to make your reservation.

## GETTING THERE

The 9/11 Memorial is located at the World Trade Center site in Lower Manhattan. It is strongly recommended that visitors use public transportation or designated transportation partners to get to the Memorial. Please visit [911memorial.org/getting-here](http://911memorial.org/getting-here) for detailed travel information.

Please note: All visitors must obtain visitor passes prior to arriving at the Memorial Entry, located at the intersection of Albany and Greenwich Streets.

### Official Transportation Partners:

Transportation partners can offer groups greater access to Memorial passes, sightseeing opportunities and park-and-ride options into Lower Manhattan, avoiding the hassle of traffic, tolls and parking:

If you are interested in chartering a motor coach for your group visit to the Memorial, the following transportation partners have preferred access to group tickets:

[Statue Cruises](#) (Statue of Liberty and Ellis Island)  
[New York Water Taxi](#)  
[NY Waterway](#)  
[Gray Line New York Sightseeing](#)  
[Big Taxi Tours](#)

[Academy Bus](#)  
[Hampton Luxury Liner](#)  
[Suburban Transit](#)

**Motor Coaches:** Visiting Lower Manhattan by motor coach is not recommended, as curbside space for passenger loading/unloading and parking is extremely limited. Motor coaches serving visitors to the 9/11 Memorial may drop off and pick up passengers on the east curb of Trinity Place, between Rector Street and Thames Street (north of the M5 bus stop), except during rush hours, which are Monday–Friday, 7–10am and 4–7pm. These spaces must be used for expeditious passenger unloading and loading only.

As of September 2011, all motor coach parking in Lower Manhattan will be subject to meter rates and time limits as posted. These restrictions are designed to maintain traffic safety and protect the quality of life in Lower Manhattan, and will be strictly enforced.

For more information, including a map showing bus routing and designated loading/unloading and parking spaces, please visit the [New York City Department of Transportation's website](#).

To learn more about the 9/11 Memorial, visit [911memorial.org](http://911memorial.org).

Visit our [Get More NYC Lower Manhattan](#) page to discover all that the surrounding neighborhood has to offer.

For more information regarding the 9/11 Memorial, contact:

**Jenna Moonan**  
212-312-8786  
[groups@911memorial.org](mailto:groups@911memorial.org)

For more information regarding NYC, contact:

**NYC & Company**  
212-484-1200  
[traveltrade@nycgo.com](mailto:traveltrade@nycgo.com)

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