



FOR IMMEDIATE RELEASE

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9/11 MEMORIAL MUSEUM REOPENS AFTER MONTHS-LONG CLOSURE AT THE START OF COVID-19 PANDEMIC

Museum Reopens First to 9/11 Families on the 19th Anniversary of the Attacks Before Reopening to the Public on September 12

(New York) September 11, 2020 – The 9/11 Memorial Museum reopened today after being closed for months because of the coronavirus pandemic. The long-awaited reopening marks the 19th anniversary of the 9/11 terrorist attacks and coincides with the annual commemoration ceremony attended by victims’ families at the sacred site of the World Trade Center. Today, family members have exclusive access to the Museum.

The Museum reopens to the public Saturday, September 12, with important changes to health and safety measures, ticketing and operations. Visits can be planned at 911memorial.org. The 9/11 Memorial and the accompanying Museum had been closed since early March to help control the spread of COVID-19. The Memorial reopened on the Fourth of July.

“During this time of crisis, we are grateful to be able to safely reopen the 9/11 Memorial Museum for victims’ families on the 19th anniversary of the attacks,” 9/11 Memorial Board Chair **Michael R. Bloomberg** said. “We gathered at the World Trade Center today to commemorate all who were killed, to provide comfort for loved ones and friends, and remind the world of our resiliency, our strength and our unwavering sense of hope.”

“During our temporary closure we remained steadfast in our commitment to commemorate, educate, and inspire,” said 9/11 Memorial & Museum President and CEO **Alice M. Greenwald**. “Today, we were honored to welcome the families of those who were killed 19 years ago, and we look forward to welcoming members of the public once again to pay tribute in person beginning tomorrow in a safe and sacred environment.”

In conjunction with the annual Tribute in Light installation, the 9/11 Memorial & Museum is partnering with NYC & Company and buildings throughout the city to light up their facades and spires in light blue from dusk to dawn on 9/11 in commemoration of the 19th anniversary of the September 11, 2001 attacks. In a spirit of unity and remembrance, the city will come together for a “Tribute in Lights” to inspire the world and honor the promise never to forget. Participating buildings include the Empire State Building, One World Trade Center, Vessel at Hudson Yards, Brookfield Place, the Helmsley Building, the Bank of America Tower, Barclays Bank US Headquarters, Pier 17 New York, 55 Water Street, New-York Historical Society, and various billboards in Times Square.

The 9/11 Memorial Museum reopens with new operational hours and enhanced safeguards, which includes all visitors and staff to wear masks or face coverings, reduced capacity to 25 percent to help ensure social distancing, and timed tickets are required and must be purchased in advance.

The financial impact of the health crisis has been devastating. At this time, renewed public support through visitation and philanthropy is needed to help sustain the Memorial and Museum for generations to come. To donate or sponsor a 9/11 Memorial cobblestone dedicated to someone affected by COVID-19, please visit 911memorial.org.

Virtual Tours, Online Programming and More

No onsite tours are currently offered at the Memorial or the Museum, but live virtual tours can be purchased at 911memorial.org/virtual. Participants will take in panoramic views of the rebuilt World Trade Center as they discover the meaning behind the Memorial, the history of 9/11 and the powerful story of how people selflessly responded in the aftermath of the attacks. Tours will be led by Memorial staff and will be given in English; captioning and ASL interpretation will be available upon request. More information can be found here: 911memorial.org/virtual.

Until you have an opportunity to visit the Memorial and Museum, please “Learn and Explore at Home” by visiting 911memorial.org/explore.

Important Changes to Health and Safety Measures and Ticketing

The health and safety of our visitors and staff is a top priority. Learn more at 911memorial.org/health-and-safety. Please note important changes to our operations, health and safety protocols and admissions.

- **All visitors will have their temperatures checked before entry**
- **Masks or face coverings for all visitors are required**
- **Timed tickets must be purchased in advance at 911memorial.org**
- **Social distancing of at least six feet will be enforced**
- **A one-way visitor experience has been created in the Museum as part of enhanced health and safety measures**
- **Hand sanitizer stations will be available throughout the Museum**
- **Parts of the Museum will be temporarily closed, including the café and coat check**
- **Water fountains will not be available, so visitors are encouraged to bring portable water**
- **Operating hours have been adjusted. Please see below for complete hours that are subject to change.**

9/11 Memorial Museum Hours of Operation

The Museum is open five days a week with the following hours:

- Thursday and Friday from 12:00 p.m. to 7:00 p.m.
- Saturday to Monday from 10:00 a.m. to 5:00 p.m.

The Museum will be closed Tuesdays and Wednesdays. Free museum visitation is offered on Mondays starting at 3:30 p.m.

9/11 Memorial Hours of Operation

The Memorial is open seven days a week with the following hours:

- Thursday and Friday, 12:00 p.m. to 7:00 p.m.
- Saturday to Wednesday, 10 a.m. to 5:00 p.m.

Key Partnerships

The reopening of the 9/11 Memorial Museum was made possible with the support of the RxWell program. Built in partnership with Microsoft Azure, RxWell uses cutting edge technology to help monitor compliance of health and wellness standards within a built environment, while also providing tools to promote and reinforce social distancing, face mask wearing, and other protective measures.

RxWell incorporates best-in-breed hardware partners to ensure a holistic solution. For example, all Museum staff members will be wearing Instant-Trace™, a badge system that gently reminds wearers to maintain a social distance without the use of location or personally identifiable information.

ABOUT THE NATIONAL SEPTEMBER 11 MEMORIAL & MUSEUM

The National September 11 Memorial & Museum is the nonprofit organization that oversees operations for the 9/11 Memorial and 9/11 Memorial Museum. Located on eight of the 16 acres of the World Trade Center site, the Memorial and Museum remember and honor the 2,983 people who were killed in the horrific attacks of September 11, 2001 and February 26, 1993. The Memorial plaza design consists of two reflecting pools formed in the footprints of the original Twin Towers surrounded by swamp white oak trees. The Museum displays more than 900 personal and monumental objects while its collection includes more than 67,500 items that present intimate stories of loss, compassion, reckoning and recovery linked to the events of 9/11 and the aftermath. The Museum also explores the global impact of 9/11 and its continuing significance through education programs, public programs, live talks and film features that cover contemporary topics designed for diverse audiences. For more information or to reserve a ticket to the 9/11 Memorial Museum, please visit 911memorial.org.

MEDIA INQUIRIES

Kate Monaghan Connolly/Michael Frazier | (212) 312-8800 | press@911memorial.org

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