

Frequently Asked Questions

What is Carnegie Hall's policy on cell phones and other electronic devices?

The use of cell phones, computers, tablets, pagers, beeping watches, cameras, and other electronic devices during the performance is strictly prohibited. Please turn them off before the performance begins and also at the end of any intermissions. Hearing aids may emit sounds at very high frequencies that can disturb others; please adjust hearing aids accordingly.

May I take pictures or record inside Carnegie Hall?

Sound or video recording of any performance, or the possession of any professional device for such documentation without the written permission of management, is prohibited by law. Photos are allowed on handheld devices only when a performance is not in progress. Unauthorized photographs, video, or other recordings may be deleted at management's discretion. Please note that this performance might be recorded for future broadcast. Your attendance at this event shall be deemed as your consent to have your image or likeness appear in any live or recorded transmission, or other reproduction, in whole or in part.

Where are the restrooms?

Stern/Perelman restrooms are located on the Parquet, Blavatnik Family First Tier (outside of the Rose Museum), Second Tier, and Dress Circle levels. Zankel restrooms are located on the Mezzanine level. Weill restrooms are located off the Jacobs Room on the Orchestra level.

What facilities does Carnegie Hall offer for people with disabilities?

Accessible seat locations and restrooms are available to patrons who use mobility devices. Assistive-listening devices are available free of charge with the deposit of a valid form of identification at the coat check on the west side of the lobby in Stern/Perelman, at the coat check on the Parterre level of Zankel, or from an usher in Weill. Large-print programs for all Carnegie Hall presentations are available from an usher. Braille programs may also be supplied if requested at least 10 business days before the concert date by calling the House Manager's Office at 212-903-9605.

Is elevator service available?

Elevator service is available in Stern/Perelman from street level to the Parquet, Blavatnik Family First Tier, Second Tier, and Dress Circle levels; in Zankel from street level to the Parterre and Mezzanine levels; and in Weill from street level to the Orchestra level. Because of limited service, patrons are encouraged to arrive early if they choose to use the elevators.

Are refreshments available?

Refreshments are available in the following locations: in Stern/Perelman, the Cafe on the Parquet level; in Zankel, the Parterre Bar; in Weill, the Jacobs Room on the Orchestra level. Food and beverages are not permitted inside the actual concert halls. Call 212-903-9647 for details.

Where is the Rose Museum? Is there a gift shop?

The Rose Museum and Carnegie Hall Shop are located off the Blavatnik Family First Tier level (second floor) of Stern/Perelman. Both are open daily, 11 AM–4:30 PM, and one hour before concerts and during intermissions for all events in Stern/Perelman. During daytime hours, enter at 154 West 57th Street. Admission to the museum is free. Shop online at carnegiehall.org/shop.

Is there a lost-and-found?

Lost-and-found articles should be reported to or turned in at the Security Office, 161 West 56th Street. To inquire about missing items, call 212-903-9698.

For all other inquiries, visit carnegiehall.org or call 212-247-7800.