

## **Address**

Madison Square Garden is located in the heart of Midtown Manhattan at:

Four Pennsylvania Plaza

(7th Avenue between W 31st St and W 33rd St)

New York, NY 10001

## **Airports**

The New York City metropolitan area are serviced by 3 major airports: LaGuardia (approximately 9 miles away), John F. Kennedy International (approximately 15 miles away), and Newark Liberty International (approximately 15 miles away). MSG is accessible by public transportation, car service, and taxi from all 3 airports.

## **Aisles**

For safety and as a courtesy to other ticketholders, please do not sit or stand in the aisles. Aisles should be kept clear at all times.

## **Assistive Listening Devices**

Assistive Listening Devices (ALD) are available for guests who are deaf or hard of hearing for events in the Arena and the Theater. The devices are those which operate on the FM system. In the Arena, please visit the Guest Experience office located near section 117 on the Madison Concourse (Level 6) or the Guest Experience Podium located near Section 227 on the Garden Concourse (Level 8) upon your arrival to arrange for the use of an Assistive Listening Device. In the Theater, visit the Event Manager's office to arrange for the use of an ALD. You will be required to leave a driver's license or credit card and, upon return of the device in the same condition, your collateral will be returned. There is no charge for this service. Please call the Disabled Services department at (212) 212-465-6034, any weekday between 9:30 a.m. to 4:30 p.m. for more information.

## **ATMs**

There are two ATMs located inside Chase Square as well as several more inside the Arena, on levels 5, 6, 8 and the Bridge Level. There are also 2 ATMs on the Third Floor Club Terrace at the top of each escalator. The ATM's in the Arena and Chase Square are equipped with Braille number pads, volume increase capability, voice activation, and are headphone compatible.

## **Baby Change Facilities**

All restrooms are equipped with baby changing stations. Please see restrooms for a list of the locations.

## **Bag Searches**

Madison Square Garden asks all guests to arrive early and travel light. All persons and bags are subject to search. Bags that have passed inspection must fit comfortably under your seat. Oversized bags are prohibited. MSG does not provide an area to check bags, coats or any other personal belongings. We are not responsible for any property that is lost, stolen, or damaged.

## **Binoculars**

You are more than welcome to bring a pair of binoculars with you to Madison Square Garden to enhance your overall experience.

## **Bottles and Containers**

Outside food and beverages, including water, are not permitted in Madison Square Garden at any time.

## **Box Office**

Madison Square Garden's Box Office is located inside Chase Square, which is located off of 7th Avenue between West 31st Street and West 33rd Street. Please click [here](#) for Box Office hours.

## **Broken Seat**

If your seat is broken, please immediately contact the nearest Usher, Security Officer, or Guest Experience Representative for further assistance.

## **Bus and Limousine Drop-Off**

Bus and limousine drop-off are located on 7th avenue between W. 31st and W. 33rd Streets as well as W. 31st and W. 33rd Streets between 7th and 8th Avenues. Please call the New York City Department of Transportation at 212-639-9675 or dial 311, for more information..

## **Cameras**

Video cameras, monopods, tripods, selfie sticks, audio recording devices and cameras with professional telephoto or zoom lenses are NOT permitted inside Madison Square Garden at any time. This policy will be strictly enforced. You may bring in non professional or disposable cameras. However, for some events, cameras of any type and/or flash photography may be completely prohibited. Any photos taken are for personal use only and may not be sold, licensed or distributed.

## **Code of Conduct**

- Guests shall be respectful of others around them.
- Guests shall avoid blocking the view of other guests.
- Guests shall not interfere with the event, the performers or the athletes in any way.
- Guests shall refrain from using foul/offensive language, fighting, obscene gestures, throwing objects and engaging in other behavior detrimental to the experience of other guests.
- Guests shall not walk around in the seating area until there is a stoppage in play (during sporting events). Televisions are placed inside each entrance so that you may enjoy the game while you wait for a break in play. Please stand at the bottom of the stairs and do not block the view of those ticketholders who are seated.
- Guests shall not stand on seats or any other building structure.
- Guests shall not block the aisles.
- Guests shall not occupy a seat or remain in an area for which they do not possess a valid ticket and shall provide their ticket upon request.
- As required by the City of New York, guests shall not smoke anywhere in our facilities.
- Guests who consume alcoholic beverages shall do so in a responsible manner.
- Guests are encouraged to report inappropriate or offensive behavior to an Usher, Security Officer or Guest Experience Representatives.
- Guests shall comply with requests from arena staff regarding arena operational and emergency procedures.

The arena staff has been trained to intervene when deemed necessary and to use their best discretion to help ensure that guests who ignore the Code of Conduct do not interfere with other guests' ability to enjoy an event. Guests who violate the Code of Conduct may be subject to ejection without refund and, to the extent their conduct constitutes a

violation of law, may be subject to arrest. Season ticketholders may also be subject to having their season subscription revoked. We thank you for your cooperation.

### **Concessions**

Aside from the traditional fare of hamburgers and hot dogs, we also offer MSG favorites such as pizza, fresh cut french fries, chicken sandwiches, subs, salads, ice cream and coffee. Cash, American Express, Visa, MasterCard, Discover, and Diner's Club are accepted.

### **Defining Moments**

20 of The Garden's "Defining Moments" are commemorated on the SAP Madison Concourse (Level 6) and Garden Concourse (Level 8) through special exhibits that feature photos, memorabilia and additional artifacts, representing each of these amazing moments in Garden history. The first 10 "Defining Moments" were unveiled in Fall 2012 on the Madison Concourse, and the second 10 were revealed on the Garden Concourse for debut in Fall 2013. To view all the defining moments, please click [here](#).

### **Directions**

Madison Square Garden is located in the heart of Midtown Manhattan at:  
Four Pennsylvania Plaza  
(7th Ave. between W. 31st St. and W. 33rd St.)  
New York, NY 10001

For detailed driving directions from your point of departure, we suggest you visit the mapping website of your choice (i.e., [Google](#), [Yahoo](#), etc.) and input Madison Square Garden (physical address: 4 Pennsylvania Plaza, New York, N.Y. 10001) as the destination address.

Madison Square Garden is located directly above Penn Station and is easily accessible by taking the 1,2,3, A, C, E trains to 34th Street/Penn Station. You may also take the B, D, F, M, N, R, Q trains to the 34th Street/Herald Square stop and walk one block west to The Garden. PATH trains from New Jersey also stop at 33rd Street/Avenue of the Americas. If you are arriving via Metro-North, you may take the Shuttle or the 7 train from Grand Central to Times Square and transfer to the downtown 1, 2, 3 trains to 34th Street/Penn Station.

### **Door Times**

Doors for Madison Square Garden Arena and Theater events open one hour prior to event start time. If you are attending a Knicks or Rangers game and are in possession of Club tickets, you may enter The Club Bar and Grill two hours prior to game time.

### **Elevators**

Elevators within Madison Square Garden are reserved for the use of our employees, working media, and disabled patrons only. Please note that escalators are available to take ticketholders to all seating levels. Disabled patrons

who require the use of a mobility aid (wheelchair, walker, cane, crutches, etc.) are encouraged to use our elevators. We encourage guests with mobility concerns to utilize the Tower elevators for exiting. Please note there may be some wait time during busy egress periods.

### **Entry/Exit**

To enter the Arena, we have escalators in each Tower that access each level of seating. To access the Towers, you must enter through Chase Square off 7th Avenue. Please follow the direction of Madison Square Garden staff as to which level to access. Upon exiting the Arena, escalators may be turned off for the safety of our guests.

### **Escalators**

There are escalators in each of the four (4) Towers (A, B, C and D). Please be aware that, for the safety of our guests, escalators are turned off prior to the conclusion of an event.

The Club escalators are located on the Lexus Terrace Level and on the SAP Madison Concourse between Towers A and D and allow specific ticket holders to access these levels.

### **Family Restrooms**

Wheelchair accessible restrooms are located throughout the Arena and the Theater, as well as all restaurants, and are clearly marked. In addition, we have a unisex restroom available for disabled guests who may require assistance from a person of the opposite gender or to assist a child for medical reasons. These unisex restrooms are located on the Madison Concourse (Level 6) near section 117, on the Garden Concourse (Level 8) near section 227 and on the Suites & Clubs (Level 7) across from Suite 43 (near Tower D). Any guest is permitted to use these Family restrooms if that type of accommodation is required.

### **First Aid**

Madison Square Garden personnel are available to assist any guest in need. In the Arena, first aid areas are located outside Tower C elevator on the 5th floor and on the Madison Concourse (Level 6) near section 117. In the Theater, the Medical Office is located in the Theater Lobby, closest to aisle A. Madison Square Garden is equipped with Automatic External Defibrillators (AED) located in various locations throughout the building. Designated employees, including our Medical staff, have been properly trained and certified to use the AED. In the event of a medical emergency, contact a member of our Event Operations staff for assistance.

### **Food and Beverages**

Outside food and beverages, including water, are not permitted in Madison Square Garden at any time. MSG offers a wide variety of food and beverage for sale. For more information, see Concessions.

### **Garden 366**

Garden 366 is a visual retrospective that brings to life one moment in Garden history for every day of the year. The retrospective wraps the entire circumference of the Arena on the SAP Madison Concourse (6th floor), creating a visual calendar of The Garden's rich history. While walking the concourse, fans are able to recall and learn about 366 remarkable Garden moments, spanning sports, music, entertainment and politics. This includes legendary moments

like Muhammad Ali vs. Joe Frazier, The Concert for New York City, New York Knicks and Rangers Championships, and the Republican and Democratic National Conventions. To view a list of the retrospective, please click [here](#).

### **Guest Experience**

Madison Square Garden is committed to providing a safe and enjoyable atmosphere. Any guest in need of assistance during an event should seek an Usher, Security Officer or Guest Experience Representative. In addition, you can visit the Guest Experience Office located near section 117 on the Madison Concourse (Level 6) or the Guest Experience Podium located near section 227 on the Garden Concourse (Level 8).

### **Guest Relations**

If you have any questions or concerns before or after an event, please call our Guest Relations department at (212) 465-6225, during normal business hours or you may send an email to [guestrelations@msg.com](mailto:guestrelations@msg.com).

### **History of Madison Square Garden**

The current Madison Square Garden is actually the 4th building to be called Madison Square Garden. The opening event was held on February 11, 1968 with a gala salute to the USO starring Bing Crosby and Bob Hope. Over the last 4 decades, MSG has hosted tens of thousands of world-class events. The best way to learn more about Madison Square Garden is by taking the [All Access Tour](#).

### **Hotels**

Madison Square Garden is located in the heart of midtown Manhattan and is easily accessible via public transportation and taxi. Although MSG is not affiliated with nor do we endorse any hotels, we are located a short walk from the Hotel Pennsylvania, the Affinia Manhattan Hotel, and the Hotel New Yorker.

### **Inclement Weather Policy**

Madison Square Garden rarely cancels or postpones events due to inclement weather. Please be advised that tickets for all events are sold on a no-refund, no-exchange basis. This stipulation is clearly marked on each ticket. Should a decision be made to cancel or postpone an event, this information will be posted immediately on our website as well as on our main information telephone line at 212-465-6741. Please continue to check our website and call 212-465-6741 for the latest, up-to-the-minute information.

### **Lost and Found**

Please contact our Command Center at 212-465-6299 to inquire about the possible recovery of any lost items. If you have lost an item while at an event, please speak with an Usher, Security Officer, or Guest Experience Representative for further assistance.

### **Lost Children**

If you become separated from your child during an event, please seek the nearest Usher, Security Officer, or Guest Experience Representatives for assistance. It always helps if your child has his or her seat location information or ticket with them.

## Meeting Family & Friends

One good meeting spot is inside Chase Square (past the security check) underneath the clock in the center.

## Parking

Madison Square Garden does not provide parking. MSG does not have an affiliation with and does not endorse any local parking garages. For most events, you may also purchase a pre-paid parking voucher through Ticketmaster or at the Box Office. These vouchers can be redeemed at participating area garages. Please see your parking voucher for details and garage locations.

## Prohibited Items

We ask all guests to arrive early and travel light as you may be subject to search. We ask that our guests avoid bringing unnecessary items. MSG may utilize metal detecting hand wands, walk-through metal detectors or other devices. Bags that have passed inspection must fit comfortably under your seat. Amongst items that are prohibited from MSG are: weapons, laser pens, signs, banners, oversized bags, outside food and beverage, including water, cans, bottles, alcohol, drugs, video cameras, monopods, tripods, selfie sticks, personal transporters, audio recording devices and SLR cameras with telephoto or zoom lenses. You may bring in a disposable, 35mm or digital point and shoot camera (with no zoom or telephoto lens), however, for some events, cameras of any type and/or flash photography may be prohibited.

## Re-Entry

All exits are final. Guests are not permitted to leave an event and then re-enter the same event. In compliance with New York City regulations, there is no smoking permitted anywhere in Madison Square Garden. This policy is strictly enforced. Violation of this regulation is grounds for ejection. Furthermore, Madison Square Garden does not issue smoking passes.

## Recording Devices

Video cameras, monopods, tripods, selfie sticks, audio recording devices and cameras with telephoto or zoom lenses are not permitted inside Madison Square Garden at any time. This policy will be strictly enforced. You may bring in a disposable or 35mm camera (with no zoom or telephoto lens), however, for some events, cameras of any type and/or flash photography may be prohibited.

## Restrooms

Men and Women's restrooms may be found at the following locations in the Arena:

<u>Floor</u>	<u>Men's Restrooms</u>	<u>Women's Restrooms</u>	<u>Family Restrooms</u>
<b>Lexus Terrace Level</b>	1879 Club presented by J.P. Morgan*, Club Bar & Grill, Legends Room*	1879 Club presented by J.P. Morgan*, Club Bar & Grill, Legends Room*	1879 Club presented by J.P. Morgan*, Legends Room*
<b>Nespresso Event Level</b>	Event Level (Near Tower A)*, Delta Sky360° Club*	Event Level (Near Tower A)*, Delta Sky360° Club*	

<b>SAP Madison Concourse</b>	Section 105, 110, 114, & 118	Section 101, 103, 106, 108, 111, 113 & 116	Section 117
<b>Lexus Madison Suites &amp; Madison Club presented by FOXWOODS Level</b>			Across from Suite 43 (near Tower D)*
<b>Garden Concourse</b>	Section 208, 211, 214, 221, 224, & 227	Section 209, 210, 212, 213, 222, 223, 225, & 226	Section 227
<b>Blue Seats Level</b>	Section 418 & 421 (in Tower B)	Section 416 & 412 (in Tower C)	
<b>Bridge Level</b>	Section 306, & 310 (in Tower D)	Section 304 (near Tower A elevator) & 328 (in Tower A)	

\*Designated ticket required for access

For certain Arena events, select restrooms may change gender designation.

### Retired Jerseys

A retired jersey number is the highest honor a player from one of our teams can achieve at Madison Square Garden. When a number is retired, it will forever hang from The Garden rafters and can never be worn by another player from that franchise again. Retired Knicks jersey numbers are: 10 (Walt Frazier), 12 (Dick Barnett), 15 (Earl Monroe and Dick McGuire), 19 (Willis Reed), 22 (Dave DeBusschere), 24 (Bill Bradley), 33 (Patrick Ewing), and 613 (Red Holtzman. The 613 signifies the number of wins attained as Head Coach of the Knicks). Retired Rangers jersey numbers are: 1 (Eddie Giacomin), 2 (Brian Leetch), 3 (Harry Howell), 7 (Rod Gilbert), 9 (Andy Bathgate and Adam Graves), 11 (Mark Messier) and 35 (Mike Richter). Furthermore, 526 (Lou Carnesecca-signifying the number of wins as Head Coach of St. John's University) hangs only during college basketball events. Steffi Graf (5 Time Virginia Slims/Chase Championships Champion) and Martina Navratilova (8 Time Virginia Slims/Chase Championships Champion) also have banners hung only during tennis events. Additionally, music icon and Madison Square Garden franchise Billy Joel is the first artist ever to simultaneously hold both of The Garden's concert-related performance records and is the only performer currently to have commemorative banners hanging from The Garden rafters. Joel continues to break his own records both for the "Longest Run of Any Artist" and the "Most Number of Performances By Any Artist" at The World's Most Famous Arena.

### Seating Capacity

For basketball events in the Arena, the seating capacity is 19,830 and for hockey events in the Arena, the seating capacity is 18,024. For all other events, seating capacity changes depending on the set-up of the event. For events in the Theater, the seating capacity is 5,600.

### Seating Chart

You may access our detailed seating charts by visiting our [seating chart page](#).

## **Security**

Madison Square Garden is committed to providing a safe and enjoyable atmosphere. Any guest in need of assistance during an event should seek an Usher, Security Officer, or Guest Experience Representative. For more information, see Code of Conduct. If you have any additional questions or concerns, please call our Guest Relations department at 212-465-6225 or you may send an email to [guestrelations@msg.com](mailto:guestrelations@msg.com).

## **Selfie Sticks**

Selfie Sticks are NOT permitted inside Madison Square Garden at any time. This policy will be strictly enforced. Please visit the prohibited items section of the FAQ page for more information or you may contact Guest Relations at (212) 465-6225, any weekday during normal business hours.

## **Signs and Banners**

Guests are welcome to bring signs into the building to show their support for their favorite team, player, or entertainer. Signs may not be derogatory in any manner and must not contain foul language. Signs must be hand held and cannot be mounted on a stick or pole and they cannot block the view of other guests. Any interference with the enjoyment of another guest's experience will result in the confiscation of the sign and/or possible ejection from the facility.

## **Smoking**

In compliance with New York City regulations, there is no smoking, including Electronic Cigarettes, permitted anywhere in Madison Square Garden. This policy is strictly enforced. Violation of this regulation is grounds for ejection. Furthermore, all exits are final and MSG does not issue smoking passes.

## **Strollers**

If necessary, guests may bring strollers to events in the Arena and Theater. Please understand, however, that these strollers must be collapsible and fit comfortably under your seat. You may not leave strollers in the walkways, gates / vomms, on disabled seating platforms, or concourses and our staff will not guard these items for you. MSG is not responsible for any lost, stolen, or damaged strollers.

## **Suite Rentals and Sales**

For some events, Club Suites may be rented to entertain guests and clients. For information, rental, or sale of Club Suites please call 212-465-6080. Experience exclusivity and luxury in a Suite at Madison Square Garden. Our Suites create the perfect environment for active business socializing and enhancing your key relationships. Private entrances, personalized service and a variety of premium menu offerings from our Signature Chefs provide a unique experience to help drive your business to the next level. For more information please email [msgsuites@msg.com](mailto:msgsuites@msg.com) or call 212-465-6771 for more information.



## **Temporary Disabilities/ADA Ticket Relocation**

Madison Square Garden is pleased to provide fully integrated accessible seating for individuals with disabilities and their guests. Guests with disabilities are encouraged to purchase their seats from the various disabled seating options and ticket prices offered.

While we encourage our guests with disabilities to purchase directly with Disabled Services, guests who have purchased non-accessible tickets at the Madison Square Garden Box Office or through Ticketmaster and need the features of an accessible seat are invited to contact Disabled Services as soon as the need for accessible seating arises or at a minimum 3 business days prior to an event, to request the exchange of their ticket, based on availability, for one that more appropriately meets their needs.

Disabled seating exchanges cannot be made for tickets purchased through other third parties, ticket brokers or other sources. All seating relocations are subject to availability. For additional information please contact the Madison Square Garden's Disabled Services at 212-465-6034, any weekday from 9:30 a.m. to 4:30 p.m.

## **Text Messaging**

For New York Knicks and New York Rangers games, you may contact us by text! Let us know any urgent Guest Service issue you are having at your seat location. You will be sent an auto acknowledgement of your text to the same number and our staff will make their best effort to respond to your issue. For immediate assistance, you may also visit the Guest Experience Office presented by Lenox Hill Hospital located near section 117 on the SAP Madison Concourse or the Guest Experience Podium presented by Lenox Hill Hospital near section 227 on The Garden Concourse.

Text HELPME along with your Section, Row, Seat Number and a brief description of your urgent Guest Services issue to MSGNY (67469). Please note your text must contain only alphanumeric characters. Message and data rates may apply. No purchase is required to take advantage of this service.

We're here to help make your experience at the Garden a positive and memorable one!

## **Tours**

Go behind the scenes of the World's Most Famous Arena! On this 75 minute guided tour, get an insider's look at the state-of-the-art arena and commemorate over 130 years of legendary Garden history.

Get the inside scoop on all your favorite players when you explore the Knicks and Rangers locker rooms\*. Relive historic moments with the new Garden 366 retrospective and the Defining Moments exhibit. Experience VIP treatment with access to luxury suites, visit the spectacular Chase Bridges and view the arena like never before!

Get an all access look today! [Click here for more information.](#)

Tours run daily from 10:30-3:00 and depart approximately every half hour.\*

Tour Prices:

Adults: \$26.95

Seniors (62+): \$19.95

Children (12 & under): \$19.95

Same day tickets are sold at the Madison Square Garden Chase Square Store. Advanced tickets for future dates are available at the Madison Square Garden Box Office or [Ticketmaster.com](https://www.ticketmaster.com).

Savings for Groups of 15+ available! For more information or to purchase group tickets, call 212-465-6080, email [Group.Sales@msg.com](mailto:Group.Sales@msg.com) or [click here](#).

\*Tour content, prices, dates and times are subject to change without notice. Tours are offered on a first come, first served basis and are subject to availability.

### **Walk of Fame**

In 1992, Madison Square Garden designated the walkway leading to the arena as the "Walk of Fame," the spot to recognize performers, athletes, announcers, and coaches who demonstrated excellence at their craft in The Garden at various times throughout their extraordinary careers. Each person is honored with a plaque that designates the performance category (Broadcasting, Boxing, Basketball, Hockey, Track and Field, Tennis, Skating, Music, and Circus) in which his or her contributions have been made.

### **Water Fountains**

Water fountains are located throughout the concourses in the Arena. For Theater events, water fountains are located near the restrooms adjacent to Orchestra Sections 101 & 102.

### **West Balcony**

Sections 317-323 are located on the Bridge Level between Towers B & C.

### **Wheelchairs For Transportation**

Courtesy wheelchair transporters may only be provided from the Arena entrance to the guest's seat location - and from their seat location to an exit gate when they are ready to leave. If the need arises, the courtesy wheelchair transfer service may be halted because of medical situations. Guests may request this escort service from event staff or security personnel upon arrival at the Arena. Wheelchair transporters are available on a first-come, first-served basis. Please be aware that there will be times that guests will have to wait for a wheelchair transporter. Additionally, wheelchair transporters are not permitted to leave the Arena to pick up or deliver guests off property or in the surrounding streets.

### **WiFi**

Free Wi-Fi access is available to all guests in all public areas in the MSG Arena and Theater. Simply select our network at [FreeMSGWiFi](#) and accept the Terms and Conditions from your browser.