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Help

Frequently asked questions about New York Pass

Q: When does my New York Pass become activated?

A: Your New York Pass becomes activated the moment you use it at your first attraction.

Q: Is there a limit to how many attractions I can visit in one day?

A: No. There is no limit at all. You can visit 4 or 40 attractions in one day if you wish-as long as your stamina holds up!

Q: Can I visit the same attraction twice in one day?

A: Unfortunately, no. You may visit each attraction only once in a 24-hour period. However, if you purchase a 2, 3 or 7 day card, you may return to that attraction the next day for another fun filled visit.

Q: I am staying in New York City for one day-can I purchase a 2 day New York Pass, use it one day and come back again in 6 months to use the other day I have left?

A: No. The moment you use your New York Pass it becomes activated and the card starts counting down it's "internal clock" for however long the card's life is- 1,2,3 or 7 days.

Q: Do I have to use a multiple day New York Pass on consecutive days or can I pick and choose which days I would like to use it?

A: If you purchase a 3 day New York pass on Monday, use it Monday, Tuesday and Thursday (skipping Wednesday), your card will be invalid on Thursday. Once your card is activated on Monday, the card knows it's life is for 72 hours. By Thursday, your card will have expired. Please be sure to use your New York Pass on consecutive days.

Q: What if I lose my New York Pass?

A: When you receive your New York Pass you should immediately sign the back of the card and note the card's I.D. number on a separate piece of paper for safekeeping. If loss occurs, the New York Pass home office can issue you a new one, only if the lost card's number is provided so we can de-activate the lost card. Please be sure to put the card in a safe place upon receipt.

Q: Can I purchase one New York Pass for my friend and I to share at the same attractions?

A: Since you may only visit one attraction in a 24 hour period, this is not possible. If you use your card at an attraction and attempt to pass that same card to your friend to use, the New York Pass reader will reject your second attempt and admission will not be granted.

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