



FREQUENTLY ASKED QUESTIONS

What is the Observatory experience & how do my guests get to ONE Dine?

- The One World Observatory experience is a self-guided visit to the top of One World Trade Center. The Observatory consists of floors 100, 101, and 102. Upon arrival, guests will get their entry tickets scanned, head through security, and begin the journey. After a brief welcome, visitors board the Sky Pod elevators up to floor 102 where they will step into an immersive theater for a short presentation on the sights and sounds of NYC. After the video, they will head down an escalator to floor 101 where the cafe and restaurant live. One more escalator ride down and guests will find themselves on the 100th floor, offering sweeping 360-degree views of New York City.

Can my guests go directly to ONE Dine and skip the Observatory experience?

- Access to the restaurant is part of the Observatory experience. Upon arrival, all visitors must begin their journey through the entry process and immersive introduction before reaching the restaurant on floor 101. We recommend allowing at least 15-20 minutes prior to your reservation time to ensure a smooth arrival to the space.

Can I bring my own F&B?

- Outside food and beverage is not permitted in the restaurant. If you would like to bring a cake for your celebration, we kindly ask that you notify us in advance so we can make proper arrangements. A cake cutting fee will apply.

Are there AV capabilities in the restaurant?

- The restaurant does not have AV capabilities. As the space overlooks the public Observation Deck, we are unable to control potential noise overflow, which makes it unsuitable for meetings or presentations. The restaurant is designed as a social setting, ideal for enjoying delicious food while taking in the spectacular views.

Do guests have to go through security?

- Yes, all guests must submit to a security screening prior to entering the Observatory.

Additional Observatory & ONE Dine Questions

- For more frequently asked questions regarding the Observatory experience and ONE Dine, please click **HERE**.