

Event Visitor FAQ

Why go to a Boat Show?

- A boat show is fun, educational and a place to see what's innovative and new in boating. A boat show is a one stop shop experience where you will receive the best prices possible on anything boating related.

What protocols are going in to place to ensure a safe and fun environment?

- To see our Clean, Health & Safe Plan [Click Here](#)

How many guests can be in the event at one time? Is there a limit to guests at a given time?

- The number of guests has been reduced to no more than 7,442 people at any given time. This figure takes into consideration social distancing parameters of allowing 6 feet of distance between people.

Will social distancing be strictly enforced?

- Social Distancing is required and will be monitored to comply with federal, state, local and Javits Center regulations/recommendations.

Can I use a face covering to come to the event?

- Yes, we are requiring face coverings to be worn at the event.

Should my child wear a face covering?

- Yes, children over the age of two are required to wear a face covering.

What is the Javits Center doing to keep the event clean?

- Enhanced cleaning of all high-volume, high-touch areas and distribution of hand-sanitizing stations throughout the building.

Is the air safe to breath inside the Javits Center?

- There has been an installation of specialized, hospital-grade air filters to improve air quality and reduce any air contaminants. (include additional specific terminology)

Do tickets sell out?

- Tickets may sell out for a specific date and time, please purchase your tickets online in order to secure a date and time.

Can I come back the same day? Can I come back another day with proof that I had a ticket for the show previously?

- Yes, you can return on the same day – be sure to inquire about the reentry process at the exit prior to leaving the event. Reentry is only good for the same day and when capacity limits permit. If you would like to come back another day you are required to purchase another ticket

Is the ticket good for one day or for every day of the event?

- Tickets are good for a specific entry day and time.

Can I gift my ticket to someone else, even if it has my name on it?

- Yes, however tickets can only be used once and must be used for the specific date and time specified on the ticket.

Do I need to purchase tickets prior to the show online?

- Yes, all tickets should be purchased online prior to the show

Will I be able to purchase tickets at the show?

- Tickets will only be available online and available for purchase 24/7.

Do I have to print out my ticket before I get to the show?

- All tickets are to be purchased prior to the show and will be electronic tickets. You do not need to print out the tickets, but you will be required to access and provide the electronic ticket on your mobile device.

I lost my ticket, can you send me a new one?

- Yes, please contact us at info@nyboatshow.com and a team member will assist you.

I bought a ticket for the wrong show, can I transfer it?

- All ticket sales are final. To discuss a ticket purchased in error for the wrong show, please contact us at info@nyboatshow.com.

I bought a ticket for the wrong date/time, can I transfer it?

- All ticket sales are final. To discuss a ticket purchased in error for the wrong date/time, please contact us at info@nyboatshow.com.

How can I confirm my purchase went through?

- You will receive a confirmation email/receipt with a link to view your mobile ticket. Please save the email for reference until the show.

I did not receive a receipt, what do I do?

- We can confirm your ticket purchase. Please contact us at info@nyboatshow.com and we will get back to you as soon as possible.

Where is your Will Call located?

- Will Call is in the Crystal Palace Lobby near 36th street and 11th Avenue entrance.

Where is your Show Office located?

- The Show Office is in the Crystal Palace Lobby near 36th street and 11th Avenue entrance.

Are there family bathrooms?

- There are no family bathrooms

Is there Wi-Fi?

- Yes, there is Wi-Fi available for purchase from the Javits Center at the show.

Are dogs/pets allowed?

- No, pets are not allowed on-site for public safety reasons. Certified service animals are welcome.

Do boats have certification?

- Yes, boats have certification.

Can I bring a backpack? Do you have a security check backpacks/luggage bags?

- Yes, however please note that all backpacks/luggage bags are subject to a security inspection at the show entrance.

Is there a place where I can check/store my backpacks/luggage bags?

- Yes, there is a baggage check/storage location in the Javits, directly downstairs from the show entrance.

Directions to the show?

- You can find directions to the show at [Click Here for Directions](#)

Do you have kid's activities?

- Yes, kid's activities can be found at [Click Here for activities](#)

Can I get on the boats?

- Yes, most boats on display are available for the public to board, however, at the dealer's discretion, access to some boats may be limited or require an appointment.
- It is recommended to make appointments with dealers if there are specific boats you would like to board.
- Boarding is limited to one family/group at a time

Will I be required to take my shoes off prior to boarding boats?

- In most cases, yes. Please see the exhibitor's rules prior to boarding the boat.

Do you sell used boats?

- No, but some exhibitors have used and brokerage boat listings available.

Do you rent wheelchairs?

- You can rent wheelchairs through the Javits Center (212) 216-2000

Do you sell beer?

- Yes, beer and other alcohol beverages are available for purchase on-site.

Is food available at the show?

- Yes, there are several locations where food and beverages are available.
- Pre-packaged food options and self-checkout is available

Is there a lost and found?

- Found a lost item? Misplaced something? Lost and found is located at the show office in Crystal Palace lobby.

Is there a shuttle bus from Parking/Train?

- No there is no shuttle bus.

Is there Handicapped Parking?

- There is no public parking at the Javits Center.

Is there parking available? If so, how much?

- There is no parking at the Javits Center however there are several parking locations in close proximity to the show [Click Here for Parking locations](#)

How do I request an accommodation under the ADA?

- Please send an email to us at info@nyboatshow.com for assistance.

What is your policy on guns?

- No firearms, knives, or weapons of any kind are allowed in the show.

What else can I do when I come to the city?

- We partner with NYC & Company, [Click Here to view NYC The Official Guide](#)

We hope you enjoy your visit and should you have any questions please

email us at info@nyboatshow.com or call 646-370-3660