

PAPER MILL PLAYHOUSE RENOVATION QUESTIONS

We are in midst of an exciting campus-wide renovation that includes transforming our lobby, restaurant, and outdoor spaces, enhancing every guest's experience, including the long-awaited addition of more restrooms.

Construction of our front-of-house renovation will begin July 1, 2026, and continue through August 2027. To bring this vision to life, we will present a four-show season instead of our usual five. This is a temporary change that will give us the time to begin the construction project and prepare the site to produce a season during construction.

GENERAL RENOVATION

Is the auditorium being renovated, or just the front of the building?

The auditorium will remain untouched during the scope of the renovation – only the mezzanine will be inaccessible due to the construction on the lobby and surrounding front-of-house area.

How long will these renovations last?

Construction is scheduled to be completed by the end of the summer of 2027.

PARKING AND ARRIVAL

Where will we enter and exit the theater?

A primary entrance to the theater will be located on the **Brookside Drive** side of the building where patrons will access an enclosed walkway to safely and efficiently allow patrons to enter and exit the auditorium. A secondary entrance will be located off Lot A, along the brookside.

How will this affect parking?

Parking Lots B, C and D will be unaffected by the construction. Parking Lot A at the rear of the theatre will be impacted by construction and its accessibility will shift throughout the construction period. Patrons will be notified of its accessibility prior to each show.

Will the shuttle bus still be available? Where will shuttle pickup and drop-off take place?

The complimentary shuttle will still be available for performances, with pickup and drop-off available in front of the building. We encourage patrons to utilize downtown parking lots and visit our Parking webpage for more details about parking availability for performances.

What resources will you provide to keep us warm/dry while we wait outside during the winter?

Our primary goal will be to open the doors to the auditorium as early as possible to reduce wait times for patrons outside.

If I want to buy tickets at the Box Office in person, where should I go? Where will I pick up tickets?

A satellite location for purchasing/exchanging tickets is being set up at the Paper Mill Studios downtown. The hours will be Monday-Saturday, 12:00–6:00 PM. A satellite location for picking up tickets during performances will be located conveniently and close to the main entrance to the auditorium.

SUBSCRIPTION SEATING

What will happen to my subscription seats if I am seated in the mezzanine?

All Mezzanine subscribers will be temporarily reseated in the orchestra section. All Mezzanine subscribers have the option to permanently accept their new orchestra seats, or default back to their Mezzanine seats in the season following construction.

What if I want to skip this season because of the renovations, will you hold my subscription until next season?

All subscribers must renew their packages for the 2026-27 season to guarantee their seats for the 2027-28 season following construction.

ACCESSIBILITY

How does this affect access for guests using a wheelchair?

Our building will still be accessible for patrons in wheelchairs or mobility devices, and all accessible seating in the auditorium will remain available.

Will the sensory seminars still be held prior to audio-described performances?

Due to construction and the need to allow audiences into the auditorium as early as possible, we will not be able to offer pre-show sensory seminars for audio-described performances. We look forward to resuming these offerings in the season following construction!

Will you still offer Autism-friendly performances?

Due to the construction on the lobby and surrounding front of house area, the ability to offer our usual accommodation for Autism-friendly performances (such as our activity center/chill-out zone, and the ability to freely roam) will be significantly limited. Therefore, we will not be able to offer dedicated Autism-friendly performances, but we look forward to resuming these offerings to their full extent in the season following construction. We encourage patrons with Autism or sensory sensitivities to email Accessibility@PaperMill.org to inquire about what accommodations can be offered on a case-by-case basis.

FACILITIES

Will this affect the availability of bathrooms?

Premium Portable Restrooms will be stationed near entrances to the auditorium during construction.

What happens if we need to evacuate?

All standard evacuation procedures will remain in effect during construction – Paper Mill staff are trained and readily able to respond to evacuations and will guide patrons to designated areas of egress.

Will you still have concessions/bars to purchase snacks and drinks?

Will reduced in the number of offerings, concessions will still be available in designated locations during performances.

Have other questions?

Contact Ticketing Services at BoxOffice@PaperMill.org or 973.376.4343
or visit PaperMill.org/TheNextAct to learn more about The Next Act Campaign!