

Microsoft Store and Visitor Center FAQ

For visitors

Q: What is the Microsoft Store and Visitor Center?

A: The Microsoft Store and Visitor Center is an interactive exploration of the past and future of Microsoft. You can check out the very first personal computer or take a sneak peek at the future of Microsoft Artificial Intelligence + Research. Follow along on a guided tour, or set off on your own to discover the ways that we empower everyone to do more.

Q: Who can visit the Microsoft Store and Visitor Center?

A: The facility is open to the public Monday–Friday, 9:00 AM–7:00 PM Pacific Time.

Children of all ages are welcome to experience the Microsoft Store and Visitor Center as long as they are accompanied by an adult at all times. Children under age 17 who are participating in a camp or other educational event must have a Participation Agreement form signed by a parent, legal guardian, or authorized adult caregiver, and they must remain in the facility for the duration of the event.

For guided tours or for groups of 15 or more, schedule your visit with reception by calling [\(425\) 703-6214](tel:425-703-6214) or emailing mvc@microsoft.com.

Q: What are the features of the new space?

A: **The Visitor Center** is being upgraded to showcase the past, present, and future of Microsoft. Guests will be able to experience the company's history by exploring on their own, taking a guided tour, and interacting with displays and presentations. Visitors will be able to get hands-on with the latest Xbox games and bring their imaginations to life in our Minecraft display. And we will always keep things fresh—from cultural exhibits to augmented reality demos and glimpses into the future of artificial intelligence—the Visitor Center will be a one-stop shop to learn how Microsoft continues to empower everyone to achieve more.

The Theater will be a new space in the Visitor Center offering private groups and tours a deeper dive into the world of Microsoft. Tour groups can use this space for visual presentations from guides and hands-on experiences with Microsoft products. And we'll offer trainings on the latest software and host community groups right here on campus.

The Microsoft Store is getting a major upgrade. You'll be able to try out the latest Microsoft products, including the Xbox and Surface product lines, and you'll be able to get your hands on Microsoft-branded swag that can't be found anywhere else.

Q: What are the hours of the new facility?

A: Monday–Friday, 9:00 AM–7:00 PM Pacific Time. A schedule of upcoming events is available on the website. The Visitor Center occasionally closes for private events, so we recommend calling reception at [\(425\) 703-6214](tel:4257036214) or emailing us at mvc@microsoft.com within 24 hours of your planned visit to confirm our schedule.

Q: Where is the new facility?

A: The Microsoft Store and Visitor Center is located in Building 92 of our main campus in Redmond. Visitor parking areas are on the east side of the building and are clearly marked with signage.

Q: Is there a fee to visit?

A: No, there is no fee to visit.

Q: Do you offer guided tours?

A: Yes, we offer guided tours of the Microsoft Store and Visitor Center along with presentations from our team of Microsoft experts. Contact reception at [\(425\) 703-6214](tel:4257036214) to schedule a visit. Visitors are also welcome without a reservation.

Q: Can I host an event at the Microsoft Store and Visitor Center?

A: The Microsoft Store and Visitor Center is open to the general public for general visits. All formal events, however, must be sponsored by a Microsoft employee.

Q: What can I bring with me to the Microsoft Store and Visitor Center?

A: Your inquisitive mind! You can also bring your certified service animal—but other pets are not permitted. Casual filming and photography are allowed.

Q: Can visitors purchase merchandise at the Microsoft Store?

A: Yes, visitors are welcome to purchase merchandise from the Microsoft Store, including exclusive items that are not available anywhere else.