

The Universal Sphere™: FAQs

Where is The Universal Sphere located?

The Universal Sphere is located in the Comcast Technology Center at 1800 Arch Street, Philadelphia, PA 19103. When you arrive to the building, enter the lobby and take the escalators or elevators up to the 2nd floor lobby, where you will see The Universal Sphere.

How can I reserve a ticket to experience The Universal Sphere?

Guests may reserve their complimentary, same-day tickets by visiting TheUniversalSphere.com.

How far in advance should I reserve my tickets to The Universal Sphere?

You can reserve a same-day ticket on the day of your visit starting at 9 a.m. at TheUniversalSphere.com. Reservations are available on a first-come, first-served basis. Tickets can only be reserved on the same day you plan to visit.

What are the hours of operations for The Universal Sphere?

The Universal Sphere will be open five days a week, Monday through Friday, 10 a.m. – 5 p.m.

Do I need to be at the Comcast Technology Center to reserve a ticket?

You can reserve your same-day ticket on site with one of our Experience Guides. If you'd like to reserve your ticket in advance, TheUniversalSphere.com allows you to reserve a time in advance so you can arrive when your show time begins, without having to wait in line.

When I visited the site, why did it prompt me to provide my current location?

Because we only offer same-day reservations, we have limited access to our reservation portal so that guests within a reasonable same-day travel distance to our campus are able to sign up. This is to avoid having guests sign up who aren't able to make their show time, preventing others from accessing tickets.

How long is the experience?

Guests can expect to spend 15 minutes at The Universal Sphere.

For more information, please go to <https://comcastcentercampus.com/>

What happens when you go inside The Universal Sphere?

The Universal Sphere is a cinematic experience featuring a short film, "The Power of I", which explores the power of ideas. Guests are seated on a platform and will experience mild movement, lights, and sound.

What was the inspiration behind The Universal Sphere project?

The Universal Sphere's film, "The Power of I", celebrates the power of ideas. As part of the design for the new Comcast Technology Center, a foundational goal was to feature art, content, and technology that employees and members of the public could experience and enjoy.

How many people per day do you estimate will go through The Universal Sphere?

The Universal Sphere can accommodate 25 guests per showing. We anticipate an average of 30 shows per day to accommodate as many guests as possible.

Is The Universal Sphere just open to employees, or is it also open to the public?

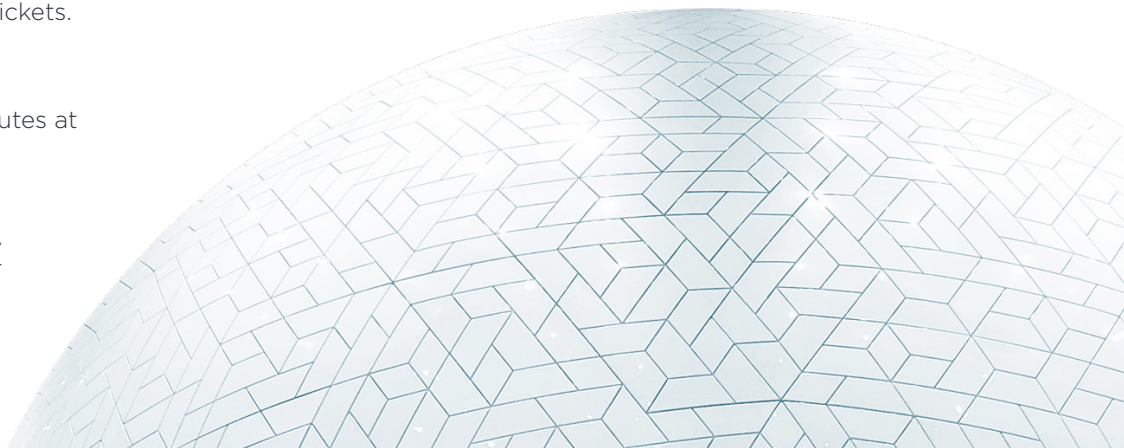
The Universal Sphere is open to the public.

Can I reserve group tickets for The Universal Sphere?

You may reserve tickets for up to six guests at a time. Group inquiries for 7-25 guests can be made up to two months in advance by visiting the Groups link on TheUniversalSphere.com. For groups larger than 25, please e-mail TheUniversalSphere@comcast.com.

What if I miss my designated time slot to experience The Universal Sphere?

You may reserve another ticket once your current ticket expires. You can also modify your ticket up to 5 minutes in advance of your reservation.



I am having trouble completing my reservation. What do I do?

Make sure your location services are turned on. You can find helpful tips here for [Apple](#) and [Android](#) devices. In addition, we recommend visiting [TheUniversalSphere.com](#) on your mobile device. Reservations can only be made for the current day. If you continue to experience issues and are near the Comcast Center Campus, you can visit The Universal Sphere, where our Experience Guides can assist you with completing your reservation.

I closed out of the webpage with my ticket. How can I access it again?

A confirmation with your ticket was sent via email or text. You can also visit [TheUniversalSphere.com](#) and enter the same phone number or email to retrieve your ticket.

Can I modify or cancel my reservation if my plans change?

Yes. Once you receive your ticket, there is an opportunity to modify or cancel your reservation by visiting [TheUniversalSphere.com](#) and entering the same phone number or email used to reserve your ticket. Please cancel your reservation if your plans change, which will allow us to open up the experience to others.

How much are tickets for The Universal Sphere?

The Universal Sphere is free.

When should I arrive for my time slot at The Universal Sphere?

We recommend arriving at The Universal Sphere 10 minutes prior to your reservation time to complete the check-in process.

Do I need to print my ticket?

No, your ticket can be scanned directly from your mobile device via your confirmation e-mail or text.

What if I forget my ticket? Are you able to look up my phone number or e-mail address?

We are not able to look up your reservation, but if you have a mobile device you can visit [TheUniversalSphere.com](#) and enter the phone number or e-mail address used to make your reservation to retrieve your ticket. If you do not have a mobile device, we invite you to stand by until all other guests are checked in and we will do our best to accommodate you.

What can I do while I wait for my reservation at The Universal Sphere?

Guests are invited to explore the [Comcast Center Campus](#) while waiting for their experience to begin. Grab a coffee or meal at Vernick Coffee Bar, admire artwork in our lobby, visit our shops at the Concourse level, or take in The Comcast Experience at the Comcast Center, located across the street from the Comcast Technology Center at 1701 JFK Blvd.

Can I take photos, videos, or any recordings of The Universal Sphere experience?

Photos, videos, and recordings are welcome on the exterior of The Universal Sphere. Once inside The Universal Sphere, photos, videos and recordings of any kind are prohibited.

Will I be able to check any personal items or belongings at The Universal Sphere?

A complimentary coat check is available.

Is The Universal Sphere family-friendly?

The Universal Sphere is accessible for guests of all ages and recommended for guests ages five and older. Children under 48" must be accompanied by a supervising companion, or someone who is at least 14 years of age or older. Children are permitted to sit in the lap of their supervising companion.

Is The Universal Sphere wheelchair-accessible?

Due to the nature of this attraction, The Universal Sphere is able to accommodate one standard wheelchair per show. Guests utilizing an Electronic Convenience Vehicle (ECV) must self-transfer to a standard wheelchair provided by the Experience Guides in order to enter. Please notify an Experience Guide for assistance.

My vision is impaired, or I am blind — will I still be able to experience The Universal Sphere?

Descriptive Audio devices are available for guests to use during their show experience and will be provided by the Experience Guides upon request.

I am hard of hearing, or deaf — will closed captioning be available?

Closed captioning devices are available and will be provided by the Experience Guides upon request.

I have a service animal — can I bring my service animal inside The Universal Sphere?

Guests with service animals may bring their animal into The Universal Sphere if it is able to remain seated on the vehicle floor or on the seat adjacent to the guest. Guests may also choose to have a non-rider in their party wait outside The Universal Sphere with their service animal. For convenience, a kennel is also available.

Does The Universal Sphere move?

Yes, there is mild movement within The Universal Sphere. Guests will be seated on a platform that will raise and turn during the experience. It is not recommended for guests prone to motion sickness.

Who do I contact if I have feedback?

An optional post experience survey will be delivered to your phone or email.