

Complete Unofficial Guide to Masquerade NYC (The Immersive Phantom of the Opera Experience)

I created this guide so Phans have a central place for accurate, helpful information. This is based on all publicly available information and I do not provide inside info.

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LATEST UPDATE: May 6, 2026

There are some affiliate links in this guide. I also make Phan merch: flagbridgedesigns.etsy.com

For questions, updates, or professional inquiries, email me (Andrea) at

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Disclaimer: *This guide is completely unofficial and not affiliated with Masquerade. It was created as a way to centralize information from both official sources and personal experiences. Official sources of info are the website www.masqueradenyc.com and info@masqueradenyc.com*

Masquerade NYC - 218 West 57th Street

Run time: 2 hours, 15 minutes *with no intermission*, Tuesday-Sunday (matinees 13+ Saturday & Sunday, Dark Monday) ***There is no difference between matinees and evening shows.***

Open run, with ticket sales currently through July 5, 2026, but group sales are currently reportedly selling through November 2026.

[VIDEO: "WILL MASQUERADE EXTEND?"](#)

TL;DR:

Runtime: ~2 hours, no intermission

Dress Code: Formal (black, white, or silver only, spots of color okay)

Tickets: \$170–\$300, with rush/lotto options

Pulses: Enter every 15 mins with a unique cast combo

Experience: Interactive, emotionally intense, highly theatrical

Fan Tip: Don't wear heels. You can keep the notes you're handed but don't actively seek out 1v1s. Stay curious & polite. *No, seriously, you don't need to wear kitten heels, either.*

Downscales since 2/1/2026: Cutting of lair candles, elimination of 1 role in the carnival, elimination of Don Juan cards, which have since been reinstated. The elimination of a second carnival character weakens the scene. Other downsizing rumors are just rumors. The other “downsizings” mentioned are fine.

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1. Overview of the Show

Masquerade NYC is an immersive Off-Broadway reimagining of Andrew Lloyd Webber's *The Phantom of the Opera*. Instead of sitting in a traditional theater, only about 50–60 audience members enter the Phantom's world per show, moving through a *multi-story* environment that recreates locations from the Paris Opera House. This experience lets you step inside the story from the grand masquerade ball to the rooftop of the opera house and the Phantom's subterranean lair – with scenes unfolding all around you. The production is directed by Tony Award winner Diane Paulus in collaboration with Andrew Lloyd Webber, who worked to adapt his famous musical into an intimate immersive production that surrounds the audience with the music and action. Webber wrote new incidental music for himself and rumors are that he went room-to-room to adjust the EQ himself!

Masquerade began previews on July 31, 2025 and officially opened in New York on September 28, 2025, at **218 West 57th Street**, a century-old French Renaissance-style building that once housed Lee's Art Shop. While it was announced as a 6-week run, **this show was never intended to be a limited run, however, tickets have been released in batches in order to ensure sellouts and longevity of the show.**

Masquerade is often compared to immersive shows like *Sleep No More*, but it offers a more linear, story-driven experience that is easier to follow than abstract dance theatre. It essentially condenses and “remixes” the *Phantom* plot into a two-hour walkthrough, adding some new scenes and backstory (such as an all-new carnival sequence) while trimming or rearranging other parts. All the iconic songs and moments are still present in some form. You will hear plenty of the familiar *Phantom* score (mostly via recorded orchestration with live vocals), but you'll be *experiencing* them up-close, sometimes with the characters singing at your shoulder or pulling you into their dance. While you do not need to have seen *Phantom* before to enjoy the show, at least *some* familiarity (whether having heard the soundtrack or seen the 2004 movie) is helpful.

2. How the Experience Works

VIDEO: [GUIDE TO THE TRAILER](#)

Masquerade is staged as a guided immersive journey rather than a conventional sit-down show. Attendees enter the venue in small groups at assigned start times (called “pulses”), and each group is led room-to-room through elaborate sets representing different scenes of *Phantom*. You won't have an assigned seat. Instead, you will walk, stand, and occasionally sit in various locations as scenes play out around you. In some moments you may find performers inches away, and you might even become part of the scene (for example, being handed a rose to throw to Christine, or learning a simple dance to join in). It's a bit like being inside a movie or a haunted house.

The running time is about 2 hours (often slightly over, up to ~2:15) with no intermission. Because groups enter every 15 minutes, multiple performances are happening simultaneously in different parts of the building, a complex feat of choreography for the cast and crew. (Don't worry, you will stay with your group and experience the full story in order; you won't encounter other groups, just the performers assigned to you.)

Plan to arrive early: the check-in process is thorough, and **latecomers are not admitted**. Before your entry time, staff will verify your ID (evening shows are 21+), provide a wristband or hand stamp, and require you to check all large bags and coats. Photography and recording are strictly prohibited. Butlers will place stickers over your phone's cameras or ask you to secure your device, enforcing a "phones silent and out of sight" rule. This ensures everyone stays focused on the immersive environment (and also preserves the show's secrets).

Audience participation: You do not need to sing or speak lines, but you will be an "extra" in the story. Expect the performers to interact with guests at times – e.g. Madame Giry might address the crowd with instructions, the Phantom might brush past you or whisper in your ear, and you could be asked to do small actions (like dance a few steps or hold a prop) to enhance a scene. A few lucky guests are given special mementos: during various scenes scene, [letters written by the Phantom](#) are handed to select audience members (if you receive one, you may keep it, but do not actively try to get one—just enjoy the experience)

Finally, when the story reaches its end, you'll be ushered out to the on-site bar and boutique. There is no curtain call or bows – the evening simply transitions into a casual "*after-party*" atmosphere. As of 2/28 there is now an after party with a DJ on weekends and occasionally you can sometimes get in late without having gone to the show. You can purchase themed cocktails or Phantom merchandise and mingle with other guests to discuss what you just witnessed. The bar remains open until 11:00 PM, so you're welcome to linger and let the experience sink in. This is going to soon be going later on weekends. Many attendees love ending the night by swapping theories or favorite moments over a drink, still wearing their elegant attire, as many of the cast comes out to have a drink with them. In all, Masquerade is as much an *event* as it is a show.

3. Pulse Times and Casting

VIDEO: [Dear Diary: I saw all Six Pulses](#) (This video is dumb and silly)

VIDEO: [Comparing All Six Pulses](#) (Answering Redditors)

VIDEO: [THE LAUGH](#) (Rooftop Comparison)

One unique aspect of Masquerade is its "**pulse**" **performance schedule**. A "pulse" refers to each staggered start time (similar to timed entry slots) that launches a group into the show. **Six pulses run each evening**, typically at **7:00 PM, 7:15, 7:30, 7:45, 8:00, and 8:15 PM** (with Saturday/Sunday matinees around 1:00–2:15 PM mirroring the same pattern). Each pulse has its *own cast for the principal roles*, allowing six performances to happen in rotation. In other words, Masquerade employs **six different Phantom & Christine pairs and three Raouls simultaneously**. This casting approach ensures every group sees live performers dedicated to them, and it also enables the show's continuous "assembly line" flow through the building.

Casting by timeslot (this order is the same for matinees):

- **7:00 PM (Pulse 1)** – Phantom: *Kyle Scatliffe*; Christine: *Eryn LeCroy*; Raoul: *Nicholas Edwards***
- **7:15 PM (Pulse 2)** – Phantom: *Telly Leung*; Christine: *Haile Ferrier*; Raoul: *Francisco Javier González*

- **7:30 PM (Pulse 3)** – Phantom: *Quentin Earl Darrington*; Christine: *Francesca Mehrotra*; Raoul: *Dan Hoy*
- **7:45 PM (Pulse 4)** – Phantom: *Nik Walker (out until summer)*; Christine: *Kaley Ann Voorhees*; Raoul: *Nicholas Edwards***
- **8:00 PM (Pulse 5)** – Phantom: *Clay Singer*; Christine: *Riley Noland*; Raoul: *Francisco Javier González*
- **8:15 PM (Pulse 6)** – Phantom: *Ryan Vona*; Christine: *Addie Morales*; Raoul: *Dan Hoy*

***Nicholas Edwards is on the & Juliet tour until June. Gregory Rodriguez is covering Pulses 1 and 4 in his absence.*

Each of these six “teams” stays with their group for the entire 2-hour journey (you won’t see cast members swap out mid-show). The **supporting roles** – like Carlotta, Meg Giry, Madame Giry, Piangi, the opera managers, etc. – are also double-cast or repeated fully across pulses in a complex matrix. For example, the Meg in pulse 1 is the Christine in Pulse 2 and so forth. This means the production can fill all six tracks at once, but it requires a lot of versatile talent and clever scheduling.

[Video: How the Managers Track Works](#)

[Video: How the Opera Singer Track Works](#)

What this means for you as an attendee is that *no two timeslots have exactly the same cast*. Fans sometimes compare notes about which pulse has the “*strongest*” Phantom or which Christine they loved best, and the author of this guide has been asked about a “favorite.” In truth, all the performers are top-notch, but they bring different flavors: for example, seeing Broadway legend Hugh Panaro at 7:30 will feel different from seeing Telly Leung at 7:15, simply because of their unique voices and interpretations, and this will tell you a completely different story. Overall, the rotating casting adds an exciting layer: **Masquerade is never exactly the same twice.**

VIDEO: [Christine Rooftop Comparisons](#) (w understudies)

VIDEO: [Phantom Rooftop Comparisons](#) (w understudies)

(See the Appendix A: Pulse-Time Cast Matrix for a more detailed table of casting by timeslot.)

4. Ticketing (Standard, Lottery, and Rush)

Official email: boxoffice@masqueradenyc.com

[VIDEO: “WILL MASQUERADE EXTEND?”](#)

Standard Tickets: All standard tickets for Masquerade are sold online via the official website (masqueradenyc.com) and authorized partners (telecharge). Tickets are generally **released in blocks** (the initial block covered Sep–Oct 2025, then extensions opened later dates). Given the high demand, performances often sell out quickly when ticket sales are extended. Please keep in mind that despite the marketing of the show, **REPEATING THIS: this is an open run, not a limited run, but the show does need people to show up for it to stay running. So if you’re from out of town, relax. Tickets will probably be available when you want to travel. If you’re from nearby, you should go now.** Regular ticket prices are at the high end for

Off-Broadway: approximately **\$195 to \$241.50** (plus fees, but this has varied both lower and higher) for evening performances, depending on the day and timeslot. Prices can vary slightly. All tickets include any applicable taxes but not add-ons like merchandise or drinks. No “tiered” pricing exists for different areas since the experience is general admission (everyone will be on their feet together), except for **OG’s List**, which is [a waste of money](#) as front of line access gives you nothing in this show but it does give you a half bottle of champagne for an extra \$200.

Important: All evening shows are **21+** (ID required) and matinees allow ages **13+** (previously 16+) with an adult. Be sure to select an appropriate time if you are under 21 or bringing a teen.

When purchasing, you’ll select a specific start time (pulse). **Each ticket is only valid for that entry time** – late arrivals cannot be accommodated due to the immersive, sequential nature of the show. There is typically a **6 ticket limit** per order to prevent large groups from booking out entire pulses. If you have a larger party, you may need to split into multiple pulses.

Lottery – “Lotto 666”: In response to fans clamoring for affordable tickets, the producers introduced a lottery program nicknamed **“Lotto 666”** (a playful reference to “Lot 666” – the chandelier in *Phantom*). The lottery offers a limited number of tickets at the deeply discounted price of **\$66.60**. Unlike many Broadway lotteries that are online, Lotto 666 is an **in-person, pre-show lottery event**. The first Lotto 666 was held as a special event on November 16, 2025, with entries opening at 5:00 PM at the venue and winners drawn at 6:00 PM (for tickets to that night’s performances). This was a fun community event that also featured trivia and giveaways and ended up giving away about 40 tickets.

After a hugely successful turnout (hundreds showed up for the first lottery), the producers announced they would bring back Lotto 666 for future dates and have continued to do them intermittently. To participate, you must **show up in person** at the designated time (usually 5:00 PM on lottery day) and fill out an entry. You *must* meet the dress code to enter (show up in at least cocktail attire – they want the lottery crowd to feel part of the event). If your name is drawn, you can purchase up to 2 tickets at \$66.60 each, cash or credit. Lottery winners typically get to join one of the later pulses that same evening (e.g. 7:45 or 8:00 PM). Keep an eye on Masquerade’s Instagram or sign the Phantom’s Ledger (their email list) for announcements about upcoming lottery dates.

****PRO TIP**- LOTTO LOSERS-**The best thing about the lottery is to actually show up and lose, because then you get a choice of \$90 (recent update: \$120) tickets to future dates, typically a week night on a future date in the following two weeks. You do have to wait in a long-ish line (about 45 minutes) of other lottery losers to get them but considering you’re basically getting half priced tickets, this is a steal. So, I now basically always play the lottery. [VIDEO: LOTTO LOSERS](#)

Rush/Standby – “Black Tie Standby Line” and Digital Cancellation Line: If you’re feeling lucky or the show is sold out, Masquerade also offers a **standby rush line** for last-minute tickets. Dubbed the **“Black Tie Standby Line,”** this program makes a *very limited* number of tickets available *in person* on the day of the show, when available from cancellations or no-shows. Standby sales begin **1 hour before each performance** (so around 6:00 PM for a 7:00 pulse, etc.) at the venue’s box office. Tickets are **\$170 each** (significantly cheaper than full price, though not as low as the lottery) and are first-come, first-served. Everyone in the standby line is **required to dress in proper attire** (the name “Black Tie Standby” is not a joke – if you show up in jeans or

not meeting the dress code, they may refuse to sell to you. If you plan to try the standby line, come prepared: dress up, arrive early (people often line up well before the 1-hour mark on popular nights), and have a backup plan in case you don't get in. Standby tickets are limited to one per person present (to prevent a single person buying multiple) and are subject to availability – some days there may be 5 tickets, other days none.

Note: People who have done standby on random week nights have reported success showing up 30 minutes before their preferred pulse time. I showed up on a completely sold out night at 6:45 and was offered 7:30 or 7:45. I went at 7:45 and saw Maree Johnson's last show. Everyone who did the standby line that night got it, with no entries at 8 or 8:15.

[A digital cancellation line](#) via TodayTix was Announced on December 9, 2025. Digital cancellation tickets are **\$178** and go on sale at **9 am** the day of the performance. There are approximately 60 each. They are not available every day.

Are there other discounts? No. Even corporate buy-outs have paid full price. However, “full price” has changed.

Ticketing Tips: Buy early, and if a date is “sold out” online, remember that the standby line might be an option if you're local. In addition, **keep refreshing online**—right now, as the show is selling well, the box office is allowing returns and exchanges, so keep checking. Also, if you initially snag a ticket but can't attend, the official policy does not allow refunds or exchanges – but you *can* contact the box office (boxoffice@masqueradenyc.com) to possibly transfer your ticket to a friend (they check ID, so name changes require coordination). There's also a lively fan community where people occasionally trade tickets at face value if they have an extra – just be sure any transfer is done legitimately via the box office. **Avoid scalpers**; since tickets are date-and-name-specific and everyone must adhere to dress code and age restrictions, buying from third parties is risky (and the venue can deny entry if something is off).

Lastly, when you secure a ticket, you'll receive detailed **“Instructions”** by email or on the website. This includes your show time, the address, dress code reminders, ID requirements, as **PASSWORD WHICH IS VERY IMPORTANT** and a warning that **late entry is not allowed**. Read this carefully. Masquerade's mystique is part of the fun, but you don't want to miss out because you arrived at 7:10 for a 7:00 slot!

Videos I made on ticketing:

[\(1-Refreshing for Sold Outs\)](#) [\(2-House Seats and OG's List\)](#) [\(3-Lottery and Rush\)](#) [\(4-Lotto 666\)](#)

5. Dress Code and Attire Expectations

Stuck on Masquerade attire? Here are some [recommendations for masks and other essentials](#).

[VIDEO: What should you wear to Masquerade?](#)

One of the first things the Opera Ghost demands of his guests is: dress to impress! Masquerade has a *strict and playful dress code* that is integral to the experience. In the Phantom's own words (via a mysterious letter he released to the press): **“You must dress in black, white or silver, or a combination of these colors. You must at all times conceal your face. A masquerade mask in black, white, or silver is required.”** SPOTS of color are okay if it still matches these general

themes Also, “**do not wear high heels**” as they could be treacherous in the winding passages of the venue. In short: think **formal masquerade ball** – monochrome elegance with a mask – and prioritize comfort for movement.

If you show up in less than formal attire, you will be given cloaks to wear. I saw it happen.

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<https://ko-fi.com/flagbridgedesigns>

Here's a breakdown of the attire guidelines and tips:

- **Allowed Colors: Black, white, and silver only.** You can mix these (e.g. a black suit with a silver tie, or a white dress with black accents), but *no SIGNIFICANT additional colors*. Spots of color are okay. You'll see here I did a "christinebounding" dress inspired by the Broadway hannibal bodice. The idea is to create a visually cohesive crowd that matches the Phantom's monochromatic ball. The staff will actually turn away folks wearing off-code colors or provide accessories to cover up bright hues. (For example, someone in a red dress might be given a black shawl – better to just stick to the code!) Fortunately, black and white formalwear is easy to find, and silver allows for some sparkle.





- **Attire Formality: Cocktail or formal attire is required.** Most guests treat it like a **black-tie event** – men in tuxedos or dark suits and ties, women in evening gowns or cocktail dresses. Many women choose long dresses, often with sequins or beading (silver gowns have been especially popular, bringing some shine to the monochrome palette). With long dresses, please be mindful of just how long/big they are – you are in a big group with small spaces and you don't want guests to trip on your dress, or to slow down everyone's movement while you pick up your long dress). Men often wear classic black tuxes or suits, sometimes even adding phantom-esque flair like vintage tailcoats or opera gloves. You do not have to rent a tux or ballgown if you don't have one, but you should wear something that qualifies as dressed-up (a nice black shirt and black pants or something else that meets colors will do; just avoid jeans and hoodies and the like). The vibe can range from modern chic to period-inspired – some patrons

have fun evoking Victorian or Belle Époque styles to match the 1880s setting, while others go for sleek contemporary formalwear (as you can see from my range I've been both). As long as it's dressy and in the color scheme, you have freedom to express yourself. There are also no specific gendered requirements to the dress code and there have been some amazing "genderbent" and fluid outfits

- **Masks:** Yes, you **need a masquerade mask** (either half-face or eye mask – not a full face-covering like a Halloween mask—but hey Lin-Manuel Miranda wore a full face mask). Many attendees bring their own elegant masks to coordinate with their outfit. If you do, **make sure it's comfortable and doesn't obstruct your vision or breathing.** Avoid giant feathered creations that might poke others or overly cover your peripheral view; masks that stay close to your face are best. **If you don't bring a mask, they will provide one** at check-in. The provided masks are actually quite nice – they're black fabric eye masks with the Phantom's rose logo woven in, a cool souvenir you can keep. I personally found them very itchy and now have my own mask that I wear to every show.



Most people choose to wear masks the entire show (it adds to the mystique), but if at any point you feel uncomfortable or need to adjust, you can step aside briefly.

- **Shoes:** *Comfort, comfort, comfort.* The Phantom himself has banned **stilettto heels**, and for good reason – you’ll be walking on various floor surfaces (carpet, wood, maybe even rooftops) and going up and down stairs. Women and others who like to wear heels are **strongly advised to wear flats or low/block heels**. Elegant flat shoes or even dressy boots are great options. If you must have a bit of height, a wedge or chunky heel is safer than a spike. Mascos should wear formal shoes but make sure they are broken in; you don’t want painful blisters halfway through. Also note that for much of the show you’ll be standing – so think about cushioning and support. But seriously please **DO NOT WEAR HIGH HEELS. UNLESS YOU ARE ON THE ADA ROUTE, YOU WILL BE WALKING UP AND DOWN SIX FLIGHTS OF STAIRS AND FREQUENTLY STANDING FOR TWO HOURS.**
- **Other Considerations:** Since you’ll be moving, ensure your outfit has some mobility. For example, tight pencil skirts or very restrictive suits might make climbing stairs awkward. Long gowns are fine (they add to the glamor) but be ready to lift your hem when walking to avoid tripping.
- **Accessories:** You can have fun here – lots of guests wear things like lace gloves, ornate jewelry, or faux-fur wraps (in black/white) to elevate the look. Just nothing that would interfere with others’ experience: e.g. avoid large hats or anything with bright lights (yes, someone tried a light-up mask – not allowed). A small clutch or pocket is useful to hold your phone and ID, since large purses must be checked—but you can still get it after the show before returning to the bar so it’s really fine. Keep in mind the lighting in many rooms is dim (for ambiance), so don’t bring something you’ll need to constantly fiddle with.
- **Atmosphere:** Embrace it! Dressing up is part of the fun. When you arrive and see everyone in their Phantom-chic finery, it truly sets a magical tone. It’s also practical: wearing the mask and blending into the aesthetic makes you feel like a participant in the masquerade, not just an observer.

In summary, **plan your outfit ahead of time**. If you don’t own something suitable, it’s worth borrowing or buying – many attendees have likened it to preparing for a prom or wedding in terms of formality. Here are some of the outfits I’ve worn!

[*Shop my outfits here!*](#)

(For more specific fashion tips and suggestions, see Appendix B: Outfit Planning Guide.)

6. Venue Layout and Accessibility Info

VIDEO [Mapping Masquerade](#) (PART 1)

VIDEO [Mapping Masquerade](#) (PART 2)

[NYC Buildings: Official Plans](#) (some have changed)

Layout: The experience spans *multiple levels and rooms*. Without spoiling all the surprises (we'll go room by room in the next section), you can expect to visit spaces corresponding to famous Phantom scenes: e.g. a grand ballroom, an opera rehearsal stage, a backstage "fly loft" rafters area, the rooftop of the opera house (yes, you go onto a real rooftop outdoors if the weather is nice!), a graveyard, the Phantom's lair deep underground, and more. For instance, you start on an upper floor for the Masquerade ballroom scene, later you descend via an escalator into the basement for the lair scene, later still you climb stairs and even step outside onto the actual roof. The production made use of an existing escalator in the building (from its retail days) and also installed plenty of stage magic to get groups around efficiently. Don't worry about getting lost – the audience is always guided (usually by characters like Madame Giry or various stagehands called "Butlers" in character), and you generally move as one unit from room to room.

Accessibility: Despite the many stairs and moves, the venue is ADA-compliant and accessible to those with mobility needs. They have elevators and accessible pathways that staff can use to help guests bypass steps as needed. If you or someone in your party uses a wheelchair or cannot do stairs, contact the Masquerade team in advance via email (access@masqueradenyc.com) to make arrangements. During the show, there will be staff members (often dressed in black masquerade attire) who can discreetly guide you to an elevator at key transition points. According to Reddit and Facebook, audience members who used the ADA route praised the production for being "very handicapped-friendly". There are also periods where the audience is split between levels (for effect), but if someone can't navigate to a certain small nook, the team finds an alternative so you won't miss the scene. Bottom line: accessibility is taken seriously – reach out ahead of time, arrive early, and the staff will make sure you can experience the show comfortably. If you suspect you may require this route but are not sure, please feel free to reach out and they can help you to make the decision.

For those with other needs:

Visual/audio accommodations haven't been specifically noted (no supertitles, etc., since it's mostly in English and song), but if you have hearing issues, being so close to actors usually helps with clarity.

Sensory warnings: There are strong lighting effects (strobos, flashes) and periods of darkness, as well as loud sound effects (gunshots, pyrotechnic pops, music at high volume) and fog/haze throughout. If you are sensitive to these, consider earplugs and be prepared for some startling moments. Also, a few scenes are in tight quarters or involve crowds pressing together (e.g. following characters through a narrow passage). If you're **claustrophobic or uncomfortable in close crowds**, you might want to stay toward the back or edge of the group where you have a bit more space. The show is generally not scary/gory, but it has *intense* moments (the Phantom's violence is depicted, though stylized) and some *mild adult content* (drinking, a bit of seduction). Use discretion if bringing a teen to a matinee.

Venue facilities: There **is a restroom**, but importantly **there is no intermission**, and you cannot freely wander off to use it at any time. If you have an emergency, speak to a staff member (they may discreetly escort you out and back in at an appropriate moment). Otherwise, it's best to go *right before* the show. The restrooms are located near the entrance (so you'd probably miss part of the show to go back). Because of this, try to limit liquids beforehand. Speaking of liquids –

each guest is handed a **complimentary glass of champagne** as you enter the first room (21+ only; underage get a non-alcoholic drink); **there is a non-alcoholic option** for non drinkers. You can enjoy this during the opening scene. Later in the show, there's a scene in a "freak show" where they offer a small sample of whiskey (last show for me this was tequila so I think this varies) (or water) (also varies as this has been lemonade or grape juice) to the audience to toast with. Aside from these, there's no food/drink service until the end bar. So plan to eat dinner before (no food is allowed inside, and you wouldn't have time to consume it anyway).

Climate and Comfort: The building is climate-controlled. If you're going in winter, dress warmly for waiting outside (the line often forms on the sidewalk before entry) but know you'll need to check coats. During the rooftop scene, you are actually outside briefly, but in cold or inclement weather this is actually a completely different sequence indoors. Generally you won't be outside for long, but if it's a cold night, a tuxedo jacket or shawl is still a good idea even during the show. The event ends by 10:30-10:45 PM for the last group, so keep transit in mind if you're attending the late pulse (the venue is in Midtown, near many subway lines and buses)

Finally, **exiting:** After the show, you'll end up in the ground-floor bar/merch area. You can retrieve any checked items from coat check. Merchandise typically includes items like Masquerade-branded masks, posters (some signed by cast or even ALW on special occasions), apparel, and Phantom souvenirs. The building's location on W 57th St. is safe and busy, even at 11 PM, so you should have no trouble getting a cab or walking to transit after. Give yourself a moment to decompress – you will have just traveled from the opera house roof to the catacombs and back again!

7. How Masquerade Differs from a Traditional Phantom Production

Minimal spoilers ahead: this section outlines the show's unique structure and storytelling techniques without walking through every beat. For full spoilers, appendix B is a list of all my videos. If you're avoiding any plot-specific elements, skip to Section 8.

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<https://www.patreon.com/c/FlagbridgeDesigns>

[VIDEO: Comparing Masquerade to Other Immersive Productions](#)

[VIDEO: About the Carnival of Shadows](#)

Masquerade NYC reimagines *The Phantom of the Opera* as an immersive, room to room experience that blends traditional musical numbers with physical storytelling and nonlinear transitions. While the core story arc and music are preserved, the structure, character focus, and presentation are notably different from the stage or film versions.

Key Differences

Narrative Structure: Rather than presenting Phantom in two distinct acts, Masquerade flows continuously from room to room. It opens with a prologue masquerade ball (set later in the timeline in the original version), then jumps backward to tell the origin story.

Scene Rearrangement: Scenes like “Masquerade,” which traditionally occur after the intermission, are shown early as an opening celebration. Elements like the Phantom’s lair and origin story unfold in an altered order to enhance emotional beats.

If you really want to be ready in advance, I made a video teaching you the Masquerade dance but [Madame Giry will teach it to you](#).

Multiple sequences of the same scenes. There are two “scene splits” in the show, one where you break into two groups and another into three. This means that you’ll see different things!

New Content: Masquerade includes brand-new scenes not seen in traditional versions:

- A **Carnival flashback** exploring the Phantom’s childhood

- An entire three-scene sequence in the Phantom’s lair that is not in the original show

- Madame Giry as an omnipresent guide

- Interactive segments like dancing, rose-throwing, or audience participation in rehearsals

Visual Effects & Staging Innovations: Expect:

- Riding escalators “into the lair” while Christine and the Phantom row beside you

- A reimagined mirror duet (rotating set piece vs. mirror illusion)

- A rooftop graveyard under the real NYC skyline (weather permitting)

- Intimate choreography with characters inches away

8. Cast and Creative Team

Note that out-of-house swings and covers may not be listed in the program except at the performances in which they appear, but are listed here to the extent of knowledge. In addition, many cast who “depart” may be known to come back to emergency or temporarily cover from time to time. Pro-tip: Dance Captain [Nathan Keen](#) is the best account to follow to keep up about understudy announcements!

My favorite thing about Phantom is how a [different trio gives a different story](#). *Masquerade* does that with every show!

Character	Principals	Understudies
The Phantom	Kyle Scatliffe, Telly Leung, Hugh Panaro (Until 2/1/2026), Quentin Earl Darrington, Nik Walker, Clay Singer, Ryan Vona, Jeff Kready (7/31/2025-	Cooper Grodin (Departed), Jeremy Stolle, Chris Ryan (not put-in), Sean Seamus Thompson, Nkrumah Gatling, Nicholas Edwards

	1/18/2026)	
Christine Daae	Eryn LeCroy, Haile Ferrier, Francesca Mehrotra, Kaley Ann Vorhees, Riley Noland, Addie Morales, Anna Zavelson (Until 1/18/2026)	Claire Leyden, Audrey Logan Georgia Mendes, Tia Karaplis, Betsy Morgan
Raoul de Chagny	Nicholas Edwards, Francisco J. Gonzalez, Paul Adam Schaefer (7/31/2025-2/1/2026), Dan Hoy, Gregory Rodriguez	Nkrumah Gatling, Lee H. Alexander, Chris Ryan, Jeremy Stolle
Madame Giry	Liz Pearce Diennet, Betsy Morgan, Maree Johnson (7/31/2025- 1/18/2026), Tia Karaplis	Claire Leyden, Gabrielle Enriquez, Georgia Mendes
Boy in the Cage/Young Phantom	Maxfield Haynes, Kody Jauron, Kevin Zambrano	Nkrumah Gatling, Nathan Keen. Lee H. Alexander, Dario Natarelli
Monsieur Andre	Matthew Curiano (Raymond J. Lee: 7/31/2025-10/12/2025)	Charles Osborne, Nkrumah Gatling, Cooper Grodin
Monsieur Firmin	Jeremy Stolle	Nkrumah Gatling, Cooper Grodin, Charles Osborne, Astan Ross, Sean Seamus Thompson
Carlotta	Satomi Hoffman (Betsy Morgan, also alternated Giry 7/31/2025-2/1-2026)** Note as of late February 2026 she is back in the show	Nicole Ferguson, Claire Leyden, Tia Karaplis, Georgia Mendes
Piangi	Kevin Stephen McAllister (credited as principal but never put-in) Sean Seamus Thompson, Mark Banik, Michael Kuhn (the Piangis rotate), Phumzile Sojola (7/31/2025-12/19/2025),	Michael Kuhn, Cooper Grodin, Nkrumah Gatling, Charles Osborne, Jeremy Stolle

Buquet	Jacob Lacopo, Andrew Wotjal	Nathan Keen, Matthew Curiano, Charles Osborne, Cooper Stanton
Barker	Chris Ryan, Charles Osborne	Charles Osborne, Astan Ross,
Violinist	Bryan Hernandez-Luch	Nikita Yermak, Sami Merdinian
Carnival of Shadows	Anna Monoxide Laura Lee Anderson Rawb Lane (7/31/2025-2/1/2026, role cut) Joseph Kerr (Fire Breather)	Alaska, Renne Renata Bergan, Faux Pas Le Fae, Judah Frank, River Glassberg, Cj Christina Johnson, Aurora North, Stefan Pildes, Cyclone Jack Sullivan (Fire Breather)
Ensemble	Gabriella Enriquez, Nkrumah Gatling, Maxfield Haynes, Kody Jauron, Nathan Keen, Jacob Jacopo, Georgia Mendes, Charles Osbrone, Andrew Wojtal, Kevin Zambrano	Swings: Lee H. Alexander, Annelise Baker, Jacob Burns, Astan Ross, Nkrumah Gatling, Cooper Grodin (Departed), Cooper Stanton, Claire Leyden, Olivia Tarchick, Dario Natarelli, Milena Comeau, Audrey Logan, Sean Seamus Thompson

9. Fan Knowledge, Tips, and Theories

Masquerade has quickly spawned a passionate fan community that combines the “Phandom” (Phantom of the Opera fandom) and immersive theater fandoms. Here are some **fan-derived tips, observations, and fun theories** that can enrich your experience or help you prepare:

- **Interact, but Don’t Disrupt:** One of the *most common questions* is “How do I get one of those letter props or a special interaction?” **DO NOT TRY TO DO THIS!. Enjoy the experience.** Nearly everyone gets to have some kind of 1v1 interaction with the cast, whether it’s getting a dance during masquerade, a note, a brush of the shoulder, etc. Fans have complained about individuals who push to be in front of every scene, when in fact being in the back of one scene may mean that the following scene is even cooler. Just enjoy it.
- **Don’t hold hands and be willing to be split up.** If you go with someone, it’s okay if you get separated for a bit. You’ll live and you can regroup between scenes.
- **Easter Eggs & Throwbacks:** The creative team hid some nods for eagle-eyed phans. They are hidden all over the set. [Here is one of my favorites!](#) And more ([SPOILERS](#))

- **Community and Online Groups:** A Reddit subreddit (r/MasqueradeNYC) and Discord servers emerged even before the show opened. They're great places to read reviews (with spoiler tags), ask questions, and share excitement. People have posted detailed recaps and cast and crew have been known to occasionally lurk. *Be mindful of spoilers if you haven't seen the show.* There's also a Facebook group for Masquerade where folks exchange costume ideas and sometimes resell tickets at face value if they can't go. Chances are if you have this guide, though, you already are on reddit, discord, instagram, or facebook =)
- **Post-Show Mingling:** After the show, especially if you attend the final pulse of the night, **stick around at the bar.** Cast members often come out to grab a drink or meet friends, and they're usually happy to chat, sign your program, or take a quick photo if you ask politely. They appreciate enthusiastic but respectful fans.
- **Comparisons to Broadway:** Fans of the original stage show will inevitably compare. The consensus: Masquerade is **not meant to replace the Broadway production** but to complement it. It's apples and oranges, and true phans love both for different reasons. Many hope this immersive approach introduces new audiences to Phantom's story who maybe never saw it on Broadway.
- **If You're a Non-Phan:** Some immersive theater fans who weren't huge Phantom aficionados still enjoyed it greatly. The show does hold your hand through the plot, albeit in a whirlwind way.
- **Merch:** On fan boards people often ask about merch and the answer: yes, they sell stuff, but it's a smaller selection than the current US Tour has. They currently have two T-shirts, a sweatshirt, posters, a stationary set, a wax seal set, a magnet, a pin, and an elephant print.

10. Special Events, Parties, and Soirées

On occasion, *Masquerade* will hold special parties that take over the entire venue. The opening night party was the blueprint for this, and the first open-to-the-public event was [Le Bal Macabre](#) on Halloween night. These events have **two ticketed events**: the show and the party. You can purchase *either or both*. For New Year's Eve, [Le Bal Lumière](#) also includes a dinner option. These events often feature members of the cast and various specialty acts and have included some of the original characters from the ARG including Madame Zephyrine. These are one of the few opportunities to party in various parts of the building, and tickets to the Soirée-only option goes fast. We will certainly be seeing more of these to come.

I personally attended Le Bal Lumiere and the most fun I had on New Years. Imagine a bunch of theater kids singing showtunes under a chandelier. At Phantom

Note that if you attend one of the early pulses during the Le Bal Lumiere you can exit to attend dinner and return for the party afterwards.

The *Scramble* was a two-night event where four of the pulses switched Phantom and Christine pairings, which also resulted in the first all-Black trio.

As of March the production announced in their email that they are now hosting private events and you can email them at soirees@masquerade.com to arrange your private function

As of Spring 2026, Masquerade announced two new offerings, the **Nocturne**, which turns the venue into a DJ/nightclub after weekend shows and sells tickets separately on Friday, Saturdays, and Sundays for \$40 (or included with admission to the show), and that the **Lake Bar (Lair Bar if you're normal)** is open from 9:30 to the public. The Nocturne soft launched on 3/28.. I attended in late April and [posted my review to youtube](#).

11. Frequently Asked Questions (FAQ)

Q: How long is Masquerade?

A: The show runs about **2 hours** from your entry time. It can be a bit over (up to ~2h15m) depending on how quickly groups move, but plan for roughly two hours of continuous experience. There is **no intermission or break**.

Q: Are there any age restrictions?

A: For **Evening performances**, all attendees must be 21 or older (IDs are checked). This is because alcohol is served and the immersive environment is adult-oriented at night. **Matinee performances (weekends) allow ages 13+** (under 18 with an adult). Initially the matinee age minimum was 16 but it's been lowered to 13 due to demand from families. The show's content is PG-13 (some scares, violence, and a bit of sensuality, but no gore or strong profanity).

Q: Is Masquerade scary? (I don't do haunted houses!)

A: While it has intense moments and some jump scares (e.g. sudden loud noises, the Phantom appearing suddenly), it's not a horror maze where performers try to traumatize you. Think of it as thrilling *theater*: you might gasp when the chandelier drops or when Buquet is attacked, but it's all within the dramatic context of Phantom. There are no actors trying to make you scream beyond what the story demands. If you handled the suspense of the original Phantom stage show, you'll be fine here just expect a bit more up-close intensity. The one exception is **Nik Walker's pulse at 7:45**. He has a tendency to lurk.

Q: Do I need to know the Phantom story or music beforehand?

A: Not necessarily. The show hits the main plot points clearly enough that newcomers can follow along (especially with Madame Giry narrating transitions). That said, being familiar with the songs and story can enrich your experience. You'll catch references and appreciate how Masquerade riffs on the original. If you have time, listening to the Phantom OCR or watching the 2004 film beforehand can't hurt. But plenty of attendees who never saw Phantom have enjoyed Masquerade as a standalone immersive adventure.

Q: What language is the show in? Are there subtitles?

A: The show is performed in **English** (with the same lyrics/libretto by Webber, Hart & Stilgoe, aside from one French phrase here or there). No subtitles or supertitles are provided. If English isn't your first language, you might miss some lyrics since they're sung in real time around you. But because it's immersive, even if you miss a few words, you'll understand through action (you literally see what's happening). Non-English speakers have attended and still enjoyed the spectacle, even if some details flew by.

Q: Is there a coat check / what do I do with my stuff?

A: Yes, there is a complimentary coat/bag check. In fact, large bags and backpacks must be

checked (they won't let you carry anything bulky through the show). Check anything not essential. You can also get it after the show and bring it back to the bar. I usually do this if I have cast gifts etc.

Q: Can I bring my own mask or will one be provided?

A: You can bring your own masquerade mask (just abide by the color scheme: black, white, or silver). Make sure it's secure and doesn't impede your vision – you'll be walking in low light at times. If you don't have one or forget, Masquerade will provide a mask at entry. The provided ones are comfortable elastic eye masks with a Phantom logo, and many keep them as souvenirs. Most guests do wear masks (it's part of the fun). Many guests have worn this mask with glasses, and have said it is comfortable whether you wear the glasses over or under the mask. Otherwise, If wearing glasses, a mask on a stick might work better for you (I'm not sure about this part, I really don't think you want to have to hold it up the whole show), or you can modify an elastic mask to fit.

Q: Are photography or videos allowed?

A: No. As mentioned, phones will be stickered over and must remain put away during the performance. Photography and recording are strictly prohibited inside the show. They want everyone "in the moment" and also to keep the experience secret for future audiences. You can take photos in the lobby/bar area or outside the venue with your group (and trust us, you'll want some of your snazzy outfits), but not during the show. There are staff actively watching, and any attempt to pull out a phone or camera will get you a swift warning or removal. So just don't.

Q: Is there a lot of walking? What if I have mobility issues or get tired?

A: You will be on your feet for most of the 2 hours, walking or standing. There *are* moments of sitting: for example, about ~10 minutes during "Point of No Return" in the opera sequence you get to sit. And occasionally there are benches in a scene (if you're quick you can snag a seat for a short song). But assume you'll be active. If you have **mobility issues**, the show can accommodate via elevators and by giving you a spot to sit when needed – just contact them ahead of time as noted in Accessibility (Section 6). If you just get a bit tired, look for opportunities: lean on a wall during a scene, take a quick rest when the group is stationary. Wear truly comfortable shoes (can't say that enough). The adrenaline and engagement do make the 2 hours go by surprisingly fast, but it's good to be prepared. Bathroom-wise, as covered, there's no formal break, but if it's an emergency, discreetly ask staff and they'll try to guide you out and back.

Q: What if I'm late? Can I join my group after it's started?

A: Unfortunately, no. Latecomers cannot be admitted once a pulse has begun. The nature of the show (moving through tight spaces) means they can't insert you without disruption. If you miss your slot, you likely forfeit the ticket (they warn about this in the instructions email). If a true emergency delayed you, you can talk to the box office – they might try to reschedule you for another day at their discretion, but no guarantees. It's best to plan to be early. Aim to arrive at the venue 15 minutes before your time; that way even if there's a line or slow check-in, you're safe.

Q: Are drinks or food available during the show?

A: During the show itself: you'll **receive a complimentary champagne** (21+) or non alcoholic substitute at the start which you can carry with you initially. Later you might get a small drink sample (like the whiskey shot at the carnival scene). Other than that, no food or drink is served

until the end. There are water stations discretely around the set. You cannot bring outside drinks/food in either. After the show, at the bar, they have a full selection of themed cocktails, wine, beer, etc. Many people stick around to enjoy a “Masquerade” cocktail or the like. So definitely **eat before** you come. Two hours on your feet after champagne on an empty stomach = not fun. I usually put a snack in my purse to eat after the show.

Q: What do I wear?

A: See **Section 5 (Dress Code)** for full details. In short: **formal black/white/silver attire and a masquerade mask** are required. Treat it like a gala or fancy wedding with a Phantom twist. Comfortable shoes, no stilettos. **DO NOT WEAR HIGH HEELS.** The formality is non-negotiable – they will enforce it. So don’t come in casual clothes expecting to be an exception. Part of the joy is everyone looking fabulous together, so dive in! Again, that formality isn’t specifically gendered!

Q: Can I meet the cast or get autographs?

A: There is no formal stage door set-up since it’s not a traditional theater with an accessible stage door. However, as mentioned, if you hang at the bar after the final show, some cast members often appear socially. It’s okay to politely compliment them or ask for a quick signature/selfie if they seem open to it. They’ve been through a very interactive show too, so many are quite friendly with guests. Just be respectful of their personal space/time.

Q: Is the show wheelchair accessible throughout?

A: Yes, the venue and show are designed to be **fully accessible for wheelchair users** or those who need elevators. When booking, it’s advised to notify them of any wheelchair or mobility needs so they can be ready. They have alternate routes (like elevators between floors) and staff to assist. You won’t miss scenes; you might just be positioned slightly differently (e.g., perhaps at the front or a particular side to ensure you can maneuver). They have kept accessible viewing in mind, so don’t hesitate to attend if you use a wheelchair or cane. Just email the access team ahead of time to coordinate.

Q: I have severe claustrophobia/cannot handle being touched by strangers, or am *shomer negiah* – should I skip this?

A: It depends on severity. There are a few narrow passages and moments when the group clusters closely (e.g. following characters through a doorway), but it’s not like you’re stuck in a tiny closet; the building is fairly spacious. If mild claustrophobia, you could manage by staying toward the back or edges, where you can step out of crowd if needed. Performers might touch your shoulder or hand briefly, but nothing aggressive – if you look uncomfortable, they won’t force interaction on you. If being in any crowd or dark enclosed space triggers panic, an immersive show might not be enjoyable. Use your judgment – maybe watch some spoiler-free reviews. They do limit audience to ~60, so it’s not a huge mob. Many scenes you can stand near an exit or corner if that makes you feel better. You may not want to attend at all if you truly cannot attend being touched by strangers at all—there’s a good bit of shoulder touching.

If you are *shomer negiah* please do keep in mind that you will not be able to 100% avoid any contact, but please do reach out to the production in advance. You will not be the first person with this consideration to attend =)

Q: Will I get to hear all the famous Phantom songs?

A: Well, um...Almost all, yes! You’ll hear “*Masquerade*,” “*Think of Me*,” “*Angel of Music*,”

“Phantom of the Opera,” “Music of the Night,” “All I Ask of You,” “Wishing You Were Somehow Here Again,” “Point of No Return,” and the final “Down Once More/Track Down This Murderer” trio bits. But the notes sequences are completely changed. Many are abbreviated for timing (e.g., not every verse of every song is sung). “The Mirror” scene song is done in a new way. They also include “Learn to Be Lonely,” which is a treat for fans of the 2004 movie[143]. The only notable omissions are some ensemble numbers like the full “Notes” or full “Prima Donna” (only snippets appear), and “Poor Fool, He Makes Me Laugh” (Carlotta’s opera scene) – the whole *Il Muto* scene is skipped in favor of backstory. And no “Don Juan” chorus number; they jump to Point of No Return.

Q: How does Masquerade compare to Sleep No More or other immersive shows? (for those who’ve done that)

A: They’re different beasts. Sleep No More (SNM) is a free-roaming, choose-your-own-path dance theater where you explore a building and piece together a story non-linearly. Masquerade is much more guided and narrative – you stay with a story from start to finish, like a traditional show but moving. You won’t be separating from your friends or chasing actors on your own; you experience it as a group. Masquerade also has full songs and dialogue, whereas SNM was wordless. If SNM’s freedom was overwhelming for you, you might find Masquerade easier to follow. If you loved SNM’s exploration aspect, note that Masquerade won’t let you open drawers or wander off – it’s not that kind of sandbox.

Q: Will I be separated from my group? I don’t want to be separated from my partner/spouse/etc.

A: You may be separated *momentarily* during a scene (please consider being willing to not hold hands the entire show, it’s actually annoying and disruptive to everyone else), but will be able to reunite at the end of the scene. This is actually very fun because you can share your different perspective at the end. Most of the time, you will be together!

Q: I bought a 7:15pm ticket and my friend has a 7:30pm, can we go together?

A: No. You’ll see them at the bar afterwards.

Q: I heard something about signing a ledger or an ARG (alternate reality game) – what’s that?

A: Early marketing for Masquerade included an online component where fans could “**Sign the Phantom’s Ledger**” on the website. This was basically a mailing list signup with a thematic twist (you’d get red wax-sealed invitations via email). There was also an entire [Alternate Reality Game](#) leading up to the show (some of which was a cohesive part of the story and some of which led nowhere). (See the Appendix for a section of videos on the ARG)

Q: Is there a dress code for the standby line or lottery?

A: Yes, actually. The **Black Tie Standby Line** requires you to be in dress code (or at least close – they say proper attire required). The logic is if you get in, you need to be ready to go. For the **Lotto 666** in-person lottery events, while they may not strictly enforce attire for entry, they encouraged folks to come dressed up (and many did, turning the lottery drawing into a Phantom-themed gathering). Plus, if you win, you head straight into the show, so you’ll want to be dressed appropriately anyway. Best bet: assume any time you hope to get in, you should be dressed code-compliant.

Q: I'm scared to go out in NYC alone/to a show alone. Will you go with me?

A: You can go to Masquerade by yourself. People do it all the time. No, I will not go with you. NYC is actually one of the safest cities to be alone. Public transit runs 24/7. NYC is a grid, google maps works, everything in Manhattan takes 20 minutes, 40 if the subway stops in the tunnel.

Q: Where should I stay/eat?

A: This is not a hotel or a food guide (although that might be coming soon!) although I will note that the [Manhattan Club](#) hotel on 56th street has a full unrestricted view of the rooftop scene, which I learned by accident when my family put me up there when I was too sick to travel and [happened to look out my window](#).

Masquerade has also partnered with the following establishments (this is directly copy and pasted from my password email on 12/8/2025)

- [Paris Bar](#) – A touch of Paris, one block away.
120 W 57th St
- [Le Jardin Rooftop](#) – A skyline escape above Paris Bar.
120 W 57th St
- [Brooklyn Diner](#) – Classic American comfort food, right next door.
212 W 57th St
- [Redeye Grill](#) – Fresh seafood, prime steaks and live music just around the corner.
890 7th Ave
- [Trattoria Dell' Arte](#) – Authentic Italian, less than a block away.
900 7th Ave

Q: I have more questions or concerns. How can I contact the organizers?

A: The official website masqueradenyc.com has an FAQ and a contact form. For specific inquiries like accessibility or group sales, use the provided email (e.g., info@masqueradenyc.com or access@masqueradenyc.com for accessibility needs. They also respond on their social media DMs often. If you're already at the venue and need help, the staff on site are extremely helpful – they've been getting great reviews for their handling of audience needs. Don't hesitate to ask one of the "house staff" (often in black attire with small Phantom masks on) if you need anything when you're there.

Hopefully this FAQ addresses most common curiosities. The biggest piece of advice from veterans: **go with an open mind and be ready to play along**. If you do, you're in for an unforgettable night at the Opera Populaire (via 57th Street)!

12. Appendices

Appendix A: Pulse-Time Cast Matrix

Below is a simplified matrix of the principal cast for each **entry pulse time**. Use this as a reference if you want to choose a slot by who's performing, or afterward to identify which actors you saw. (Note: Casting can be subject to change with alternates, but this was the standard schedule as of the latest information.)

Pulse	Phantom	Christine Daaé	Raoul de Chagny	Carlot Giudicelli	Andre	Firmin	Madame Giry	Piangi	Young Phantom	Meg Giry	Mirror Bride
Pulse 1 (1:00 pm / 7:00 pm)	Kyle Scatliffe	Eryn LeCroy	Nicholas Edwards (Gregory Rodriguez covering until 6/15)	Satomi Hofman	Matthew Curiano	Jeremy Stolle	Liz Pearce Diennet	Kevin Stephen McAllister (HAS NOT STARTED YET)	Maxfield Haynes	Haile Ferrier	Gabriella Enriquez
Pulse 2 (1:15 pm / 7:15 pm)	Telly Leung	Hailie Ferrier	Francisco Javier Gonzalez	Satomi Hofman	Matthew Curiano	Jeremy Stolle	Tia Karaplis	Kevin Stephen McAllister	Kevin Zambrano	Francesca Mehrotra	Gabriella Enriquez
Pulse 3 (1:30 pm / 7:30 pm)	Quentin Earl Darrington	Francesca Mehrotra	Dan Hoy	Satomi Hofman	Matthew Curiano	Jeremy Stolle	Satomi Hofmann/Betsy Morgan (Alt every 2 days)	Kevin Stephen McAllister	Kody Jauron	Kaley Ann Voorhees	Gabriella Enriquez
Pulse 4 (1:45 pm / 7:45 pm)	Nik Walker (out until summer)	Kaley Ann Voorhees	Nicholas Edwards (Gregory Rodriguez covering until 6/15)	Satomi Hofman	Matthew Curiano	Jeremy Stolle	Liz Pearce Diennet	Kevin Stephen McAllister	Maxfield Haynes	Riley Noland	Annelise Baker
Pulse 5 (2:00 pm / 8:00 pm)	Clay Singer	Riley Noland	Francisco Javier Gonzalez	Satomi Hofman	Matthew Curiano	Jeremy Stolle	Tia Karaplis	Kevin Stephen McAllister	Kevin Zambrano	Addie Morales	Annelise Baker
Pulse 6 (2:15 pm / 8:15 pm)	Ryan Vona	Addie Morales	Dan Hoy	Satomi Hofman	Matthew Curiano	Jeremy Stolle	Satomi Hofmann/Betsy Morgan (Alt every 2 days)	Kevin Stephen McAllister	Kody Jauron	Georgia Mendes	Annelise Baker

Key Supporting Roles: Madame Giry, Carlotta, Meg, Piangi, etc., also rotate. For example, Carlotta is alternated between Satomi Hofmann and Betsy Morgan (one or both usually appear each night in different pulses). Madame Giry is played by one actress in some pulses and by others in different pulses. The managers (André/Firmin) are consistently Matthew Curiano and Jeremy Stolle respectively. The “Boy in the Cage” (Young Phantom) might be Maxfield Haynes in some early pulses and Kevin Zambrano or Kody Jauron in others. Ensemble members cover multiple tracks; if you’re curious about a specific performer (like “who was the ballerina in Buquet’s scene at my show?”), the Masquerade website, Discord servers, or Reddit can often help you identify them via context.

The above matrix shows the *primary* assignment for the characters at each entry time, which are the roles most audiences are keen to know. If a performer is out, an understudy from the cast will fill in (for instance, Jeremy Stolle could perform Phantom if needed, or Francesca Mehrotra could step in for Christine at another pulse – those contingencies exist but aren't part of the base schedule).

For the truly curious, here's how the pattern works: Notice Raoul and Christine performers double up – Nicholas Edwards does Raoul for Pulse 1 and 4, Francisco Gonzalez for 2 and 5, Dan Hoy for 3 and 6. Meanwhile each Phantom is unique to their pulse. Christine actors each get one pulse as Christine, and in another pulse they usually appear as Meg or an ensemble role (Haile Ferrier, for example, is Christine at 7:15 but Meg at 7:00). This intricate puzzle is what Diane Paulus meant by “38 performers... some do one show, some do all six... a very complicated matrix”. While the entire creative team was not included in here, a casting director **Kate Lumpkin** pulled off quite a feat in pulling together this cast.

Fans have made spreadsheets mapping every role in every pulse (including who is playing whom during masquerade. For example, Kody Jauron is Precosia the Unicorn in Masquerade, Baby Byrne is the Statue, and so forth) – if interested, check fan forums for the full “cast tracking” for each time slot. But for most, the table above suffices in choosing a favorite Phantom or Christine to see. In any case, rest assured that **all combinations offer a high-quality experience** – the producers cast each pulse thoughtfully, so there isn't a “bad” cast.

Appendix B: Masquerade Video Library

I've made a lot of videos about Masquerade! These are NOT all my videos—I have left out some of my silly meme/reaction videos. But I HAVE included all the videos that include the timeline of the lead up to the show! Ticketing videos in the ticketing section.

Tour of the Newspapers at Lee's Art Shop (Spring 2025):

[Part 1](#)

[Part 2](#)

[Part 3](#)

[Part 4](#)

[Part 5](#)

[Part 6](#) (Full Outdoor Tour)

[Part 7](#) (Full Outdoor Tour)

THE ALTERNATE REALITY GAME

Pre-Opening Drops & Letters:

First Drops and [Phone Number Reveal](#)

[Close Ups of Newspapers](#)

[The Newspaper Drops](#)

[I got my Letter from the OG!](#)

[Recapping the Drops \(April 2025\)](#)

[WHO IS THE GHOST HUNTER](#)

[Lees Status Update](#)

[Ghost Hunter Update](#)

[Ghost Hunter & Madame Zephyrine Tarot Reading](#)

[Overview of the ARG](#)

[Another Offline Drop!](#) This one wasn't posted to their stories!

[Mask Maker](#)

[Rumors?](#) (How many were true?)

[The seance at the Majestic](#)

[The OC's in the ARG](#)

[JEREMY STOLLE IS THAT YOU](#)

The Go-Live

[Ticket Launch](#)

[Initial Accessibility Info](#)

[The Ice Cream Truck](#)

[The Official Cast Announcement](#)

[I Got Tickets and Crashed Out](#)

[Reading the Fine Print](#) (not all of this actually applies FYI)

[T-Minus One day!](#)

[Invited Dress](#)

[Fit Check](#)

[Remember When the Show Almost Didn't Happen Because of a Thunderstorm?](#)

[AND THEN IT DID](#)

PREVIEWS & BEYOND (ASSUME THESE HAVE SPOILERS)--Some of this has changed

[First Reaction](#) (No Spoilers)

[RECAP NO SPOILERS](#)

[1st Preview SPOILER RECAP \(Part 1\) \(Part 2\) \(Part 3\)\(Part 4\)](#)

[Costumes in Masquerade](#)

[Overall Thoughts](#)

[Mapping Masquerade](#)

[My Favorite Thing About Immersive Phantom](#)

[Memorabilia from Masquerade](#)

[The Bed Thing](#)

[Easter Eggs](#)

[Foreshadowing](#)

[Comparing Masquerade to Other Immersive Productions](#)

[How the Managers Track Works](#)

[A 1v1 With the Phantom \(Explained more\)](#)

[How Carlotta/Piangi Track Works](#)

[LORE LORE LORE](#)

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Thanks for reading — and for being part of this community. I keep these guides free so everyone can access them. If you'd like to support future updates, you can do so here:

<https://ko-fi.com/flagbridgedesigns>

For professional inquiries (brand collaborations, corrections, media, etc.), contact me at:

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FlagBridge Designs is run by Andrea, a Navy veteran, writer, and creator documenting Phantom of the Opera and other artistic experiences around the world. She's attended more than forty performances of five productions worldwide and inspires phans to "live the lore."

@flagbridgedesigns on all social media platforms (primarily Instagram and Youtube)