



## **Chattanooga Zoo Membership FAQ**

### **WHAT DOES A CHATTANOOGA ZOO MEMBERSHIP INCLUDE?**

- All Zoo Membership levels include:
  - FREE Zoo general admission for 12 months
  - Discounted admission to special Zoo events
  - FREE or discounted admission to over 150 zoos and aquariums nationwide
  - Free subscription to our quarterly ChattaZOOga magazine and e-newsletter
  - Exclusive previews of new exhibits and invitations to special members-only events
  - 10% discount on purchases in the Zoo Gift Shop
  - Discounts on Zoo Birthday Parties, Zoo Camp, and Educational Programs
  - Participation in the Kid's Passport Program.
  - 10% discount in Wild Burger
- Plus Memberships also include:
  - Two one-time guest passes and unlimited carousel rides
- Deluxe Memberships also include:
  - Six one-time guest passes, unlimited carousel rides and four zoo tour upgrades

### **HOW MANY, AND WHICH PEOPLE ARE ALLOWED ON OUR MEMBERSHIP?**

- All Family memberships allow two named adults and all the children in the household under the age of 18. Grandparent's memberships allow two named adults and all their grandchildren under the age of 18. Individual Plus memberships allow one named adult.

### **DO YOU OFFER ANY DISCOUNTS ON MEMBERSHIPS?**

- We offer a 20% discount to all U.S. Military Service Members and those with Veteran Status. To receive the discount, please visit the Zoo Gift Shop with a valid Military or Veteran ID.

### **CAN I APPLY MY RECENT ADMISSION TOWARD THE PURCHASE OF A MEMBERSHIP?**

- Eligible admissions fee may be applied towards a purchase of a membership the day of admission purchased.

### **WHO IS CONSIDERED AN "ELIGIBLE CHILD"?**

- "Eligible children" are children under age 18 residing in the same household OR the grandchildren of the primary member. Children under age two are always free.

## **WHAT IF I DON'T HAVE CHILDREN BUT WOULD LIKE TO PURCHASE A MEMBERSHIP FOR ME AND MY SPOUSE?**

- The Individual Plus membership level is valid for one named adult and one guest. The unnamed guest is not a zoo member, but a guest of the member listed on the membership. The guest is not eligible for memberships benefits.

## **IS THE TERM OF MY MEMBERSHIP A CALENDAR YEAR OR TWELVE MONTHS FROM PURCHASE?**

- All new and lapsed memberships are valid for one full year from the date of purchase. Renewed membership terms are added to the existing expiration date.

## **WHEN WILL I RECEIVE MY PERMANENT MEMBERSHIP CARD?**

- Membership cards are printed on zoo grounds immediately upon membership purchases. For those memberships purchased online, card will be printed on ground during your next visit at the zoo.

## **I HAVE A "GUEST" LISTED ON MY MEMBERSHIP CARD, WHO CAN I BRING?**

- A guest is anyone ages 2 and over. A guest may only enter with a named member.

## **MY CHILD IS VISITING THE ZOO WITHOUT ME. WHAT SHOULD HE BRING?**

- Your child should bring:
  - Membership card (or a copy of the card)
  - An ID for one named adult on the card (for example, a copy of a listed adult's driver's license).
- Remember the person accompanying your child will need to pay admission fee to visit the zoo unless your card has a Guest listed on the card.

## **CAN MY NANNY OR CAREGIVER BRING MY CHILDREN TO THE ZOO?**

- Memberships are not transferable, but you can add an additional guest to your membership by choosing either the Additional Unnamed Guest option (\$35) or Additional Named Adult (\$30) so that your nanny can bring your children to the Zoo in your absence without paying admission.

## **HOW DO I UPGRADE MY MEMBERSHIP?**

- Memberships may be upgraded at any time during the membership term by paying the difference between the current level and the higher level. Level upgrades do not change the expiration date. Members who wish to upgrade within 1-2 months of expiration may also choose to simply renew at the higher level. You may upgrade your membership in

the Zoo Gift Shop. To renew a membership at a higher level, you may do so online or at the Zoo Gift Shop.

#### **CAN I ADD EXTRA PEOPLE TO MY MEMBERSHIP?**

- For additional guests beyond the Primary and Secondary Card Holder, we offer the Additional Unnamed Guest option for \$35.00 or the Additional Named Adult for \$30.00. This can be done during purchase either online or in the gift shop. You must visit the Zoo Gift Shop to add people after the membership is purchased.

#### **CAN I ADD FOSTER CHILDREN ONTO MY MEMBERSHIP?**

- Yes. You may list all of the children under the age of 18 that live in your household.

#### **CAN I GET A REFUND OR TRANSFER MY MEMBERSHIP TO SOMEONE ELSE?**

- All memberships are non-refundable and non-transferable.

#### **CAN I LEND MY MEMBERSHIP CARD TO A FRIEND OR FAMILY MEMBER?**

- No. Memberships are non-transferable and are valid only for the person/persons listed on the card. A second ID may be checked upon admission to verify that the person using the card is the name listed on the membership.

#### **I'M MOVING OUT OF TOWN, CAN I GET A REFUND ON MY MEMBERSHIP?**

- Membership dollars directly support the Chattanooga Zoo's operation and conservation work, therefore are non-refundable. However, please check with the local zoo in the area you move to for reciprocal zoo offers for the remainder of your Chattanooga Zoo membership.

#### **HOW DO I CHANGE A NAME, MAILING ADDRESS, OR OTHER INFORMATION ON MY MEMBERSHIP?**

- To change a name or any information on your membership, please email us at [membership@chattzoo.org](mailto:membership@chattzoo.org)

#### **WHAT SHOULD I DO IF I HAVE LOST OR CAN'T FIND MY MEMBERSHIP CARD?**

- You may also bring a valid ID to our Zoo Gift Shop to request a new card.

#### **CAN I LEND MY CARD TO A FRIEND OR RELATIVE?**

- Your membership is non-transferable, allowing only those adults listed on the Membership cards and your children under age 18 to be admitted free of charge. We try very hard to keep our Membership prices affordable for as many people in our

community as possible, please encourage your friends and family to join us so that they too can enjoy Membership benefits.

### **IS MY CHATTANOOGA ZOO MEMBERSHIP GOOD AT OTHER ZOOS OR AQUARIUMS?**

- The Chattanooga Zoo has a reciprocity agreement with over 150 zoos and aquariums nation-wide offering either free or discounted admission. Please visit our reciprocity link for information. We also encourage you to contact the zoo or aquarium you plan to visit ahead of time to confirm the agreement. We do not have a reciprocity agreement with the Tennessee Aquarium.

### **ARE CHATTANOOGA ZOO MEMBERSHIPS TAX DEDUCTIBLE?**

- No. Memberships are not tax deductible due to the value of the membership. Tax-deductible donations may be made in addition to your membership.

### **WHAT IS THE PASSPORT PROGRAM?**

- The Chattanooga Zoo offers a program specifically for our members' kids. Visit the Zoo monthly to learn about our featured Adventure Passport animals. Answer the questions about the featured animals each month and have your passport stamped to win prizes. For more information, or to pick up your passport, visit the Zoo's gift shop.

### **WHY HAVE YOU REQUESTED MY EMAIL ADDRESS?**

- Email allows us an easy way to keep you up-to-date on Zoo happenings and special events. You will occasionally receive member-only invitations to events happening at the Zoo.

### **DO MEMBERS RECEIVE FREE PARKING?**

- The Zoo offers free parking for all guests, members, and non-members.

### **HAVE ANOTHER QUESTION?**

- Email [membership@chattzoo.org](mailto:membership@chattzoo.org)