

MEMBERSHIP FAQ:

Q: How many and which people are allowed on our membership?

A: 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 the grandchildren under the age of 18. Individual Plus memberships allow the adult named on the card plus one guest, either an adult or child. No additional discounts are allotted to guests of members, only those named on the member account and/or if they have purchased the add-on for 'unnamed' or 'named' adult.

Q: Can I decide later to upgrade to a higher membership level?

A: Yes, you are always allowed to upgrade at any time.

Q: Is my membership tax deductible?

A: No. Memberships are not tax deductible due to the value of the membership. Tax deductible donations may be made in addition to your membership on our website or in person.

Q: Can I lend my membership card to a friend or family member?

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

Q: Can we add foster children on our membership?

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

Q: Do members receive free parking?

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

Q: How can I replace a lost or stolen membership card?

A: You may call or visit our front admissions desk 423-697-1319 or email us at membership@chattzoo.org to report lost or stolen cards. A small fee to replace a card may apply.

Q: Is my membership good at other zoos and aquariums?

A: Yes! All of our members receive free or reduced admission to over 160 zoos and aquariums nationwide. You can view our reciprocal list on our website:

http://www.chattzoo.org/pdf/Chattanooga_Zoo_Reciprocity_List.pdf

Reciprocity is a voluntary program; it is always a good idea to call ahead to confirm your discount with the visiting zoo or aquarium as current status are subject to change at any time. *(Updated August 2019)*

Q: Will I receive my card and information in the mail?

A: No. We do not mail out cards, you will receive your card upon your first visit to the Zoo after purchasing your membership. You will be asked at that time to give your address, telephone, and email address and any other additional information you'd like on your member profile, including the second named adult. All of your additional purchases, including carousel rides or donations to the Zoo are attached to your membership card and account.

Q: What discounts do members receive on the Zoo grounds?

A: Along with free admission for a full year, all members receive discounts on Gift Shop purchases, Wild Burger, and train rides for \$2.00. As well as discounts on birthday parties, event rentals, educational

programs and camps with enrichment activities happen daily.

Q: Are memberships refundable?

A: Unfortunately we do not allow refunds on the purchase of a membership.

Q: If I renew my membership early, do I lose time?

A: No. Your new membership is added onto the end of your existing membership. If your membership expires in June 2019 and you renew in January 2019, the expiration date on your card and account will say June 2020.

Q: What about families with adults with special needs?

A: Special needs families can bring in an unnamed adult (the caregiver) as the member/card holder, whether listed on the account or not. Adults with special needs over the age of 18 and their caregiver are all considered under the membership account.

Q: What does my money from the membership purchase go toward?

A: The cost of membership goes directly into our Zoo's operating budget to care and tend to our 900+ animals we have onsite at the Chattanooga Zoo. Your membership helps us to continue to provide excellent care to our special species and educate on conservation and sustainability practices. Including towards our new endeavors in growing our zoo and bringing giraffes to the Scenic City!