

MEMBERSHIP FAQ:

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

A: All Family/Grandparents memberships allow two named adults and all the children/grandchildren in the household under the age of 18. Individual memberships allow the adult named on the card plus one guest, either an adult or child. Those named on the member account and if they have purchased the add-on for 'named' adult may visit for free for the full calendar year their membership is valid. There is also the option to purchase an 'unnamed' guest that will allow free admission under the membership. Unnamed guests must always be accompanied by those named on the membership. Our Family/Grandparents level memberships allow for half off admission for up to two (2) guests per visit. The Family/Grandparents Deluxe memberships offer six (6) one-time use guest passes, followed by half off admission price for up to four (4) guests per visit once those passes run out.

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: Zoo memberships are purchased for the goods and services offered by means of the membership and are **NOT** tax deductible EXCEPT if the amount paid is \$75 or less. Memberships \$75 and under are considered an insubstantial benefit and are therefore 100% deductible. Please consult a tax advisor for additional information. All donations made outside of membership are tax deductible and can be made in person when visiting or online.

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 or Gift Shop, 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. You are welcome to have your card reprinted upon your next visit to the Zoo.

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/ChattZoo_Reciprocity_List_Updated_Jan_2020.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 January 1, 2020*).

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 and all children in your family under the age of 18 if your membership is a Family/Grandparents or Deluxe level. All of your additional

purchases, including member named and unnamed add-ons and 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, camel rides for \$5.00 and train rides for \$2.00. If you are a Deluxe member, you receive (5) five free train and (5) five free camel rides per membership. As well as discounts on WILD Encounters, 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 2020 and you renew in January 2020, the expiration date on your card and account will be June 2021. That will update in our system and you are welcome to have your cards reprinted with the updated expiration date upon your next visit.

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 unique species and educate on conservation practices. Your support also goes towards our new endeavors in growing our Zoo and bringing giraffes to the Scenic City!
