

## Membership FAQs

### **Q) When will I get my membership card?**

**A)** Your membership card should arrive within two weeks from time of purchase. If you renew in person, a temporary card will be given to you. If you mail your payment, please allow additional time for processing.

### **Q) May I visit before I get my card?**

**A)** Sure! Just bring your photo ID and your temporary card, or a printed copy of the email confirmation if you purchased online, to the Admissions window.

### **Q) Can I bring guests with my membership?**

**A)** That depends on your current membership level. If you have an Individual, Family, or Grandparent membership, *only* the one or two adults named on the card are admitted for free. For each Plus One added to a membership, you may bring one free guest (of any age) per visit for a year. And of course, Conservationist members may always bring two free guests per visit. Guests *must* be accompanied by a named card holder.

### **Q) What if I want to bring a guest before I get my card in the mail?**

**A)** Just stop by the Admissions window with your photo ID and your temporary card, or a printed copy of the email confirmation if you purchased online, to verify your membership level.

### **Q) May I still visit if I have misplaced my membership card?**

**A)** Yes, just stop by the Admissions window and present your photo ID. If you have misplaced your card permanently, you can order a new card for a \$5.00\* processing fee. Your new card will be mailed to you. \*Price subject to change.

### **Q) Why do I have to show photo ID when I use my card to enter the zoo?**

**A)** As a non-profit organization that relies heavily on membership and attendance for support, we need to prevent misuse of our membership cards. We also want to protect our members should their cards be lost or stolen. We try very hard to keep our membership prices affordable for as many people in our community as possible. Protecting your membership privileges helps us maintain revenue for the Zoo and keep prices low for our members. If memberships were shared by families and neighbors, our

revenue would be severely reduced and we would have little choice but to raise our prices.

**Q) May I lend my membership card to a friend or family member?**

**A)** No, memberships are non-transferable and are valid only for the person(s) whose name(s) appears on the card. Photo ID is *required* for entrance.

**Q) May I purchase or renew my membership online?**

**A)** Yes, you can purchase a new membership, renew an existing membership, or give a gift membership on our website.

[www.lszoo.org](http://www.lszoo.org).

**Q) What if I don't want to order online?**

**A)** You may also purchase your membership in person at the Tiger's Paw Gift Shop during regular zoo hours or over the phone by calling 218-730-4500.

**Q) May I purchase a membership for more than one year?**

**A)** At this time, we do not sell memberships for multiple years.

**Q) When does my membership expire?**

**A)** Your membership will expire one year from the last day of the month of purchase. For example, if you buy a membership on January 2, 2010, it will expire January 31, 2011.

**Q) Do I lose any time on my membership if I renew early?**

**A)** No, you do not lose any time on your membership. If you renew early, a year will be added to your existing expiration date.

**Q) What happens if I upgrade my membership or add a Plus One before the expiration date?**

**A)** Your membership will be upgraded to the level that you choose for the remainder of your current membership. Upgrading your membership will *not* change your expiration date. Therefore, if you are within two months of expiration, you should simply renew your membership at the higher level. This will extend your membership at the higher level for one year from the current expiration date.

**Q) How do I make a correction to my membership card?**

**A)** If your card contains a spelling or other error, contact the Zoo Office at 218-730-4500 or send an email to [members@lszoo.org](mailto:members@lszoo.org) with your member number, full name, and the correction to be

made. If it was our error, we will issue a corrected membership card free of charge.

**Q) How may I change my mailing address or email address?**

**A)** You may change the mailing or email address for your membership in person at the Tiger's Paw Gift Shop, over the phone by calling 218-730-4500, or by sending an email to [members@lszoo.org](mailto:members@lszoo.org) with your member number, full name, old address, and new address.

**Q) Do you offer a discount for Active Military, students, or seniors?**

**A)** No, at this time we do *not* offer membership discounts for Active Military, students or seniors.

**Q) Is my membership payment tax deductible?**

**A)** Yes, your payment, less the fair market value of the benefits you receive, is tax deductible for income tax purposes. However, the difference between the fair market value of benefits received and the membership payments is not significant. If you choose to have your membership payment fully tax deductible, you can opt not to receive membership benefits. To do this, please call the zoo office at 218-730-4500.

**Q) May I transfer my membership to someone else?**

**A)** No, memberships are non-transferable and are valid only for the person whose name appears on the card.

**Q) May I put my membership on hold?**

**A)** No, memberships become active immediately upon purchase and are valid for one full year. They cannot be suspended.

**Q) When may I use my membership? Are there blackout dates?**

**A)** Membership is valid for general admission entrance to the Lake Superior Zoo during regular operating hours all year long, including special events. **NOTE:** Membership does *not* cover children's admissions to Boo at the Zoo and may not apply to other selected fundraisers.

**Q) May I use my Lake Superior Zoo membership when I come with a group such as my child's field trip?**

**A)** No. Zoo memberships are not allowed to be used for group admissions. If you and or your child are part of a pre-paid

organized school/group field trip, then you cannot use your membership to enter the Zoo. If you are not an assigned chaperone with your child's group, but want to accompany your child, you may use your membership and enter the Zoo apart from the group. Your child *must* enter with the school group or field trip.

**Q) Can my children gain admission to the Zoo if I send them with an adult other than the ones named on my card?**

**A)** No. One named card member must accompany the children during each visit to the Zoo. Children will not be allowed entry with the membership card without a named adult present. The Plus One membership option (\$15) can be added to any membership level and allows you to name an additional adult on your card, such as a nanny or babysitter.

**Q) Do members receive discounts on food, merchandise, or strollers?**

**A)** Members may use one free stroller per visit, based on availability (strollers are not available in the winter months). Members receive a 10% discount on all purchases in the Tiger's Paw Gift Shop and Safari Café. Members also have the option of purchasing a discounted pass for the Zoo Train. See the Gift Shop for details.

**Q) Is my membership good at other zoos? Is my membership from the Minnesota Zoo good at the Lake Superior Zoo?**

**A)** Yes, there are over 100 zoos and aquariums nationwide that reciprocate with the Lake Superior Zoo for free or reduced admission. The list is updated every year and is subject to change. Please check with each institution before visiting. **We reciprocate with the Minnesota Zoo for 50% off regular admission.** Simply present your membership card and photo ID. **NOTE:** For the purpose of reciprocal admissions, most zoos define a Family Membership as two adults and two children only. Be prepared to pay the difference.

**Q) What are the levels of membership?**

**A)** The membership levels are:

**\$35 Individual** – For one adult named on the card.

**\$55 Household** - For a maximum of two named adults residing at the same address and their dependent children under 18.

**\$55 Grandparent** – For a maximum of two named adults residing at the same address and their grandchildren under 18.

**\$80 Conservasionist** – For a maximum of two named adults residing at the same address and their children or grandchildren under 18 **PLUS** two additional free guests per visit.\*

**\$15 Plus One** – This option can be added to any membership. For each additional \$15, you can bring one guest per visit for a year.\* **Or** use this option for an additional named adult(s) on the card. If used in this manner, *only* the named adults may use the card (i.e. no additional guests).

\*Guests *must* be accompanied by the named adult on the card.

**Q) May I bring guests with me to special events?**

**A)** Yes, if the guests are covered under the terms of your membership. For Boo at the Zoo, your free guests *must* be adults.

**Q) Now that I have a membership, when are the best times to visit?**

**A)** The animals are most active first thing in the morning and at closing time, especially during the hot summer months. The Zoo is least crowded in the afternoons and during the winter months. Field trips are prominent in the spring. To experience less congestion and see our animals at their most active, we encourage winter visits! The zoo is open year-round, and our animals stay on exhibit all winter long. Our bears do not hibernate, and most of our animals are native to cooler climates. On very cold days, our kangaroos and African lions are given the option of staying inside.