

Memberships: *Frequently Asked Questions*

Q: Who can be admitted with a Tracy Aviary membership?

A: Memberships are intended for same-household families, guests attending with them, and child caretakers (i.e. nannies, grandparents.) They are not intended to be shared by multiple households. For schools, businesses, and other organizations, ask about our corporate and non-profit membership options by emailing JulieW@tracyaviary.org

Q: Who is named on the membership, and who must be present for admittance?

A: Each membership is attributed to a single named cardholder, and a single membership card will be issued. The membership card bearing the cardholders name is required for admittance. This cardholder is not required to be present at entry, but if the membership card is not present, only an ID of the cardholder will grant access.

Q: Can my spouse or other adult member of my household attend without me if I'm the primary cardholder?

A: Yes, but the membership card must be present.

Q: What do I do if my membership card is missing or damaged?

A: An ID of the primary cardholder can be used for admittance in the case that the membership card cannot be presented. You may replace your membership card at request for a \$2 fee (*Beginning January 1st 2020*)

Q: For how long is the membership valid?

A: Memberships are valid for one year, ending on the last day of the same month it was purchased. For example, if you buy your membership at the beginning of January, it will expire on the 31st of January the following year.

Q: When can I renew my membership? Does renewing early or partway through my current membership shorten my term?

A: You can renew at any time. Regardless of when you renew your membership, the new term will begin after your current term. Renewing your membership before it expires will not shorten the term length of your membership.

Q: Do you offer any discounts on the memberships?

A: Currently, no discounts are offered on new memberships. If you are a returning member and you renew prior to your expiration, or within the week after it expires, you get a 10% discount on the membership price.

Q: Can I upgrade my membership mid-term?

A: Yes. A membership can be upgraded to a higher level membership at any point in the membership's term. Regardless of when the mid-term upgrade is purchased, upgrading will cost the full difference between the cost of your current membership, and the membership you are upgrading to.

Q: How does the reciprocal program work?

A: With your membership, you receive free or discounted admission at participating AZA accredited zoos and aquariums, as well as American Horticultural Society botanical gardens across the country. *(excluding those within a 90 mile radius of our location)*

We also offer reciprocal benefits with a variety of local partners. The reciprocal program is subject to the individual rules of each participating zoo, aquarium, and botanical garden. Be sure to call ahead.

Because this list regularly updates, please refer to our membership webpage for the full list of participating locations:

<https://tracyaviary.org/memberships>

Q: What other benefits do I get with my membership?

- A:**
- 10% discount in the Nature Store gift shop
 - 10% discount at the Bird Feeder Café
 - 10% Discount on Nose to Beak Experiences
 - Discounts on Camps and Classes
 - \$1 off Get Close Encounters
 - Tracy Aviary E-Newsletter Subscription
 - Access to special member events
 - Up to 10% off special event tickets

Q: What discounts to members get on camps and classes?

- A:**
- Little Chicks pre-school classes: \$2 off/class
 - Full-day, week-long summer camps: \$25 off
 - Half-day, week-long summer camps: \$12.50 off
 - Individual day camps - fall and spring: \$5 off/day
 - Individual half-day camps - summer (if offered): \$2.50 off/day, \$5 off/day if registered for both AM and PM sessions

Tracy Aviary memberships are non-refundable, and non-transferable. Tracy aviary reserves the right to change these policies with or without notice. We reserve the right to revoke membership benefits based on inappropriate or harmful behavior, or fraudulent use of the membership