

Why do I have to show photo ID with my membership card?

All named adults present must show photo ID upon entering the Zoo and at all rides and attractions to prevent misuse of memberships. As a non-profit organization, we rely greatly on membership and admission revenue for support. If memberships were shared by families and friends, we would not be able to support your Zoo as effectively. Not only does requiring an ID protect the value of all memberships, but it also protects you if your card is ever lost or stolen.

I have nanny/caregiver privileges, how do I use this?

For memberships that include nanny/caregiver privileges, your membership card, a brief permission note from you and the caregiver's photo ID are required on each visit. If the nanny/caregiver fails to provide these items, they will be required to purchase admission. Nanny/caregivers may not bring additional guests under the membership.

I have a Flexible Guest as part of my membership. What does that entitle me to?

Flexible Guests can be a different adult or child each visit and must be accompanied by a named member on the card during their entire visit. Guest re-entering the Zoo must obtain a hand stamp for re-entry.

The other named adult on my membership card is unable to come with me. May I bring a guest in their place?

No, only those adults named on your membership may use the membership card. For added flexibility, we suggest taking advantage of our Flexible Guest option. Flexible Guests, however, must be accompanied by a named member on the card.

Can a membership be shared between multiple households?

No, memberships can only be used by one household.

I received guest passes with my membership. Can I give my guest passes away or does the guest have to be with me?

Guest passes may be given to anyone and they do not have to be with a member to use them.

I lost the passes that came with my membership. Can they be replaced?

Unfortunately, we have no way to track passes and, therefore, are unable to replace them. If your membership was mailed to you, any applicable guest pass vouchers will be included on your membership card carrier. Please keep these passes in a safe place.

The passes that came with my membership have expired. Can they be replaced?

Passes must be used by the expiration date printed. Passes cannot be replaced once they have expired.

I receive the Safari Cruiser and/or 4-D Theater as part of my membership. Do I still need to check in at the train station?

Yes. Even if you receive these experiences complimentary as part of your membership, you must check in each time to reserve your time for that day.

I just purchased a membership but found a discount. Can I get credit?

Discounts must be applied at the time of purchase. Discounts will not be applied to previously purchased memberships. However, you can utilize the discount offer if you would like to renew your membership for another year.

Do you offer discounts for seniors, students or military?

Yes, if you join or renew in person at the Zoo and bring proper identification qualifying you for these discounts along with a photo ID, we offer 20 percent off the base price of our Individual, Individual Plus, Family and Family Plus membership. Offer cannot be combined with any other offers or promotions. Discounts are not applicable to Supporting and Guardian Conservation Society memberships due to the philanthropic nature of the membership and the extended benefits.

If I decide to join during my visit, can I apply my general admission to a membership?

Absolutely! If you plan to apply your day's admission to a membership, you must do so on the same day you purchased your tickets. Please bring your ticket receipt to Member Services before closing and we'll be happy to credit the price of applicable tickets to the membership level of your choice. Only general daytime admission fees may be applied toward a membership; special event admission, attraction and other tickets purchased are not applicable.

I purchased my membership a few months ago and haven't used it. Can I get an extension for the time it wasn't used?

While we wish members could visit all the time, we cannot assign credit for time the membership was not used. Even if you have lost or not yet received your cards, you are always able to visit the Zoo by visiting Member Services and requesting a Day Pass (photo ID is required).

I am planning on leaving town for an extended period of time. Can I put my membership on hold?

Unfortunately, we are unable to place temporary freezes or holds on memberships.

I am moving or no longer want my membership. Can I get a refund?

Funds raised from the Zoo's membership program directly support the non-profit Phoenix Zoo's daily operations and conservation work. Therefore, they are non-refundable. If you are moving, be sure to check with the local zoo or aquarium in your new area for reciprocal benefits for the remainder of your Phoenix Zoo membership.

I am no longer able to use my membership; can I transfer the remaining months on my membership to a friend or family member?

No. Memberships are non-transferable.

Can I host a group, birthday party or field trip with my member benefits?

No, all memberships are for personal/household usage. Members are not permitted to extend their membership benefits to host client groups, fieldtrips, classrooms, clubs, birthday parties or similar groups. The Zoo does offer discounted admission tickets for members to purchase as well as bulk rates, school group rates and special needs group rates.

- For discounts on group tickets, please visit <https://www.phoenixzoo.org/plan-your-visit/discounts/>.
- For field trip information, please visit <https://www.phoenixzoo.org/camps-programs/school-teacher-programs/>.
- For information on birthday parties, please visit <https://www.phoenixzoo.org/events/birthdays/>. If you have any questions regarding any of these group admission options, please contact our reservations department at 602.914.4333.

I need to update my contact information. How do I update my membership?

Please send an email to membership@phoenixzoo.org with your full name, membership ID number and new contact information or call 602.914.4393.

I have a Guardian Conservation Society membership; does this mean that I can bring unlimited guests with me?

No. A Guardian Conservation Society membership is primarily philanthropic in nature and intended for you to share your support of the Zoo with friends and family (up to 12 guests per visit). It is not intended for you to bring excessive amounts of guests to the Zoo. For further clarification of guest benefits, please contact the Individual Giving Manager at 602.914.4346 or skinsman@phoenixzoo.org.

I am interested in supporting the Zoo at a higher level where can I find additional information?

For more information on the Guardian Conservation Society and other giving opportunities, please visit <https://www.phoenixzoo.org/support/guardian-society/> or contact the Development department at 602.914.4346