

**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 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.

**Are Nanny/Caregiver privileges available and how do they work?**

Nanny/caregiver privileges allow you to send children covered on the membership with one adult nanny/caregiver when you cannot come yourself. Your membership card must have a Flexible Guest listed to take advantage of this option. The nanny/caregiver will need their photo ID and are required to check in at the Membership Booth each visit.

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

Only those adults named on your membership may use the membership card.

**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 as part of my membership. Do I still need to check in at the Cruiser 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 retroactively applied to a purchase. However, you can utilize discounts for a renewal if you wish to add another discounted year to your current membership term.

**Do you offer discounts for seniors, students, or military?**

If you join or renew in person at the Zoo and bring valid ID, we offer 20 percent off the base price of our Individual, Individual Plus, Family and Family Plus membership. Discounts cannot be combined with any other offers or promotions.

**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.

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

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

If you haven't received your membership materials within four weeks of joining, please call 602.914.4393 or e-mail us at [membership@phoenixzoo.org](mailto:membership@phoenixzoo.org).