



MEMBERSHIP FAQs

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

All named individuals present must show photo ID or have their photo on their membership file upon entering the Zoo to prevent misuse of memberships. As a non-profit organization, we rely greatly on membership and admission revenue for support. If memberships were shared between families and friends, we would not be able to care for our animals 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 receive Stingray Bay and Lakeside Carousel entry as part of my membership. Do I still need to check in at the kiosk?

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.

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

Yes! If you plan to apply your day's admission to a membership you may do so day of your visit, or up to 7 days post visit. This can be done 1 of 3 ways:

- Visiting Guest Services to complete the transaction onsite.
- By calling our team at 602.286.3800.
- By completing the online ticket to membership form below:
 - <https://www.phoenixzoo.org/upgrade-your-daytime-admission-to-a-membership/>

To complete such process, please keep your tickets or ticket receipt. Only general daytime admission fees may be applied toward a membership. Special event admission, attraction and other tickets purchased through a third party (i.e. Groupon, OTAs) 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 with your full name, membership ID number and new contact information or call 602.286.3800.