

# FRIENDS OF THE GOOD ZOO

## ZOO MEMBERSHIP



OGLEBAY GOOD ZOO

*Where becoming a member*

*...is becoming a friend.*



304-243-4100 | [Oglebay.com/good-zoo](http://Oglebay.com/good-zoo)

# BECOMING A MEMBER

Purchase your Good Zoo Membership online at [oglebay.com/good-zoo](http://oglebay.com/good-zoo), or visit the Good Zoo office. Each member will receive an official membership card via email within one week. Memberships are valid the day of purchase, for one year, and expire the last day of the month in which you purchased it. Please retain your copy of the membership application with the attached receipt as proof of membership. Questions? Please contact the Good Zoo office at 304-243-4100.

## Membership Renewal & Upgrades

Renew or upgrade your membership online at [oglebay.com/good-zoo](http://oglebay.com/good-zoo), or visit the Good Zoo office. Please note: We are unable to perform membership downgrades until the time for renewal.

	Individual	Individual Silver	Family or Grandparent	Family or Grandparent Silver	Family or Grandparent Plus	Family or Grandparent Gold	Sustaining	Patron	Curators Club
<b>Membership Cost</b>	\$66	\$77	\$94	\$116	\$121	\$138	\$160	\$292	\$385
<b>Member Benefits</b>	Free admission during regular hours of operation (special events not included)	✓	✓	✓	✓	✓	✓	✓	✓
	Discounts at reciprocal zoos	✓	✓	✓	✓	✓	✓	✓	✓
	10% discount in Nature Express Shop	✓	✓	✓	✓	✓	✓	✓	✓
	Discounted tickets for the zoo's train ride (not valid for special events or field trips)	✓		✓		✓			
	Unlimited train rides for listed household members (not valid for special events or field trips)		✓		✓		✓	✓	✓
	Free souvenir mug for each household member with \$1 refills during each visit		✓		✓		✓	✓	✓
	50% off animal encounter programs January - March (based on availability)				✓		✓	✓	✓
	10 free guest passes (up to \$140 value, not valid for special events)					✓	✓		
	20 free guest passes (up to \$280 value, not valid for special events)							✓	✓
	Free admission to Boo at the Zoo and Easter Treasure Hunt (one time admission per member).								✓
	Behind the Scenes Tour with the zoo director or curator								

**Please note:** Family memberships cover two adults in the same household and their dependents under the age of 21. Grandparent memberships cover two adults and their grandchildren under the age of 21 (adult children are not covered).

# FREQUENTLY ASKED QUESTIONS

## What is the daily admission rate for adults and children?

### Regular Admission Rates

Adults - \$14.14

Children (3 - 12) - \$9.78

Ages 2 and under - Free

### Member Rates

Members receive free admission during regular operating hours (special events not included).

*\*All rates are subject to change and to applicable taxes and fees.*

## What if I decide after entering the zoo that I would like to become a member?

If you purchase a membership the same day that you paid admission to visit the zoo, you may apply the amount paid for the individuals that will be covered under the membership towards the purchase. Please note: The admission paid may only be applied if purchasing the membership on the day you visit the zoo. You must have your receipt.

## Can I purchase a membership as a gift for another family?

Yes, memberships may be purchased as gifts. When purchasing, please have: the names of the two adults in the household, mailing address, phone number, email address, and names and birthdays of children. Alternatively, a zoo gift card can be purchased for the cost of the membership fee.

## How long is my membership valid for?

Memberships will expire the last day of the month in which you purchased it. For example, if you purchase a membership on August 15, 2022, the expiration date will be August 31, 2023.

## How do I renew my membership?

Memberships can be renewed online, in person at the zoo, or by calling the zoo office at 304-243-4100. When renewing your membership online, go to [oglebay.com/good-zoo/membership/](http://oglebay.com/good-zoo/membership/) and select "Renew Membership" and on the next page select "Renew". This will prompt you to logon. If you do not remember your user name or password, select "Need help logging on" and follow the instructions on the next page.

## When I renew, what will be my new expiration date?

Memberships automatically renew from the current expiration date. If your membership has lapsed, the new expiration date will be one year from the last day of the month in which you renewed it.

## Do you have reciprocity agreements with other zoos?

Yes, we have reciprocity agreements with approximately 150 zoos across the United States, Canada and Mexico. Of these, approximately half reciprocate with free admission when you present your membership card and photo ID. Other zoos will reciprocate at the 50% discount. All reciprocating zoos are accredited by the Association of Zoos and Aquariums. As each zoo defines their "Family" membership differently; we recommend you call the reciprocal zoo prior to your visit for additional information. To view an entire list, visit [www.oglebay.com/good-zoo](http://www.oglebay.com/good-zoo). Reciprocal zoos may change their agreement at any time without prior notification to Oglebay Good Zoo members.

## How will I receive my membership card?

When purchasing your membership online, you will immediately receive a receipt by email. Your digital membership card will be linked to the receipt. Look for the yellow highlighted link Membership Card found towards the bottom of the receipt. Click on this link to access your cards. You can download a PDF or save your card to your digital wallet. If you purchase your membership at the zoo, you will also receive an email containing a link to your membership cards. Please allow adequate time for your membership information to be entered into our system. If you would like a printed card in addition to your digital cards, you can select the printed card option. There is a \$5 charge to receive one (1) printed card or to replace a lost membership card.

# FREQUENTLY ASKED QUESTIONS

## **The membership that I purchased online included mugs, guest passes and/or a printed membership card. How will I receive them?**

Mug coupons, guest passes, and printed cards (if applicable to your membership selections) will be mailed to you within a week of purchasing your membership. If you prefer to pick these up at the zoo, please email [ZooOffice@oglebay.com](mailto:ZooOffice@oglebay.com) and include your name and estimated date/time you would like to pick up your items. Zoo office hours are 9 am – 5 pm daily. We will have your mug coupons, guest passes and/or card available for your pick up provided they were not already mailed to you. Please allow at least 24 hours for processing.

## **How do I use my digital membership card?**

When you arrive at the zoo, please present a photo ID along with your digital membership card to the attendant. You can show your membership card directly from your mobile device. For those not using a digital wallet, many have found that saving a screenshot of the membership card to favorite photos makes the card easily accessible. To save time for your visit, please have your membership card and photo ID ready for the attendant at the admission gate.

## **Can I enter the zoo without my membership card?**

You cannot receive your free admission to the zoo without your membership card. If you do not have your membership card when arriving at the zoo, you will need to present your photo ID at the zoo office for membership verification.

## **What happens if I lose my card?**

Your digital cards are always accessible from your emailed membership receipt. If you cannot locate this, please contact the Good Zoo office at 304-243-4100 or email [ZooOffice@oglebay.com](mailto:ZooOffice@oglebay.com), and we can resend your digital cards. Your digital cards can be added to your digital wallet. Many members find that saving a screenshot of their membership card to their favorite photos makes the card easily accessible. If you lose your printed card, there is a \$5.00 replacement fee.

## **Do members receive discounts in the shops?**

Yes, members will receive a 10% discount on merchandise purchased at the Nature Express Shop (does not apply to items already discounted). Membership cards and photo ID must be presented to the sales clerk before the sale is finalized. Discount applies to zoo members only. Other family members and friends will not be permitted to use your membership to receive discount.

## **Do I get discounts for parties, camps, or other education programs?**

Yes, members get discounts for summer camps, parties, and many other programs offered at the zoo. Discounts vary per program, but generally members receive 10% – 20% off camps and approximately \$50 off birthday parties. The individual membership level does not receive a discount for parties or camps. Select membership levels will receive 50% off select encounters held during January – March. Keeper for a Day, Creature Connections, and Family Farmyard Fun are some of the encounters that are NOT eligible for the 50% discount. Encounters are based upon availability.

## **Do I receive discounted admission for special events?**

Boo at the Zoo is the zoo's largest fundraiser and is NOT included with most memberships. Curator Club and Patron members receive one (1) Boo at the Zoo admission per member. Boo at the Zoo is generally held four weekends during October.

Festival of Lights is held mid-November through early January. All levels of zoo membership receive free admission to the zoo during Festival of Lights.

Member discounts vary for other zoo events. Please see event listings for more information.

## **How do I receive my membership discount when making online purchases?**

Members receive discounts for birthday parties, camps, programs, and more. When making a purchase or reservation online, select logon when prompted. You will use the email you provided to us when purchasing your membership and a password that you create. This will link to your membership and your member discount will automatically be applied at checkout. If you have forgotten your password or need to create one, select "Need help logging on" from the next screen and follow the prompts. Do not select "Create a new user profile", this option will not link to your membership.



# FREQUENTLY ASKED QUESTIONS

## **My membership came with guest passes. When do they expire?**

Guest passes do not have an expiration date and will be accepted during normal operating hours. Guest passes may not be used for field trips, group programs, education programs, or special events such as the Easter Treasure Hunt or Boo at the Zoo. Guest passes do NOT include train rides. Guest passes ARE accepted for entrance into the zoo during Festival of Lights.

## **Can the guest passes be used at other zoos?**

No, the Oglebay Good Zoo guest passes will not be honored by other zoos, and Oglebay Good Zoo will not honor other zoos' guest passes.

## **My membership came with mug coupons. Where do I get my mug?**

You can redeem your mug coupon at either of the zoo concession stands. Hours for concession stands vary by season.

## **What if I lose my guest passes or mug coupons?**

We are sorry, but we are unable to replace lost guest passes and mug coupons.

## **If I forget to bring our mugs will we still be able to get the \$1 drinks? What if I lose my mug?**

Each person must have his/her mug to be able to receive the \$1.50 refills. If you lose your mug, a replacement mug may be purchased for \$5.00 (plus applicable taxes and fees) with membership card and photo ID.

## **Can I use my membership or guest passes for admission with field trips or group visits?**

No, free membership admission does not apply to group visits and field trips.

## **How does the zoo define a household and dependent children for memberships?**

A household is defined as individuals living in the same dwelling in which they file joint taxes or are claimed as a dependent on your tax return.

## **Can children and grandchildren be listed on the same membership?**

No, a Family Membership only includes your children under the age of 21 years and a Grandparent Membership only includes grandchildren under the age of 21 years. Adult children are not covered under the membership. An option is to purchase a membership that includes guest passes to use for those not covered under the membership category. Each guest pass can be used for a one-time admission for a person not covered under your membership.

## **Will all of my grandchildren be admitted if I purchase a Grandparent Membership?**

You may include all your grandchildren under the age of 21 on your membership; however, our policy only permits 6 grandchildren per visit to enter on the membership.

## **Can my childcare provider use my membership card to bring my child/children?**

Yes, your childcare provider must have your membership card with her upon arrival. Your children will receive free admission, and the childcare provider can use a guest pass (if applicable) or pay regular admission.

## **My spouse will not use a membership. May I choose another family member as the second adult and include their children?**

No, memberships are good for two adults living in the same household. A household is defined as individuals living in the same dwelling in which they file joint taxes or are claimed as a dependent on your tax return.

## **Is the zoo open year round?**

Hours of operation vary depending on the season, but the zoo is open year round. All scheduled education programs, parties, and other activities are still ongoing. The zoo office is open daily from 9 am - 5pm, and the staff is available for questions, memberships, etc. Call 304-243-4100 or email ZooOffice@oglebay.com.

## **How can I best support conservation and the Oglebay Good Zoo?**

You may support wildlife conservation and the Oglebay Good Zoo by visiting the zoo with your family, enrolling your children in camp, donating to zoo conservation and animal care programs, and by becoming a member of Oglebay Good Zoo.

