

## Membership FAQ

### **How can I purchase a membership?**

You can visit the Museum's front desk, call the membership department at 602.253.0501 option 2, or visit [www.childrensmuseumofphoenix.org/buy-a-membership/](http://www.childrensmuseumofphoenix.org/buy-a-membership/).

**How do I purchase a membership as a gift for someone else?** You may use any of the options above for purchasing a gift of membership. Please be sure to mention that the purchase is a gift and have the recipient's information ready. If you purchase it online, please fill out the gift recipient information on the delivery details page. Gift memberships are effectively immediately and will be sent directly to the recipient. For questions on gift memberships or to make special arrangements please contact the membership department.

**Who is allowed to use the membership?** You may name up to 2 adults on each membership. They must be directly related and reside in the same household. One of these adults must be present in order to take advantage of the membership benefits at time of entry. Children are not named on the memberships, and their admission will only be covered under the membership if one of the two cardholders is present. Membership cards are non-transferrable.

If there is another adult that does not meet these criteria that you would like to add on your membership, please visit the front desk or call the membership department to discuss additional options or see below.

**When will I receive my membership card(s)?** Membership cards will be mailed to you within 2 weeks from date of purchase. In the meantime, you may use your photo ID upon entry. Members are required to present a photo ID is required each time you visit.

**Can I add a grandparent or nanny/caretaker to my membership?** We offer two unique add-on options to allow for flexibility, the Grandparent Card and the Nanny Card. These add-on options allow you to name an additional adult on your existing classic membership package. Not only can you list an additional adult cardholder but these options upgrade your current membership level. The Grandparent Card is \$35 per named grandparent. The Nanny Card is \$50 per named nanny/caretaker.

**My nanny/caretaker has changed. What do I do?** As a benefit of the Nanny Card add-on you may change your nanny or care taker's name as needed throughout the duration of your membership. Changing your nanny's name is easy – just contact the membership department at 602.253.0501, ext. 2. Please contact the membership department prior to your new nanny/caretaker's next visit. Nanny Cards are non-transferrable.

### **Do you offer reciprocal memberships with other museums?**

Unfortunately, the Children's Museum of Phoenix does not offer reciprocal memberships at this time.

### **Who can I contact with membership questions or if I need to make a change to my account?**

If you have any questions, concerns or need to make a change please contact the membership department directly at 602.253.0501, ext. 2 or by e-mail at [memberships@childmuseuphx.org](mailto:memberships@childmuseuphx.org).

**What is Member Night?** The Museum is open from 4pm to 7pm on the third Friday of each month for Members Only Extended Play. Members and their guests are invited to play in the Museum and Art Studio. Any additional guests not covered under the terms of the membership are \$10 per person.

**I lost or forgot my membership card. How do I prove I am a member?**

Simply present a photo ID upon check-in to access your membership account. For a \$5 fee your membership card can be reprinted upon request.

**Is my membership tax-deductible?**

Your membership to the Children's Museum of Phoenix is not tax-deductible.