



## Membership Policies:

1. Only the **adults** and **children** listed on your membership form can use your membership.
2. The adult(s) on the membership must be 18 years of age or older. Adult member(s) will not be admitted into the museum without an accompanying child. We ask for identification to verify membership. Present your membership card and picture I.D. to the front desk staff so they can verify that you are one of the three adults authorized to use the membership. If your cards have not been mailed to you yet, please present your I.D. and the front desk staff will look up your membership.
3. Memberships are non-transferable and non-refundable. We will not issue a refund to members who wish to downgrade at any point during their membership cycle. Members may downgrade once their membership is up for renewal. Upgrades are allowed mid-cycle and can be processed at the front desk. Expiration dates for upgraded memberships will not change and will be the same expiration date as the original membership.
4. A portion of your ticket purchase may be applied toward the cost of a membership only if tickets were bought on the same day you are purchasing a membership. You must show your ticket purchase receipt to the front desk on the day of ticket purchase to have the cost of your tickets be applied toward the cost of a membership. The ticket buyer must be the same person as the membership buyer. The number of tickets that can be applied are limited to the number of persons allowed on a membership. Ticket books and Group Discount Tickets cannot be applied toward a membership. You may only apply the cost of your ticket purchase towards a membership once and you may not apply the cost of a ticket purchase toward a membership upgrade.
5. Two (2) cards per membership will be mailed shortly after the time of purchase and again upon renewal. If a change or addition needs to be made to the card or if the cards are lost, the first re-print will be free, additional re-prints will be \$5.00.
6. Additional guests accompanying a member family in excess of the people whose names appear on the membership card will need to pay the cost of admission.
7. Non-members may not enter the museum during our members-only hour. Our members-only hour is a benefit for our Play Partners, Lively Learner, and Engaged Explorer members. For instance, if a member brings a guest in addition to the people whose names appear on the membership card, that extra guest must wait until 10:00am to enter the museum.
8. Members and guests hands will be stamped upon exit. If members wish to visit the museum again on the same day, their cards do not have to be scanned, they will just show their stamped hand.
9. Pretend City ***does not*** participate in the ACM museum admission reciprocity program at this time.
10. Pretend City reserves the right to revoke membership if it determines that any member is abusing member benefits, transferring the membership to unauthorized parties, and/or any other activities deemed inappropriate or fraudulent on the part of the member.

*Pretend City Children's Museum reserves the right to change these policies at anytime, without notice.*

## Membership – Frequently Asked Questions

Q: How much is it to purchase a membership?

A: It varies depending upon the number of people in your family and the times you wish to visit the museum.

Membership Level	Number of People	Cost
Part-time Pretender 2 (Tuesdays through Fridays, 2pm to 5pm)	2	\$100
Part-time Pretender 3 (Tuesdays through Fridays, 2pm to 5pm)	3	\$135
Play Partners	2	\$140
Lively Learner	Up to 4	\$225
Engaged Explorer	Up to 6	\$330
Imagination Igniter 1	Corporate	\$1000
Imagination Igniter 2	Corporate	\$2,500

Q: Why are memberships so expensive?

A: Our research shows that families visit children’s museums an average of seven times per year. Some families go to children’s museums as part of their weekly routine. For regular attendees, your family will save money by purchasing a membership. Because there are 15 exhibit areas, each with unique learning opportunities and play activities, we believe you will be back again and again throughout the year. In addition, members receive a discount in the Mini-Mall, on birthday parties, and on educational classes for children and parents.

We are an educational institution – all of our exhibits are based on 8 developmental building blocks such as Creativity, Critical Thinking and Problem Solving, and an Appreciation for Diversity. While you and your child will have a lot of fun at Pretend City, our mission is one of instruction. Playing will help your child learn a great deal. We also host many programs for young children that change weekly or even daily. And every day, we have different art projects, music & movement time, and story time in different parts of the museum.

Please understand that Pretend City is a nonprofit organization, and that the revenue gained from admission and membership dues merely helps to offset our costs. The costs of our services are actually higher and must be made up with donations.

Q: Can I apply the cost of all the admission tickets I buy today for my family towards a membership?

A: Yes, but only on the day you buy them and the number of tickets applied toward a membership cannot exceed the number of people allowed on that membership. Also, the ticket buyer must be the same person as the membership buyer. Ticket books and Group Discount Tickets cannot be applied toward a membership. You may only apply the cost of your ticket purchase towards a membership once and you may not apply the cost of a ticket purchase toward a membership upgrade.

Number of tickets that can be applied	Type of membership
2	Part-time Pretender 2
3	Part-time Pretender 3
2	Play Partners
4	Lively Learner
6	Engaged Explorer

Q: Are you offering any group discounts on memberships?

A: Not at this time.

Q: How will you verify membership?

A: Present your membership card and picture I.D. to the front desk staff so they can verify that you are authorized to use the membership. If your cards haven't been mailed to you yet, please present your I.D. and the front desk staff will look up your membership.

Q: Can I bring people other than the people who are outlined on the membership card?

A: No. Additional guests will need to pay for the cost of admission.

Q: Can I bring people who are not members during the members-only hour?

A: No, our members-only hour is a benefit for our Play Partners, Lively Learner, and Engaged Explorer members. For instance, if a member brings a guest in addition to the people whose names appear on their membership card, that extra guest must wait until 10:00am to enter the museum if they wish to experience the museum with the member family.

Q: Is there a charge to re-print my membership card if I need to add an adult or make changes?

A: The first re-print is free, the second re-print will cost \$5.00.