



**BUTTERFLY  
PAVILION**

## **Membership - Frequently Asked Questions**

### **Q: When does my membership start?**

A: Memberships are activated in our system at the date of purchase and expire the end of the month one year from the date of purchase.

### **Q: I purchased my membership online but I haven't received my membership card in the mail. Can I visit Butterfly Pavilion?**

A: Yes. Memberships purchased online are active in our system and can be used immediately. Please present your photo ID at the front desk to check-in. Membership packets are mailed within 7 business days.

### **Q: I forgot my membership card. Can I visit Butterfly Pavilion?**

A: Yes. We can look up your membership in our system with a photo ID at the front desk.

### **Q: I lost my membership card. Can I get a replacement?**

A: Yes. You may receive a new membership card at the front desk.

### **Q: Do I need to present ID with my membership card to visit Butterfly Pavilion?**

A: Yes. We verify member information to ensure only the adults listed on the membership are using the card. This policy protects our members should their cards be lost or stolen.

### **Q: Can I use my membership at any other museums and zoos?**

A: Butterfly Pavilion is AZA-accredited. We do not participate in the reciprocal discount program with other zoos or organizations. Butterfly Pavilion and Children's Museum of Denver at Marsico Campus have teamed up to offer a Combo membership package that offers unlimited admission at two of Denver's top cultural facilities for twice the fun.

### **Q: How do I make changes to my membership?**

A: Please contact the Membership Manager at 720-974-1866 during office hours (Monday through Friday from 9:00am to 5:00pm). Only the primary cardholder may make changes to the membership.

### **Q: How do I purchase a gift membership?**

A: Visit [www.butterflies.org/membership.org](http://www.butterflies.org/membership.org) and click the gift membership button. To purchase a gift membership, you must provide the recipient's name, address and phone number. Gift memberships are active at the time of purchase.

### **Q: You are having a membership sale. Does the discount apply to the Combo membership with the Children's Museum of Denver at Marsico Campus?**

A: The Combo membership offers a value of \$255. Sales and discounts are not valid on the Combo membership.

**Q: My spouse is listed as the 2nd adult on the membership. Can I bring a friend in place of my spouse?**

A: Memberships are non-transferable. Guests receive discount admission, or can use the one-time use guest pass.

**Q: I don't have another adult in my household. Can I list guest as the 2nd adult on the membership?**

A: The 2nd cardholder must be a named adult. You may purchase a \$15 plus add-on, which allows an unnamed guest to accompany the primary cardholder and children listed on the membership. Plus Add-ons are not prorated and expire the same date as the membership. Otherwise, guests receive \$2 off admission, or can use the one-time use guest pass.

**Q: I would like to add an additional person to my Combo membership with the Children's Museum of Denver at Marsico Campus. Does that person have to be named?**

A: An unnamed guest may be added for \$36 at any time to make it a Combo Plus membership. Add-ons are not prorated and expire the same date as the membership. Guests must accompany the named adult cardholders or children listed on the membership.

**Q: I have a membership at the Children's Museum of Denver at Marsico Campus. Can I upgrade to the Combo membership with Butterfly Pavilion?**

A: If you have an existing membership at the Children's Museum, you will need to go to their facility to upgrade and receive credit towards the purchase of the Combo Membership.

**Q: Can I add another person to my Individual membership?**

A: Members must upgrade to Just for Two level or higher.

**Q: I renewed my membership. Why didn't I receive a new membership card?**

A: Members receive a membership card when they join. If you need a replacement card, please visit the front desk or contact the Membership Manager at 720-974-1866 during office hours (Monday through Friday from 9:00am to 5:00pm).

**Q: I have a Family Plus memberships, which includes two guests each visit. Can anyone use the membership to visit Butterfly Pavilion?**

A: Guests must accompany the primary card holder, secondary card holder or children listed on the membership.

**Q: I have a Just for Two membership. Can my guest use the membership and visit Butterfly Pavilion?**

A: Guests must accompany the primary card holder.

**Q: Can I add the names on the membership later?**

A: We ask that you provide the names at the time of purchase. Memberships are non-transferable and can only be used by the named adult cardholders and children.

**Q: Can I use my membership for school group visit?**

A: Membership cannot be used for school group admission.

**Q: Is my membership tax-deductible?**

A: Yes. Please refer to our website for more information.

**Q: Can I transfer my membership to another person?**

A: Memberships are non-refundable and non-transferable.

**Q: Can I apply my admission ticket to the cost of a new membership?**

A: Yes. You may apply your admission ticket the same day at the front desk based on the maximum admission allowed for the membership level. This offer cannot be combined with other promotions and sales.

**Q: Can I renew before my current membership expires?**

A: Yes. For example, if your membership expires 11/30/18 and you renew early on 7/5/18, a new term will be added that begins after the existing membership expires. Your membership will expire 11/30/19.

**Q: If I renew after my membership has expired, when will my membership expire?**

A: Memberships are activated in our system at the date of purchase and expire the end of the month one year from the date of purchase.