

Membership Frequently Asked Questions

Membership Cards and Admission

Q: I'm planning to visit the Children's Museum for the first time since becoming a member. Where do I check in?

A: When you visit the Museum, simply use your membership card and photo ID to check in at our admissions desk.

Q: I purchased my membership online and haven't received my card yet, but I want to visit the Museum. Am I able to visit?

A: If you purchased your membership online, please bring your email confirmation and photo ID to verify your membership.

Q: What should I do if I don't have my card when I visit?

A: Please have your photo ID with you and we can verify your membership in our database. If you've lost your card, you may purchase a replacement card for \$5 at the admissions desk.

Q: Do I need to show my member card and ID each time I come in?

A: Yes. This ensures that only the member family and their guests, when applicable, use the card. Memberships are non-transferable.

Q: I need a new membership card. What can I do?

A: Replacement cards can be purchased in person and cost \$5 each.

Q: I just purchased my membership online and I read that a benefit of my membership is two free guest tickets. How will I receive these tickets?

A: When you make your purchase online, we will mail you a welcome packet that includes your two free one-time use guest passes.

Q: Can I use my membership card for a school visit?

A: No, membership admission cannot be used for school group admission.

Q: Can I let my relatives or neighbors use my membership?

A: No. Memberships are non-transferable and can be used by only the individuals listed on the membership cards. Photo ID is required.

Q: My 2nd adult or spouse are unable to attend, can my relative or friend use the membership in their place?

A: No, memberships are non-transferable. The membership cards are intended only for those whose names are on the cards. However, member friends always get \$2 off admission, or you can use one of your free one-time use guest passes.

Q: Can I get a refund for my membership?

A: Your membership is considered a donation and is therefore not refundable.

Q: How much does it cost to add an additional person to my membership?

A: To add an “unnamed guest” to a membership, it costs **\$30** for Children’s Museum memberships and **\$36** for our Combo membership that includes the Butterfly Pavilion. It is ideal for members with caregivers and is valid throughout the entire year of your membership.

Q: Does the Additional Person/Guest have to be named?

A: No. If you purchase an additional member they can be unnamed and still utilize the membership. Caregivers and guests may bring the children named on the membership in the absence of the named primary adult member(s).

Q: Can I upgrade my membership?

A: Yes. If you decide that you would like to upgrade your current membership level, you may do so at any time. You will need to pay the difference between the full cost of the membership level you currently have and the level to which you are upgrading. The exception to this is the Dual membership. To upgrade to the Dual membership, we will cancel the current membership and pro-rate the unused portion. The pro-rated portion will then be used as a credit toward the purchase of a full year of Dual membership at its current price.

Q: If I renew early, will I lose the months of membership that I have left?

A: No, your membership runs an entire calendar year from the date of purchase. If you renew early, the new membership will begin when your old membership expires.

Q: I have misplaced the guest passes that came with my membership purchase. Can they be replaced?

A: We cannot replace lost guest passes.

Q: Do I have to be present for someone to use the guest passes that come with the membership?

A: No, the member does not have to be present for a guest to use the tickets.

Expiration Date

Q: How long does my membership last?

A: Memberships are valid for one full year from date of purchase. The expiration date appears on your Children’s Museum membership card.

Q: I have the Combo Membership that includes the Butterfly Pavilion and I can’t find my expiration date on my membership card. How can I get this information?

A: Please call the Museum at 303-433-7444 or send an email to membership@cmdenver.org with your name, address, membership number (if available) requesting your membership expiration date.

Reciprocal Membership

Q: I have a membership from another Children’s Museum, can I use it for entry into the Children’s Museum of Denver at Marsico Campus?

A: Your home museum must be a member of the Association of Children’s Museums (ACM) and the level of membership must be reciprocal with other ACM museums. You can verify this

by calling or checking your home museum website. You must present your museum membership card and photo ID at the time of your visit to receive the ACM 50% off admission price discount for up to six people.

Q: Can I use my membership to get a discount at other museums when I travel?

A: If you have our Adventure Passport level of membership, you can receive a 50% discount on admission to over 200 participating members of the Association of Children's Museum. You must have your membership card with you when you visit another museum. To see a list of participating museums, visit <http://www.childrensmuseums.org/childrens-museums/reciprocal-program-benefits>.

Exclusive Member Events

Q: How can I find out about members-only events?

A: Our member-only events are featured in the "Happenings" newsletter that is mailed out bi-monthly, on our website and through member e-mails. Member events are free, but space is limited and require members to RSVP online through our website.

E-mail

Q: Why does the Museum request my e-mail address?

A: To communicate with our members about upcoming events, members-only mornings, and class and program offerings.

Q: Does the Museum share my information with anyone else?

A: No. We do not share e-mail addresses. We will occasionally share mailing addresses with other cultural organizations, such as the Denver Zoo or Swallow Hill Music for a one-time use mailing. If you prefer this information not be shared, please contact us.

Address Changes

Q: How can I update my mailing or e-mail address?

A: Send an e-mail to membership@cmdenver.org with your name, address, membership number (if available), and your changes.

Q: I don't want to receive the newsletter or other mailings from the Museum. How do I get on the "do not mail" list?

A: Please send an email to membership@cmdenver.org with your name, address, membership number (if available) requesting to be removed from the mailing list. Remember, this is how we communicate our upcoming events, programs, day camps, exhibit openings and more.

Q: We are moving out of state and have just renewed our Family Membership. Can I give my membership to my friend's family?

A: Museum memberships are considered a donation and are non-transferable.

Gift Memberships

Q: Can I buy a gift membership online?

A: Yes. Go to www.mychildsmuseum.org, click on Join/Renew button. At the beginning of the membership application you should check the box “this is a gift membership.” Please be sure to only list the allowed number of adults and their children (under 17 years old).

Tax Deductibility

Q: Are memberships tax-deductible?

A: Yes. Membership contributions are fully tax-deductible.

Q: I am preparing my taxes. How can I get a receipt for a membership that I purchased?

A: Send an e-mail to membership@cmdenver.org with your name and the name of your spouse (if applicable), address and membership number, and we will email you a receipt with your purchase information.