

## Membership Frequently Asked Questions

### Membership Cards and Admission

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

**A:** Simply use your membership card and photo ID to check in at our front desk.

**Q: I purchased my membership online and haven't received my card yet. Can I visit the Museum before my card comes?**

**A:** Yes! Your membership is active on the date of purchase. Please bring your email confirmation and photo ID to verify your membership.

**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 uses the card. Memberships are non-transferable.

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

**A:** Show your photo ID and we can verify your membership. If you've lost your card, replacement cards can be purchased at the front desk for \$5 each.

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

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

**Q: Can my relative or friend use the membership in place of my second adult?**

**A:** Memberships are non-transferable and are intended only for those whose names are on the card. Your guest options are:

- \$2 off general admission for up to 2 guests
- Let our front desk know you wish to use one of your two guest passes
- Upgrade your membership to include a guest, named or unnamed

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

**A:** \$30 for Children's Museum memberships or \$36 for our Combo membership with Butterfly Pavilion.

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

**A:** No. The additional guest, added to your membership for a fee, does not have to be the same individual each visit, and may visit the Museum with or without the primary adult member(s), as long as they are accompanied by the children named on the membership.

**Q: Can I get a refund for my membership?**

**A:** Memberships are non-refundable. However, your membership is considered a donation and is 100% tax-deductible.

**Q: Can I upgrade my membership?**

**A:** Yes. Upgrade your Children's Museum membership at the front desk. If you'd like to upgrade to the Combo membership with Butterfly Pavilion, contact the membership department at 303-561-0150

## Expiration Date

**Q: How long do memberships last?**

**A:** All memberships are valid for one full year from date of purchase. The expiration date appears on your Children's Museum membership card.

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

**A:** No, the new membership will begin when your current membership expires.

**Q: I have the Combo Membership 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](mailto:membership@cmdenver.org) requesting your membership expiration date with your name, address, membership number (if available) included.

*\*Please see the [Gift Memberships & Gift Certificates](#) section for information on expiration dates specific to those.*

## Exclusive Member Events, Special Events & Premier Events

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

**A:** Our members-only events are communicated 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.

**Q: Do members get in free for Trick or Treat Street?**

**A:** Yes! Trick or Treat Street is free for members.

**Q: If I have added an additional guest to my membership, can they come in for free to Trick or Treat Street or Noon Year's Eve?**

**A:** Yes, if you have a Plus membership that comes with an additional guest, they will be admitted to Trick or Treat Street or Noon Year's Eve for FREE.

**Q: How much does Noon Year's Eve cost for members?**

**A:** Noon Year's Eve is our premier event. Members receive a 50% discount on Event Day pricing.

## Guest Passes

**Q: I see that a benefit of my membership is two free guest tickets. How will I receive these tickets?**

**A:** Guest passes are linked electronically to your account. To redeem, simply let our front desk staff know you wish to use a guest pass when you come in.

**Q: Can my guest redeem my one-time use passes if I am not there?**

**A:** Just send your guest(s) with your membership card and they will be able to redeem your electronic guest passes.

**Q: Can I use guest passes at events?**

**A:** Guest passes are not valid during any special events or member-only events. This includes Trick or Treat Street, Noon Year's Eve and Party for our Planet.

## E-mail

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

**A:** To communicate about upcoming events, members-only events programs and exclusive offers.

**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](mailto:membership@cmdenver.org) with your name, address, membership number (if available), and your changes.

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

**A:** Please send an email to [membership@cmdenver.org](mailto:membership@cmdenver.org) with your name, address and membership number (if available) requesting to be removed from the mailing list.

**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 non-transferable. Your membership is tax-deductible and is considered a donation.

## Gift Memberships

**Q: I want to give a membership as a gift. What are my options?**

**A:**

- **Option #1:** To start your gift membership today, go to [www.mychildsmuseum.org](http://www.mychildsmuseum.org), click on Join/Renew. At the beginning of the membership application check the box "this is a gift membership" and enter the information of recipient.
- **Option #2:** To begin your gift membership at a later date, purchase a **gift certificate**. These can be applied toward a membership purchase at the Museum and start on the day they are redeemed.

**Q: How will the recipient receive the gift membership?**

**A:** Memberships are sent by mail to the specified recipient. The recipient will not receive an email notification of purchase.

**Q: If I purchase a gift renewal early, will I lose the months of membership that I have left?**

**A:** No, the renewed membership will begin when the current membership expires.

## Gift Certificates

**Q: What can I purchase with my gift certificate?**

**A:** Gift certificates are redeemable towards Museum admission, memberships, Gift Shop and Café purchases. Not redeemable for cash, birthday parties or venue rentals.

**Q: How do I redeem my gift certificate?**

**A:** Gift certificates are redeemable at the Museum only (not online) and must be surrendered at time of redemption. Photos or photocopies are not accepted.

**Q: How will I receive my online gift certificate purchase?**

**A:** The gift certificate will be sent by mail to specified recipient. Gift certificates cannot be sent electronically.

**Q: Will the recipient be notified by email?**

**A:** A confirmation email will be sent to the purchaser only. Gift certificates are sent by USPS mail.

**Q: I purchased a gift certificate online and it has not arrived yet. Who do I contact?**

**A:** Contact the membership department at 303-561-0150 or 303-561-0103 or email [membership@cmdenver.org](mailto:membership@cmdenver.org). Please provide invoice number, estimated date of purchase, and/or name of purchaser.

## 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](mailto: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. You can also use your email confirmation if you purchased online.

## 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:** If your membership has reciprocal benefits, it will have an ACM logo sticker on it. Present your Museum membership card and photo ID upon check-in to receive 50% off admission for up to six people.



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

**A:** The Adventure Passport membership qualifies you for 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 to redeem the discount. Check out participating museums [here](#).