

# Peoria Zoo Membership Frequently Asked Questions

## GENERAL MEMBERSHIP QUESTIONS

### **I paid for admission into the Zoo; can I apply the cost towards a membership?**

Yes. We will apply the cost of admission tickets to a membership, up to the number of people that will be covered by the membership. To apply admission tickets, you must do so on the day of your ticket purchase using your receipt at the front desk of the Zoo.

### **Is membership good for a calendar year or a year from the date of purchase?**

Your membership permits unlimited admission to Peoria Zoo during the normal Zoo operating hours for one year from the date of purchase.

### **How does the reciprocal program work?**

If you are a Peoria Zoo member and would like to visit a reciprocating zoo, please contact the zoo you plan to visit in advance to confirm membership level and admission information. Always present your Peoria Zoo permanent membership card and photo ID when visiting another zoo.

### **Are memberships tax-deductible?**

Yes; memberships are tax-deductible to the extent allowed by law! Please consult your financial advisor.

## MEMBERSHIP ADMISSION QUESTIONS

### **Can my caregiver bring my children to the Zoo?**

At Peoria Zoo, we have caregiver memberships that will include a named caregiver on your account. If you do not have a caregiver membership, the caregiver will have to pay regular admission prices to access the Zoo. The children, who are already covered on the family's membership, will be let in for free when the family's membership card is shown.

### **What does the "Plus" entitle me to on my membership?**

The guest privileges included in the Plus categories may only be used if one of the two named cardholders is present. If the named cardholders are not present, the children listed on the membership will be admitted for free, but any guests must pay regular admission prices.

### **Can I bring a guest in place of a named cardholder?**

Most categories include up to two adult cardholders within a household. All memberships are non-transferable. If a named adult is not visiting, no one may come in his/her place.

## MEMBERSHIP CARD QUESTIONS

### **When will I receive my membership card?**

Membership cards will arrive in the mail within 30 days after payment is received and processed. If purchasing at the front desk or online, your temporary membership card is valid for Zoo admission until your permanent cards arrive. If you do not have a temporary card, you can receive one at the front desk by showing your photo ID.

### **I forgot my membership card. Can I still visit the Zoo for free?**

Yes! Simply bring your photo ID for each cardholder to the front desk of the Zoo! We can look you up in our system and allow entrance for the day.

### **Why do I have to show a photo ID when I use my membership card?**

To prevent misuse of membership cards or to prevent the use of a lost/stolen card, we require that each adult cardholder presents photo ID when entering the Zoo. Members do have the option of getting their photograph taken within our system to forgo showing a photo ID. Ask the front desk or PZS staff for a list of photograph opportunities.

### **How can I replace a lost/stolen membership card?**

If your permanent membership card has been lost or stolen, you can get it replaced for free. Simply ask the front desk during your next visit or contact the PZS Office. Cards will not be replaced if it is near your expiration date.

## ADDITIONAL QUESTIONS

### **My question isn't listed. Who do I contact?**

For all additional questions, please contact the Membership Office at (309) 681-3500 or [pzs@peoriaparks.org](mailto:pzs@peoriaparks.org).