



Frequently Asked Membership Questions

How do I purchase a membership?

Purchase your membership online at <http://www.thanksgivingpoint.org/join-give/membership>, in person at any Thanksgiving Point venue, or over the phone by calling 801.768.2300. All new memberships are valid for one year from date of purchase.

If I renew my Thanksgiving Point membership early, will I lose any time from my current membership?

No, it extends your current expiration date by one year. For example, if your current expiration date is September 30, 2016, and you renew in August 2016, it will extend your expiration date to September 30, 2017.

Is my membership tax-deductible?

Under IRS guidelines, Thanksgiving Point memberships are tax deductible as a donation to a 501(c) 3 organization. Retain receipts or cancelled checks as proof of membership purchase. All members will receive written acknowledgment regarding the tax-deductible portion of their memberships.

Can I return my membership or transfer it to someone else?

No, Thanksgiving Point memberships are non-refundable and non-transferable.

Can my children use my membership if I am not there?

Guests under 13 years of age must be accompanied by a parent or caregiver who is 18 years or older. All admitted guests agree to abide by posted rules. Guests found abusing rules will be asked to leave.

Membership benefits are extended to dependent children of households who have a current Family, Bonus Family, or Premier Family membership so they can visit property by themselves (13 years or older) or with a caregiver instead of their parents.

Can I bring guests with my membership?

In addition to stated admission benefits, members can bring an unlimited number of accompanying guests at half price (at least one named member must be present).

Can someone else use my membership without me?

Members must be present to receive benefits. Photo ID may be required. Exceptions will be made for adults visiting as part of the caregiver clause*.

*Membership benefits are extended to dependent children of households who have a current Family, Bonus Family, or Premier Family membership in order that children under 13 years of age can visit with a caregiver (18 years or older, given free admission) instead of their parents.

Who is covered under my membership?

Individual: The individual whose name appears on the membership card.

Duo: The two individuals whose names appear on the membership card.

Bonus Individual: The individual whose name appears on the membership card and one guest. Named member must be present to receive benefits.

Family/Bonus Family/Premier Family: Benefits for two named adults living at the same address and all dependent children* are included on the Family, Bonus Family, and Premier Family Level memberships. Exceptions will be made for children over the age of 21 with disabilities that preclude them from living on their own. Membership benefits are extended to the dependent children so they can visit the property by themselves** or with a caregiver (18 years or older, given free admission) instead of their parents.

*Up to 21 years of age. Includes adopted or foster children, as well as exchange students living with the family.

**Guests under 13 years of age must be accompanied by a parent or caregiver who is 18 years or older. All admitted guests agree to abide by posted rules. Guests found abusing rules will be asked to leave.

Grandparent/Bonus Grandparent/Premier Grandparent: Benefits for two grandparents living at the same address and all accompanying grandchildren and great-grandchildren (regardless of ages and including grandchildren-in-law). If the named grandparent also has dependent children* they will be included on the membership. A named grandparent must be present for membership to be used.

*Up to 21 years of age. Includes adopted or foster children, as well as exchange students living with the family.

Who can be a named individual on my membership?

Individual: Any one person regardless of age

Duo: Any two people regardless of age, relationship, or residence

Bonus Individual: Any one person regardless of age

Family/Bonus Family/Premier Family: Two adults (18 years or older), related or not, who live at the same address

Grandparent/Bonus Grandparent/Premier Grandparent: Two grandparents, related or not, who live at the same address

What discounts do Members receive around property?

- Members receive discounts on movies at the Museum of Ancient Life Mammoth Screen (Hollywood full-length feature movies not included) and Canopy Tours at the Museum of Natural Curiosity.
- Members receive unlimited pony rides at Farm Country.
- Members receive a 25% discount when purchasing Photo Passes.
- Members receive a 10% discount on tickets for Thanksgiving Point Signature Events. Guests of members purchasing their own tickets do not receive the member discount.

I just paid admission but now I want to buy a membership. Are there provisions for this?

You may apply the cost of your venue admission toward a Thanksgiving Point membership if the membership is purchased on property on the same day you purchase admission. Offer valid only on memberships purchased at a Thanksgiving Point venue or Guest Information. Offer is not available online, by phone, or at Food Services. Offer may not be redeemed for cash or combined with other promotions.

Can I change my membership level during the year?

You may choose to upgrade your membership at any time during your membership year by paying the difference between your current level and the requested level. Your expiration date will remain the same as it is listed for your initial membership purchase. Upgrade your membership in person at a Thanksgiving Point venue, or over the phone by calling 801.768.2300. We do not allow members to downgrade levels during their membership year.

How do I replace my lost membership cards?

The fee to replace lost cards or purchase additional cards is \$5 per card. Replacement cards may be purchased at any venue, guest information, or by calling 801.768.2300.

What do I need to bring when I visit the venues?

We ask that you bring your membership card and photo ID. Before you receive your membership cards, please use your printed or emailed receipt. If you forget your membership card, the venue can verify your membership with your photo ID. To receive a discount on food or retail, you must present a current membership card or receipt.

Will my membership allow me to visit the Ashton Gardens early, before it is open to the general public?

Early morning admission to the Ashton Gardens was discontinued as a member benefit on October 25, 2014. Thanksgiving Point regularly reviews and revises policies. Recently, the member benefit of early morning admission to the Gardens has come under scrutiny. In order to properly manage this benefit and ensure the safety of our guests, the Gardens would effectively need to be open. Unfortunately, at this time, the additional hours and associated costs with an early morning opening are prohibitive causing us to discontinue the benefit of early morning admission. We thank you for your support and

ask for your understanding of this new policy. We will continue to review member benefits and explore new benefit options to ensure the best experience possible for our members.

Thanksgiving Point reserves the right to make changes to its membership policies, levels, benefits, and pricing at any time without notice.

What happens to my membership in the event of a divorce?

In the event of a divorce, the membership will continue to provide benefits for both named individuals through the expiration date regardless of who originally paid for the membership. Our membership office will provide new cards to each respective household and there will be the opportunity to name a new secondary member* on each household's cards. At the end of the current membership year, the separate households are welcome to renew independent of one another. While we are sympathetic to the complicated nature of divorce, we ask that members make the arrangements as to how the membership will be used with one another and do not request that Thanksgiving Point withhold access to a membership from a named individual.

*for more information please review our policy on named individuals.

What is the ASTC Passport Program?

The ASTC Passport Program provides free admission to more than 350 museums and science centers worldwide. Institutions less than 90 miles away from Thanksgiving Point and your residence are not included. Proof of residence (photo ID) may be required. For more information on ASTC visit:

<http://www.astc.org/passport>

What is the American Horticultural Society's Reciprocal Admission Program?

The American Horticultural Society's Reciprocal Admission Program provides free admission to nearly 300 gardens throughout North America and the Cayman Islands. Institutions less than 90 miles away from Thanksgiving Point and your residence are not included. Proof of residence (photo ID) may be required. For more information on the American Horticultural Society's Reciprocal Admission Program visit: ahs.org/gardening-programs/rap.