

GOOD ZOO MEMBERSHIP FAQs

Q: What type of memberships are offered?

A: Below is a list of memberships, cost and who is admitted under the membership.

Individual (\$37) - admits individual named on membership.

Family (\$55) - admits 2 adults and dependents under 21 in the same household.

Grandparents (\$55) - admits 2 grandparents in the same household and up to 6 grandchildren under 21 (*must be listed on membership*).

Family Plus and Grandparents Plus (\$75) - admits the same as Family and Grandparents memberships and 10 guests with passes.

Sustaining (\$90) - admits same as Family or Grandparent memberships and 20 guests with passes.

Patron (\$105) - admits same as Family or Grandparent memberships and 20 guests with passes.

Lifetime (\$1000)—covers same as Family membership and 20 guests with passes. Lifetime membership is non-transferable.

NOTE: A household is defined as individuals living in the same dwelling in which they file joint taxes or are claimed as a dependent on your taxes.

Q: What benefits will I get with my membership?

A: Please see the chart below.

GOOD ZOO MEMBERSHIP BENEFITS	Individual	Family	Grandparents	Family Plus	Grandparents Plus	Sustaining	Patron	Lifetime
Free Admission during regular hours of operation	X	X	X	X	X	X	X	X
Discount on train ride	X	X	X	X	X	X	X	X
Discounts at reciprocal zoos	X	X	X	X	X	X	X	X
Member only invitations	X	X	X	X	X	X	X	X
Free Zoo News	X	X	X	X	X	X	X	X
E-mail updates	X	X	X	X	X	X	X	X
10% discount in gift shops	X	X	X	X	X	X	X	X
Discounts on zoo special events & education programs		X	X	X	X	X	X	X
10 Free Passes worth \$75				X	X			
20 Free Passes worth \$150 (<i>Lifetime receives yearly</i>)						X	X	X
"Behind the Scene" zoo tour							X	X

Q: What are the admission rates for adults and children?

A: Admission rates for the Good Zoo are \$7.50 for adults, \$5.50 for children 3-12 years and children 2 years and under are admitted free. Train ride is an additional \$2.25 per person. Zoo members receive free admission during normal operating hours and the reduced rate of \$1.75 for the train ride. Admission for special events will be at a reduced rate. All rates are subject to change and applicable taxes.

Q: Do you have reciprocity agreements with other Zoos?

A: Yes, we have reciprocity agreements with approximately 160 Zoos across the United States, Canada and Mexico. All reciprocating zoos are accredited by the Association of Zoos and Aquariums. Good Zoo members will receive reduced or free admission to reciprocal zoos. To view an entire list log on to www.oglebay-resort.com/goodzoo.

Q: Do I get discounts for birthday parties, camps or other education programs?

A: Yes, Good Zoo members get discounts for summer camps, preschool programs, birthday parties, Master Naturalist classes and many other programs offered at the zoo. Discounts vary per program, but generally members get \$40 off a birthday party and up to 10-20% off camps and other programs. Purchase your memberships by the day of your birthday party or prior to registering for any programs to receive the discount. **Note:** *The Individual Membership level does not receive discounts for birthday parties and camps.*

Q: Do members receive discounts in the shops?

A: Yes, Good Zoo members will receive a 10% discount in the Nature Express, Lorikeet and Gem Sluice (*does not apply to items already discounted*). Membership cards and Photo ID must be presented to the sales clerk **before** the sale is finalized. Sorry, discount applies to Zoo Members only! Other family members and friends will not be permitted to use your membership to receive discount.

Q: Can I purchase a membership the day of my visit?

A: Yes, memberships may be purchased at the admission gate and will include your admission for that day. Retain your copy of the membership application with the attached receipt as proof of membership until your card arrives.

Q: When will I receive my membership card?

A: Please allow 3 weeks for processing and delivery.....if you haven't received your card in this time, please contact the Zoo office at 304-243-4100.

Q: Can I get my membership card the same day?

A: Yes, anyone purchasing a membership may bring their application to the front office before touring the Good Zoo. Stop by the Zoo office to pick up your card before leaving. You may also use the copy of the membership application with attached receipt as proof of membership until you receive your card.

Q: How many membership cards will I receive?

A: Only one card will be issued with the designated member/members names listed. When two adults are designated, a second card will be issued upon request. In this case, both membership cards will include both adult names. Both cards will be mailed to the membership's address of record. Cards will not be mailed to separate addresses.

Q: Can I purchase a membership as a gift for another family?

A: Yes, memberships may be purchased as gifts by purchasing them at the Zoo or by phone through the Zoo office at 304-243-4100. When doing so, please have the following information available:

Adult names (*Individuals must meet the definition of household on page 1*)

Mailing address

Telephone number

E-mail address (*will receive updates by e-mail notifications*)

Children's names and birthdates

Q: Can my childcare provider use my membership card to bring my child/children?

A: Yes, your childcare provider must have your membership card. Your children will receive free admission with your membership card, and the childcare provider can use a guest pass (*if applicable*) or pay regular admission.

Q: May I bring a guest if the second adult listed on the card can't attend?

A: No, all memberships are non-transferable. Only the names listed on the card are admitted. Photo ID is required. If you have a Family or Grandparent Plus membership you may use the guest passes for your guest.

Q: How do I add a guest?

A: The Family Plus and Grandparent Plus levels come with 10 guest passes and the Sustaining and Patron levels come with 20 guest passes. If you would like to upgrade to a higher level, you may do so by paying the difference in the membership amount paid and the price of the higher level membership.

Q: How long do I have to use the guest passes?

A: Guest passes do not have an expiration date and will be accepted during normal operating hours. Guest passes may not be used for field trips, group programs, education programs and special events.

Q: Can the guest passes be used at other Zoos?

A: No, the Good Zoo guest passes will not be honored by other zoos and the Good Zoo will not honor other Zoo's guest/caregiver passes.

Q: What happens if I lose my card?

A: You can show Photo ID at the gate for admittance. You will need to apply for a duplicate card at the Zoo office.

Q: How will I be notified of upcoming events and programs?

A: The "Zoo News" is created and mailed to all active zoo members to keep them updated on new arrivals, births, special events, camps, etc. Approximately 4 issues of the Zoo News are mailed to members annually. Like to stay ahead of the pack? Include your e-mail and Be one of the first to learn of these events.

Q: My spouse works and will not use the membership. May I choose another family member as the second adult and include their children?

A: No, memberships are good for two adults living in the same household. A household is defined as individuals living in the same dwelling in which they file joint taxes or are claimed as a dependent on your tax return.

Q: Is the Good Zoo open year round?

A: Hours of operation vary depending on the season. Due to inclement weather the Good Zoo will be closed for public visitation of the animal exhibits January, February and March. However, all scheduled education programs, birthday parties and other activities are still on-going. The zoo office is open daily from 9am—5pm and the staff is available for questions, memberships, etc. Call 304-243-4030 or 304-243-4100 or emailgoodzoo@oglebay-resort.com

Q: Can I use my membership and/or guest passes for admission with field trips or group visits?

A: No, free membership admission does not apply to group visits and field trips due to additional programming and expenses related to these visits.

Q: Is my membership good for a year from the date of purchase or a calendar year?

A: Memberships will expire the last day of the month in which you purchase it. For example, If you purchase a membership on June 14 it will expire June 30 of the following year.

Q: When I renew what will be my new expiration date?

A: Memberships automatically renew from the current expiration date. If your membership has lapsed, the new expiration date will be the last day of the month in which you renewed it.

Q: How can I best support conservation and the Good Zoo?

A: You may support wildlife conservation and the Good Zoo through visiting the Good Zoo with your family, enroll your children in camps, attend Master Naturalists programs and most of all become a member of Oglebay Good Zoo!

Need additional information?

Contact:

Oglebay Good Zoo

465 Lodge Drive

Wheeling, WV 26003

800-624-6988 Ext. 4030 or 304-243-4030

www.oglebay-resort.com/goodzoo