

The Birmingham Zoo

Commonly Asked Membership Questions

1. **I have lost my membership card, what should I do?** Simply, speak with a membership staff member and ask for a replacement card. Replacement cards are \$5.00.
2. **I want to change the guest name listed on my membership card, what's the process?** No problem, turn in your old card, and we will present you with a temporary card to use. We will mail you your new card.
3. **Can I apply my ticket admissions to purchase a membership?** Yes, you can apply that day's ticket admissions (tax excluded) to a membership.
4. **I forgot to bring my membership card, can I still get in?** Yes, we will present you with a temporary card to be used only on the day of arrival. Your ID is required.
5. **I registered on-line this morning, but I want to use my membership today, what should I do?** If you register on-line, please remember to bring your confirmation number and/or print out. Your ID is required.
6. **I want to add a caregiver to my membership, how do I do that?** Simply, go to www.birminghamzoo.com look for membership, you will see the option to add a caregiver when you are becoming or renewing your membership. At this time, you cannot add a caregiver online once you have submitted your membership information. You can call the Birmingham Zoo membership office at 205-879-0409. Or, you can visit the Birmingham Zoo membership office and we will be glad to assist you.
7. **How long does it take for me to receive my membership card?** Your membership card should arrive within 2 weeks
8. **I have three children but the membership card only shows 2, why is that?** The membership card lists children who are between the ages of 2-17.
9. **Can I go to other zoos with this card?** Yes, you can visit over 100 zoos in the United States and Canada.
10. **I have a grandparent membership, does this include my children and grandchildren?** This membership only includes grandchildren that are listed under the membership.
11. **Are tokens, the train ride, and/or carousel ride free with membership?** No, not at this time.
12. **Do I get any type of discount on the camps or educational programs?** Yes, simply ask one of the frontline or admissions staff members about the program of interest or you can visit our website.
13. **Can I have more than one caregiver?** Yes, you can have more than one caregiver.
14. **I am a member why do I have to wait in line to show my card?** We need to input your information into our database for reporting purposes.

