

Membership Frequently Asked Questions

Where is my membership card?

When memberships are purchased online, a temporary membership voucher is sent to the email address provided when purchasing the membership. Please bring the voucher to the Zoo on your first visit and have your photo taken for your membership card, or you may show an ID on your first visit to ask for your membership card. Membership cards will not be mailed.

I lost/misplaced my membership card. How do I get a new one?

If you believe you have lost your membership card and want a replacement, please stop by the Membership Office for a replacement card. There is a \$5.00 fee for a replacement/duplicate card. Members are issued a new card each year upon renewal. New cards are not mailed.

Does the membership run a calendar year (January thru December) or from the date of purchase?

The membership is valid for one year from the date of purchase. NOTE: The membership is valid from the date of purchase, not the date of first visit to the Zoo.

I have a membership that allows for guests. May a guest use my membership without me?

One of the named members on the membership account must be present to use the membership. We also reserve the right to check the ID of members at any time to ensure that only one household is using a membership.

Do I have to name a second adult on my membership?

You have the choice of naming either 1 or 2 adults on a membership. If two adults are named, both should be within the same family. If you choose to name one adult, that adult may bring a guest on each visit to the Zoo. The guest may not use the membership card without the primary member being present. If there are two named adults on the membership, the two adults may use the membership to visit the Zoo together or separately. No guest may be brought in place of a named adult.

What other institutions can I visit with my membership?

[Click](#) for a current list of all Zoos that will grant a discount on admission to active Birmingham Zoo Members. While we try to keep our information up to date, reciprocating institutions can change at any time. To avoid any inconvenience, please call the Zoo you intend to visit before visiting to ensure a discount.

Do you offer any membership discounts?

Active-duty Military, Senior and Student discounts are available toward the purchase of a Birmingham Zoo Membership. Valid ID must be presented in person at the Zoo at the time of purchase to obtain the discount. Employees of Birmingham Zoo partners may also receive a discount. Check with your HR Department to find out if you are eligible for a partnership discount.

What and when are Member Mornings?

Member Mornings are Wednesday mornings, May - September. Members may enter the Zoo beginning at 8am, an hour before the Zoo is open to the public, and enjoy FREE rides until 9am on our train, carousel, and slide. Please note that the exhibits, attractions and Cafes will still be closed.

Can I renew my Membership online?

You may renew your Membership at any time online. [Click here](#) to renew. Please provide your previous Member ID# shown on your card so we can match you up to your original record.

Can I add extra people to my membership?

For additional guests besides those named adults in the Membership, we offer the Add-a-Guest option. The add-on allows you to bring a guest each time you visit, or allows you to assign a named adult who may bring your children to the Zoo. Unnamed guests must accompany the named Member for free admission.

Can I name my child on my membership?

For security purposes, we cannot name anyone under 18 years old. They will be admitted with the adult on the membership.

Can I bring other people with me each time I visit the Zoo?

If your Membership allows for Guests you may have anyone join you on that Guest pass. However, guests MUST accompany the named Member for admission and will not be admitted separately. Up to six additional accompanying guests may enjoy 25% off regular-priced admission.

How can I change my Membership information?

Call the Membership Office at 205.879.0409, ext. 231 or email us at membership@birminghamzoo.com. Please have your Membership # or other verifying information handy.

When will I receive my Membership cards?

You will receive one card for each named adult on your Membership. If you purchase your Membership at the Birmingham Zoo, your card(s) will be given to you at the time of purchase. If you purchase a Membership over the phone or by mail, you can pick up your card(s) on your first visit. If you purchase your Membership online, look for an email confirmation containing an attachment with a barcode. Visit the Membership Office with the printed attachment and a photo ID to have your card(s) printed.

Can I visit the Zoo before I receive my Membership card?

You may visit using the confirmation page from your online purchase and a photo ID. Please stop by the Membership Office to have the card(s) printed for each named adult on your Membership. If you purchased your Membership over the phone or by mail, visit the Membership Office with a photo ID to have your information verified.

Can I get a discount online?

If you received a discount code, enter the code in the discount code box on the Shopping Cart page and click "Apply" to receive your discount. Please note, some discount codes have an expiration date and may not be applied after the expiration date. Discounts may not be combined.

At what age do I qualify for the senior citizen rate?

Members age 65 or older receive 20% off their Membership. To receive your discount, you must visit the Membership Office. You may be asked for proof of age. Only one discount is available per Membership.

How do I get a senior citizen/student/educator discount?

All discounted Memberships must be obtained and renewed through the Membership Office and are not offered online at this time. You may be asked to show proof of status to obtain your discount.

Is a Birmingham Zoo Membership good at other zoos?

Over 100 select zoos and aquariums nationwide participate in reciprocal membership with us, allowing Birmingham Zoo Members free or discounted admission when you present your Membership card and photo ID. Please make sure you have a valid membership card. See our reciprocal list for participants.

What if I bring non-Members with me to the Zoo?

Up to six non-Members who accompany you to the Membership Office receive 25% off regularly-priced admission.

How do I receive discounts at concessions/gift shops/program- registration?

Simply show your Membership card at our cafés and gift shops or provide your Membership number when registering for programs online. If you do not have your Membership card when you visit, you may purchase a replacement Membership card from the Membership Office to receive your in-park discounts. Members also receive discounts on Camps and Education Programs.

What should I do if I've lost or cannot find my card?

You don't have to miss out on a trip to the Zoo! You can always bring your photo ID to the Membership Office for verification of your Membership status and admittance. You should also call or visit the Membership Office to purchase replacement cards, or email membership@birminghamzoo.com.

Can my babysitter or nanny bring my children to the Zoo?

An adult must be named on the membership to bring children without another adult being present. Memberships are not transferable, but you may use the Guest add-on (\$30) to designate a named babysitter or nanny to bring your children to the Zoo in your absence.

My children are coming to the Zoo with relatives. Can they use my Membership?

Your children may be admitted for free with a copy of your Membership card (so original cards do not get lost), but the adults will have to pay admission, as Memberships are non-transferable. However, up to 6 non-Members accompanying your Member children are eligible for the 25% admission discount extended to our Members' guests.

My children are coming to the Zoo with a school group. Can they use my Membership?

Yes. On the day of their visit, your children may present a copy of your Membership card (so original cards do not get lost) and they will be admitted for free with their school group. A minimum of 15 paying (non-Member) participants are required for the group to receive a field trip admission rate. Please note memberships do not cover special education programs or additional rides the group may have selected.

Although we can waive your admission as a member, you will have to pay to attend any additional programming or to add rides, unless your membership covers rides as well.

How can I get further involved with the Zoo?

The Birmingham Zoo wouldn't be the same without the support of our dedicated volunteers, docents, and sponsors who receive unique benefits in exchange for their assistance. Volunteers receive valuable training and opportunities aligned to their interests. See our [volunteer page](#) for details.

I forgot to ask for my discount when I purchased my Membership. May I get a refund for the discount?

Our discounts are provided at the time of purchase only, and most cannot be obtained online. Please contact the Membership Office for details on any discounted Memberships prior to your purchase.

I'm moving out of state. May I get a refund for my Membership?

Membership dollars directly support Birmingham Zoo's operation and conservation work, and we are unable to refund Memberships. However, check with the local zoo in the area you move to for reciprocal zoo offers for the remainder of your Birmingham Zoo Membership.

How do I contact the Membership Office?

The Membership Office is to the left of the Front Gate. You may call 205.879.0409, ext. 231 during operating hours. The Membership Office is open daily 9:00 a.m. to 5:00 p.m. You may also email membership@birminghamzoo.com at any time.