

## Membership Terms and Conditions

*Updated: September 2, 2020*

As an Oregon Zoo member, you play an important role in supporting the zoo's efforts in preserving threatened and endangered wildlife and makes it possible to continue to develop new, world-class habitats and animal enrichment.

Memberships are for personal use only and are not for group homes, clubs, social groups, commercial, resale, or promotional use. Membership cards are non-transferable; benefits only apply to named cardholders. Misuse of any nature may result in immediate cancellation of your membership.

Memberships are non-refundable.

**Prices and benefits are subject to change at any time.** For current benefits, please visit [oregonzoo.org/membership](https://oregonzoo.org/membership).

Membership includes free daytime admission for named cardholders and any guests or children (aged 0-18) as determined by each membership level. Your infant must be covered by your membership. Courtesy infant tickets are not available for members.

All members and their guests or children must have a timed ticket reservation to visit the zoo at this time. Please do not bring any additional guests or children with you without a reservation. All reservations must be made online. Your reservation will show your membership information, including cardholder names, expiration date and level.

Individual and Dual memberships do not cover children, ages 0-18. Your child or infant can be covered using your guest privilege, or you may upgrade to a level that includes children by calling 503-505-5493, 9am to 4pm.

**Named cardholders must be individuals 18 years or older. Cardholders must present a valid state-issued photo ID matching the name(s) on your reservation to gain entry. Guests or children (if included) may enter only if at least one named adult is present at check-in with a valid state-issued photo ID.**

You may not share your membership or give any membership reservation with anyone someone who is not a named cardholder.

You may add a **Caregiver Card** to any Family level or higher membership level that specifically includes children. A Caregiver Card allows you to name one additional adult aged 18 or older to bring any children covered by your membership into the zoo. Caregiver Cardholders do not have access to any free guest privileges. **You may not add a Caregiver Card to Individual or Dual memberships.**

Memberships are valid for one year from date of purchase or from your current expiration date, whichever is greater. You may access your membership information online by logging into your account here: <https://shop.oregonzoo.org/#/login>

You may upgrade at any time during your membership by paying the difference between the price paid and the current price of the higher level. Your expiration date will remain the same.

**Membership discounts must be applied at time of purchase, and may not be applied toward prior purchases or combined with other offers. Additional restrictions, such as purchase location, may apply.**

Membership benefits, including discounts on select retail, food and beverage offerings, may be used only during regular Zoo operating hours and may not be used during special ticketed events or concerts unless specified. Parking is not included and is subject to availability on a first-come, first-served basis.

The Zoo is closed Christmas Day, December 25. On occasion, the Zoo may close for special events, weather or operational needs. Information about closures will be provided as early as possible on the Zoo's website and social media. Please check the website before each visit to confirm hours.

All attractions are seasonal, and their availability may be subject to weather, capacity, mechanical or animal-related issues. To check availability for a specific day, please call 503-226-1561.

You can start using your membership immediately. Your electronic membership card is emailed to you with your receipt. You may access your temporary card by logging into the member portal at [oregonzoo.org](http://oregonzoo.org). We have temporarily suspended all membership card printing. All membership information is printed on your reservation.

Oregon Zoo participates in a reciprocal admission program through the Association of Zoos and Aquariums. We recommend that you contact the zoo or aquarium you would like to visit to confirm benefits.

Oregon Zoo expects that members provide and maintain current contact information, including, but not limited to: cardholder names matching state-issued photo IDs, address, phone number, and email address.

The Oregon Zoo does not share email addresses with any third party. You may immediately unsubscribe from Zoo email marketing messages and e-renewals using the links at the bottom of emails you receive from the Zoo. Most member communication will be done by email.

By accepting your membership purchase or renewal, you agree to hold the Zoo and its employees harmless and waive any claim against the Zoo and its employees for bodily injury to guest or damage to guest's property even if caused in whole or in part by the negligence of the Zoo or its employees. Visitor grants to the Oregon Zoo and its successors and assigns the absolute right and permission to use, publish and broadcast Visitor's picture or likeness (and the pictures and likenesses of Visitor's minor children), without additional approval, for purposes of advertising or trade in promoting and publicizing the Zoo.

Oregon Zoo reserves the right to terminate benefits at any time with or without any notice. Causes of termination may include, but are not limited to: causing harm to Oregon Zoo animals, staff or guests, fraudulent use or abuse of membership privileges, deliberately damaging Zoo property, possession of a weapon and any harmful participation behavior. It is necessary to abide by Zoo safety and etiquette policies. Failure to do so may result in the suspension, cancellation and/or revocation of membership.

Questions about your membership? Contact Oregon Zoo Membership at 503-505-5493 (Office hours: 9am to 4pm, excluding holidays), email [membership@oregonzoo.org](mailto:membership@oregonzoo.org) or visit us online at [oregonzoo.org/member-faq](http://oregonzoo.org/member-faq).

### **Admission Terms and Conditions**

You may print and use only one copy of each Print-at-Home ticket. Please keep your Print-at-Home ticket(s) in a safe place. The Oregon Zoo is not responsible for inconvenience due to unauthorized duplication or inability to print Print-at-Home tickets. The Oregon Zoo has the right to refuse entry to anyone with a duplicate ticket.

A Print-at-Home ticket's unique barcode is good for one entry only.

PLEASE READ CAREFULLY, THIS IS A RELEASE OF LIABILITY AND WAIVER OF CERTAIN LEGAL RIGHTS In consideration for access to the Oregon Zoo and its facilities and premises, Zoo Visitor acknowledges and agrees as follows: The Zoo takes reasonable and diligent steps to maintain the Zoo premises and facilities. However, the Oregon Zoo is predominantly an outdoor experience, and because of this some of the risks can never be fully eliminated in an outdoor setting. These risks include, but are not limited to, outdoor walking surfaces that may be rough or uneven and may contain obstructions like curbs and railings designed to direct foot traffic; from time to time, rain water and ordinary foot traffic may rapidly create depressions in natural walking surfaces; leaves and other debris falling from trees and foliage may obscure walking surfaces and make them slippery; inside areas may rapidly become wet and slippery during weather events as a result of foot traffic from the outdoors to indoor parts of the Zoo. Having been made fully aware of these risks, Zoo Visitor hereby freely and expressly assumes any and all risk of personal injury arising directly or indirectly out of Zoo Visitors' use of the Zoo facilities or premises and agrees to release, hold harmless, and indemnify the Zoo from any and all claims by or on behalf of Zoo Visitor against the Oregon Zoo. Visitor grants to the Oregon Zoo and its successors and assigns the absolute right and permission to use, publish and broadcast Visitor's picture or likeness (and the pictures and likeness' of Visitor's minor children), without additional approval, for purposes of advertising or trade in promoting and publicizing the Zoo. No soliciting is allowed on Zoo grounds.