

Membership Terms and Conditions

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

Membership is non-refundable.

Memberships are for personal use only and are not for 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.

Prices and benefits are subject to change at any time. For current benefits, please visit oregonzoo.org/membership.

Memberships include admission for cardholders (and guests and/or children aged 18 or younger as indicated on card) and discounts on select retail, food and beverage offerings. Parking is not included and is subject to availability on a first-come, first-served basis.

Named cardholders must be individuals 18 years or older. Cardholders must present current membership card along with a valid state-issued photo ID at all entry locations. 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. Members may gain re-entry to the Zoo for same-day visits by receiving a hand stamp near the entrance/exit.

Membership term is 365 days including date of purchase. Any add-ons or upgrades to your membership expire with the membership, regardless of when the add-on or upgrade was purchased. Membership benefits may be used only during regular Zoo operating hours and do not include free access to special ticketed events or concerts. Expiration date is printed on your membership card. 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.

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.

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.

A plastic membership card will be mailed within two weeks of online purchase. You can start using your membership immediately by printing your temporary membership card that is emailed to you with your receipt. You may reprint your temporary card by logging into the member portal at oregonzoo.org. Lost membership cards can be replaced for a fee of \$10 each. Names on cards may not be changed until the membership is renewed.

You may add a **Caregiver Card** to any active existing adult membership. 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, but can purchase discounted guest admission tickets at the zoo for same day visits only.

You may add one or more **Junior Cardholders** to any active existing adult membership. A Junior Cardholder allows for any one child aged 12-18 to be a named cardholder and attend the zoo without an adult. Eligible students must have a valid current photo ID, presented at time of purchase and along with their card to gain entry. Junior Cardholders do not have access to any free guest privileges. Not available for purchase online.

Membership discounts may not be applied toward prior purchases or combined with other offers. Additional restrictions, such as purchase location, may apply. Discount code is required at time of purchase.

At the time of your online purchase, you may choose to opt-in to the membership auto-renew program. Auto-renewals will be processed within a week of your expiration date and charged to your credit card at 15% off the rate for your level at the time of the auto-renewal. We will remind you of your auto-renewal by email. You may make changes to your auto-renew status at any time online.

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.

By accepting your membership card, 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: M-F, 9am to 4pm, excluding holidays), email membership@oregonzoo.org or visit us online at oregonzoo.org/member-faq.