**Library & Community Membership FAQs**

* ***Does this membership reciprocate with other Zoos and Aquariums?***
	+ No. The Library and Community memberships are not eligible for reciprocal benefits. It is only intended for use at the Virginia Zoo.
* ***Can my clients register for Zoo programs and events at the discounted member price?***
	+ No. Library and Community memberships are not eligible for education programs or special events.
* ***What happens if the member card is misplaced?***
	+ The member card is required to access the Virginia Zoo. Your organization or library is responsible for the member card. A replacement card can be provided for a $5 fee. Call the Membership Office at (757) 441-2374 x257 to order and pay for a replacement.
* ***How do I pay for my Library or Community membership?***
	+ After completing the application, you will be contacted by the Membership Manager on the status of your application and then for payment once approved. Please allow up to 10 days for approval, though most are approved in less time.
* ***How do I renew my organization’s Library or Community membership?***
	+ The application is required each year. One month before expiration, the Membership Manager will contact your organization and inform you that it is time to re-apply.
* ***My organization serves more than 15 clients. How can we accommodate more people?***
	+ The Community Membership admits groups up to 15 people per visit. This includes your employees and clients present. Consider bringing different clients with each visit. To accommodate a larger group, you will need to purchase additional daily admission at the regular rate. Or alternatively, you could purchase an additional Community Membership for your organization.
* ***What do employees need to bring with them during their visit?***
	+ Staff must bring proof of employment with them during their visit to the Zoo. Examples of proof included employee ID, business card, or pay stub. If you have any questions, please contact the Membership Manager.