

# Vancouver Aquarium Membership FAQ

We've tried to answer the most commonly asked questions below; however, if you're still unable to find the information you're looking for, please contact our Membership Department, open every day of the week.\*

Email: [members@ocean.org](mailto:members@ocean.org) Phone: 604-659-3526

\*Office Hours: Monday-Friday, 10 a.m.-5 p.m. Weekends & Holidays, 2 p.m - 5 p.m. Office CLOSED Christmas Day & New Years Day.

## Frequently Asked Questions

### **Q: Do you mail my permanent membership card to me?**

A: No. Your permanent membership card is a photo ID that's made and given to you on-site at the Aquarium.

### **Q: Do I have to bring my membership card every time I visit?**

A: Yes. A membership card is your ticket to express entry into the Vancouver Aquarium. If there are multiple individuals on a membership, please ensure that everyone is able to present their membership card upon check-in. If a membership card has been lost, stolen, or left at home, simply present another proof of identity (e.g. driver's license) to our representatives at the Membership Services window at the Admissions plaza. Also, note that children (4-12 years old) typically do not receive membership cards.

### **Q: Why didn't I receive a guest pass with my membership purchase/renewal? How do I use my virtual guest pass?**

A: A one-time-use guest pass is included in family and adult memberships only. A virtual guest pass is automatically added to your membership file. You can use your guest pass at the Members' Express Entrance. If you would prefer a printed pass, [login](#) to your Aquarium account using your membership number and print your members' guest pass, or request a paper ticket at Membership Services on your next visit.

For family and two-adult membership memberships, the primary or secondary adult listed may pick-up a pass or use the virtual guest pass. Please call 604.659.3526 if you would like to arrange for someone other than the primary or secondary adult to pick-up or use your guest pass.

### **Q: Can I add people to my membership?**

A: Yes. This option is available for the Family Membership **only**. You can add up to three additional people for a fee of \$34 each for a one-year membership and \$60 each for a two-year membership.

### **Q: Can I share the membership with other people or do I have to name everyone on the membership?**

A: Memberships are non-transferable. Everyone on the membership must be named, and only the people named, can use the membership.

### **Q: Can I convert a day's admission ticket towards a membership?**

A: Yes, but only towards the membership of the ticket holder and within the date of purchase, or visit in the case of online ticket purchases. A day's admission can be upgraded to a membership, wherein the ticket holder must pay the difference of the membership package. Admission ticket and receipt is required to perform the upgrade.

### **Q: Considering that children under four are free, what happens if my child turns four during my membership year?**

A: If your child is under four when you take out or renew the membership, they are considered free for your entire membership year—even if they turn four in that year.

### **Q: Does membership go for a calendar year or a year from the time I join?**

A: Starting June 18, 2013, memberships last for 365 days from the time you join.

### **Q: Will I lose out on any days if I renew my membership early?**

A: No. When renewed, your current membership will run its course, and the new membership will begin the day after your current membership expires.

### **Q: Do my guests get discounts?**

A: Only members are eligible for discounts, but members can bring up to 2 guests per visit to the Aquarium for a 20 percent discount on daily admission. Note that Child memberships (4-12 years old) are NOT eligible to receive discounts for guests.