

Membership FAQs

Buying or Renewing

1. How do I renew my membership?

Renewals can be processed online at www.pdza.org/membership, at the gate, or over the phone 253-404-3635.

2. Are there any membership discounts?

If you are not a member, you can apply the cost of your general admission tickets toward the cost of purchasing a membership (valid on day of receipt only and valid only for the portion of the receipt that will be covered under the membership). Visit any one of our front gate ticket windows to purchase your membership. We also offer a military, PRIME card and Multicare employee discount. These discounts can only be applied at the front gate, must have valid ID or employee badge. Current members will receive notifications with renewal discounts when they are about to expire. Be sure we have your current email and mailing address on file.

3. Who should I name as the 2nd named adult on my membership?

Named adults are non-transferable so it is best for the 2nd named adult to be the person in your household most likely to attend the Zoo without you. You can add "and guest" as the 2nd named adult but then you have to be present at all time to use the membership.

4. I have a nanny, what's the best membership for me?

The Household or Deluxe Household memberships can work for you but the nanny must be a named adult on the membership in order for her/him to bring the children to the Zoo without you. The nanny can be listed as the 2nd named adult on the membership or you can purchase an additional named adult for only \$25.

5. How many people can I have on my card?

Most memberships include 2 named adults. You can add 1 extra named adult on household/grandparent or deluxe memberships for an additional \$25. (Add on adult is for a grandparent or nanny who will be bringing the children). For household/deluxe household you can have only your legal dependents ages 3-18. For grandparent/deluxe grandparent you can have up to 5 grandchildren ages 3-18.

6. Do I need to include children under the age of 3 on my membership?

Children under the age of 3 receive free admission to the zoo; therefore, you do not need to include your child on your membership if he/she is age 2 or under. If your child turns 3 years old before your membership expires, you may add a child to your membership (or upgrade, if you've purchased a 1+1 membership) at any time.

Coming to the Zoo

1. What do I need to bring?

You need to bring your current membership card and photo ID for all named adults on the card.

2. Can I visit the Zoo without my membership card?

Yes. Simply present your photo ID at any one of our front gate ticket windows to have your membership information validated.

3. Do I have to wait in the membership line if the general admission line is shorter?

No, both membership and general admission cashiers can assist you.

4. Why do I need to show photo ID along with my membership card when entering the Zoo?

Much like how Costco and/or your fitness gym take your picture when you sign up for a membership, we require that you show photo ID for the named adults wishing to gain entry upon each visit. Memberships are non-transferrable and this policy helps us to ensure our memberships are being used properly which in turns helps to keep our costs down.

5. How do I bring a guest with me to the zoo?

Guests must be accompanied by a named adult on a deluxe household or deluxe grandparent membership to receive guest admission (3 guests each visit). A named adult on the card must be present to use guest passes on deluxe memberships. All current members can purchase additional tickets at a discounted rate at the front gate only (must have current membership card and photo ID).

6. Can my children come to the Zoo under my membership without me?

Yes*, legal dependents in your household under the age of 18 will be allowed access to the Zoo under your membership (*excludes 1+1 memberships*); however, unless accompanied by a named adult on the membership they **will not be able to use the guest passes on your membership.**

** Memberships may not be used for admission during school field trips.*

7. How can my nanny or guest bring my children to the zoo without me?

A nanny or guest can always bring your children to the Zoo without you. However, unless the nanny or guest is listed as a named adult on your membership, she/he will be charged a general admission fee. Guest passes are only valid when at least one named adult on the membership is also present.

8. I've lost my membership card, what should I do?

You can request a new membership card the next time you visit the zoo or by calling the membership office at 253.404.3635. There is a \$10 processing fee for replacement membership cards.

9. Can I use my membership at other zoos and aquariums?

You can use your membership for entry at more than 150 reciprocal zoos and aquariums across the country half price off general admission rates. Remember, each zoo has their own policies and your membership privileges may not work the same way at each zoo. Please contact the zoo you are visiting prior to arrival for specific details and to make sure there have been no changes. **NOTE: Point Defiance Zoo & Aquarium memberships are *NOT* reciprocal with Woodland Park Zoo.**

10. I have a membership with a reciprocal zoo; what is my discount?

If your zoo is part of the AZA reciprocity list then the named adults and legal dependents on the card will receive a **50% discount** off our general admission prices. Reciprocity benefits are awarded to those individuals specifically named on your Zoo membership pass only. Guest passes from reciprocal zoo memberships will not be honored. If you have any questions, please call 253.404.3656.

11. Can my child use our membership for admission during a school field trip?

Memberships may not be used for admission during school field trips.

Gift of Membership

1. Can I purchase a gift of membership?

Yes, gift cards are available for purchase at the gate or by phone. We do not currently have the ability to sell gift cards online.

2. How do I redeem my gift cards?

Gift cards are the same as cash. Simply bring your gift card along on your next visit and the staff at our front gate ticket windows can assist you with the purchase of your membership. We do not currently have the ability to redeem gift cards online.

General Questions

1. When does my membership expire?

Expiration dates are printed on your membership card. If you lost your membership card, please contact us at 253.404.3635 or stop by the front gate during your next visit.

2. How can I change my address?

To change your mailing address or other contact information, please contact us by calling 253.404.3635 or check in with the front gate during your next visit.

3. Can a name on my membership be changed?

Zoo memberships are non-transferable. Name changes can be made when you renew your membership; other changes throughout the year are limited and subject to a fee.

4. Do members receive free and/or discounted tickets to Zoolights?

Members receive discounted tickets to Zoolights of about 50% off general admission prices. This discount is for everyone covered by your membership (including up to 3 guests for deluxe memberships only).

5. Is my membership tax deductible?

Point Defiance Zoo & Aquarium provides services in exchange for membership dues. As such, membership dues do not qualify as charitable contributions and are not tax-deductible. Charitable donations to PDZA and/or The Zoo Society are tax-deductible, including Vision Keeper Club donations, Adopt an Animal purchases, and gifts that support conservation projects.

6. How do I purchase an Adopt an Animal package?

The Zoo Society manages the Adopt an Animal program. Please call 253.404.3651 or visit www.thezoosociety.org/adopt for details or to purchase online.