

The zoo has new and upgraded membership benefits! Before purchasing or renewing your membership, please look over the options so you can make the best selection for your family.

## MEMBERSHIP BENEFITS

To purchase your membership, visit [www.oglebay.com/good-zoo](http://www.oglebay.com/good-zoo) and complete the membership application form. You may also choose to purchase your membership in person at the zoo office during your zoo visit.

Memberships are valid from the day of purchase, for one year, and expire on the last day of the month in which you purchased it. Please retain your copy of your receipt as proof of membership.

### Membership Renewal & Upgrades

If you would like to upgrade or renew your membership, you may do so online at [www.oglebay.com/good-zoo](http://www.oglebay.com/good-zoo) or stop by the zoo office. For upgrades, you will be charged the difference between your current membership and the new membership level. Please note: We are unable to perform membership downgrades until the time for membership renewal.

Zoo Membership Benefits	Individual	Individual Silver	Family or Grandparent	Family Silver or Grandparent Silver	Family Gold or Grandparent Gold	Sustaining	Patron	Curators Club
<b>Membership Cost</b>	<b>\$ 74</b>	<b>\$ 90</b>	<b>\$ 99</b>	<b>\$ 132</b>	<b>\$ 158</b>	<b>\$ 189</b>	<b>\$ 307</b>	<b>\$ 405</b>
<b>Approximate VALUE of the membership based upon TWO visits to the zoo for a family of 4</b>			\$122	\$205	\$240	\$275	\$355	\$500
<b>Free admission during regular hours of operation</b> for named members (special events not included)	X	X	X	X	X	X	X	X
<b>Additional Guests</b> (not valid for special events)		ONE (1) UNNAMED GUEST PER VISIT			ONE (1) UNNAMED GUEST PER VISIT	TWO (2) UNNAMED GUESTS PER VISIT	TWO (2) UNNAMED GUESTS PER VISIT	THREE (3) UNNAMED GUESTS PER VISIT
<b>Discounts at reciprocal zoos</b>	X	X	X	X	X	X	X	X
<b>10% Discount at zoo gift shops</b>	X	X	X	X	X	X	X	X
<b>Unlimited train rides &amp; jumbo jumper</b> (not valid for special events)	X	X		X	X	X	X	X
<b>Souvenir Mugs</b> - Individual and Individual Silver memberships receive 1 mug; Family/Grandparent Silver level and above receive 4 mugs	X	X		X	X	X	X	X
<b>50% off select Animal Encounter</b> programs January - March only					X	X	X	X
<b>Admission to Boo at the Zoo and the Easter Treasure Hunt</b> (one-time admission per named members only)							X	X
<b>BEHIND THE SCENES GOLF CART TOUR</b> (for up to 5 people)								X

**Please note:**

**Family** memberships cover two adults and children under the age of 18.

**Grandparent** memberships cover two adults and grandchildren under the age of 18. (Adult children are not covered.)

# Friends of the Good Zoo

## Membership Frequently Asked Questions

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The zoo has new and upgraded membership benefits! Before purchasing or renewing your membership, please review the options to make the best selection for your family. Should you have any questions, please contact the zoo office at [ZooOffice@oglebay.com](mailto:ZooOffice@oglebay.com) or call 304-243-4100.

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### What is the admission rate for adults and children?

Regular admission rates\*

Adults	\$17.96
Children	\$12.50
2 and under	FREE

Members receive Free Admission during regular operating hours (special events not included)

*\*All rates are subject to change and to applicable taxes and fees*

### What are the admission options for the memberships?

- **Individual** – one named person
- **Individual Silver** – one named person and one unnamed person
- **Family Membership** – two named adults and dependents under 18 years of age
- **Grandparent Membership** – two named adults and grandchildren under 18 years of age
- **Family Silver** – two named adults and dependents under 18 years of age
- **Grandparent Silver** – two named adults and grandchildren under 18 years
- **Family Gold** – two named adults and dependents under 18 years of age plus one unnamed guest per zoo visit (special events not included)
- **Grandparent Gold** – two named adults and grandchildren under 18 years plus one unnamed guest per zoo visit (special events not included)
- **Sustaining** – two named adults and children or grandchildren under 18 years of age plus two unnamed guests per zoo visit (special events not included)
- **Patron** – two named adults and children or grandchildren under 18 years of age plus two unnamed guests per zoo visit (special events not included)
- **Curator Club** – two named adults and children or grandchildren under 18 years of age plus three unnamed guests per zoo visit (special events not included)

See the membership chart to compare all membership options and inclusions. A maximum of 2 named adults are permitted on any membership (one named adult on Individual and Individual Silver). Unnamed guests cannot use the membership without a named member being present.

### How long is my membership valid for?

Memberships will expire one year from the last day of the month in which you purchased it. For example, if you purchase a membership on March 15, 2024, the expiration date will be March 31, 2025.

### **What if I decide to become a member after entering the zoo?**

If you purchase a membership the same day that you paid admission to visit the zoo, you may apply the amount paid for the individuals covered under the membership towards the purchase. Please note: The admission paid may only be applied if purchasing the membership on the day you visit the zoo. You **MUST** have your receipt.

### **Can I purchase a membership as a gift for another family?**

Yes, memberships can be purchased as gifts. When purchasing, have the names of the 2 adults, mailing address, phone number, email address, and the names and birthdates of the children or grandchildren covered under the membership. Alternatively, a Zoo Gift Card can be purchased to cover the cost of the Membership.

Memberships can be purchased online at [www.oglebay.com/good-zoo/membership/](http://www.oglebay.com/good-zoo/membership/). Memberships or gift cards can be purchased in person at the zoo or by calling the zoo office at **304-243-4100**.

### **How do I renew my membership?**

Memberships can be renewed online, in person at the zoo, or by calling the zoo office at **304-243-4100**. When renewing your membership online, go to [www.oglebay.com/good-zoo/membership/](http://www.oglebay.com/good-zoo/membership/) and select "Renew Membership" and on the next page select "Renew". This will prompt you to log on. If you do not remember your username or password, select "Need help logging on" and follow the instructions on the next page.

### **When I renew, what will be my new expiration date?**

Memberships renew from the current expiration date. If your membership has lapsed, the new expiration date will be one year from the last day of the month in which you renewed it.

### **Do you have reciprocity agreements with other zoos?**

Yes, we have reciprocity agreements with approximately 150 zoos and aquariums across the United States, Canada, and Mexico. Of these, about half reciprocate with free admission when you present your membership card and photo ID. Other zoos provide a 50% discount. Reciprocal zoos are accredited by the Association of Zoos and Aquariums. As each zoo defines its "Family" memberships differently; we recommend you call the reciprocal zoo prior to your visit for additional information. To view the entire list, visit [www.oglebay.com/good-zoo](http://www.oglebay.com/good-zoo). Reciprocal zoos may change their agreement at any time without prior notification to Oglebay Good Zoo members.

### **How will I receive my membership card?**

When purchasing your membership online, you will immediately receive a receipt by e-mail. Your digital membership card will be linked to the receipt. Look for the yellow highlighted link [Membership Card](#) found towards the bottom of the receipt. Click on this link to access your cards. You can download a PDF or save your card to your digital wallet. If you purchase your membership at the zoo, you will also receive an e-mail containing a link to your membership cards, please allow adequate time for your membership information to be entered into our system. If you would like a printed card in addition to your digital cards, you can select the printed card option. There is a \$5 charge to receive one (1) printed card or to replace a lost membership card.

### **The membership that I purchased on-line included mugs and/or a printed membership card. How will I receive them?**

Coupons to redeem for souvenir mugs and printed cards (if applicable to your membership selections) will be available for pick-up on your first visit to the zoo (please allow up to 48 hours for processing). If you prefer to have these mailed to you, contact the zoo office at [ZooOffice@oglebay.com](mailto:ZooOffice@oglebay.com) or call **304-243-4100**.

### **How do I use my digital membership card?**

When you arrive at the zoo, **please present a photo ID along with your digital membership card** to the attendant. You can show your membership card directly from your mobile device. For those not using a digital wallet, many have found that saving a screenshot of the membership card to favorite photos makes the card easily accessible. To save time for your visit, please have your membership card and photo ID ready for the attendant at the admission gate.

### **Can I enter the zoo without my membership card?**

You cannot receive your free admission to the zoo without your membership card. If you do not have your membership card when arriving at the zoo, you will need to present your photo ID at the zoo office for membership verification. A photo ID must always be presented along with your membership card to enter the zoo.

### **What happens if I lose my card?**

Your digital cards are always accessible from your e-mailed membership receipt. If you cannot locate your digital membership card or receipt, please call our office at **304-243-4100** or e-mail **ZooOffice@oglebay.com** and we can resend your digital cards. Your digital cards can be added to your digital wallet. Many members find that saving a screenshot of their membership card to their favorite photos makes the card easily accessible. If you lose your printed card, there is a \$5.00 replacement fee.

### **Do I need to show a photo ID when visiting the zoo?**

As a non-profit organization, we rely on admission revenue and membership fees to keep the zoo running. To prevent misuse of memberships, we do require that adult members present a photo ID along with the membership card to gain admission to the zoo. For faster admission, please have a photo ID and your membership cards ready when you enter the zoo.

### **Do I get discounts for parties, camps, or other programs?**

Yes, members get discounts for summer camps, parties, and many other programs offered at the zoo. Discounts vary per program but generally, members receive 10% – 20% off camps and approximately \$50 off birthday parties. The individual membership level does not receive a discount for parties or camps. Gold, Sustaining, Patron, and Curator Club membership levels will receive 50% off select encounters held during January – March. (Keeper for a Day, Creature Connections, and Family Farmyard Fun are NOT eligible for the 50% discount.) Encounters are based on availability.

### **Can I use my membership for admission with field trips or other group visits?**

No, free membership admission does not apply to group visits or field trips.

### **Do members get discounts in the gift shop?**

Yes, members will receive a 10% discount on merchandise purchased in the zoo gift shops. (This does not apply to items already discounted). Membership cards and photo ID must be presented to the sales clerk before the sale is finalized. Discount applies to zoo members only. Other family members and friends will not be permitted to use your membership to receive discounts.

### **How do I receive my membership discount when making online purchases?**

Members receive discounts for birthday parties, camps, programs, and more. When making a purchase or reservation online, select **logon** when prompted (See below). You will use the e-mail you provided to us when purchasing your membership and a password that you create. This will link to your membership and your member discount will automatically be applied at checkout.

DIRTY FILTHY (ENTERING 2ND-3RD GRADE)

Avoid using the browser forward and go back buttons. Use the navigation and buttons provided below.



Please select from one of the following choices.



[Logon](#)

When logged on, you may qualify for member benefits, discounts, and other items



[Create New User Profile](#)



If you have forgotten your password or need to create one, select "Need help logging on" from the next screen and follow the prompts. Do not select "Create a new user profile", this option will not link to your membership.

### **Can children and grandchildren be listed on the same membership?**

No, a Family Membership only includes your children under the age of 18 years and a Grandparent Membership only includes grandchildren under the age of 18 years. Adult children are not covered under the membership. An option is to purchase a membership that includes one or two unnamed guests. (A member must be present for the unnamed guest to receive admission.)

### **Can I include the kids I babysit, my nieces or nephews, my friend's children, etc. on my membership?**

No, A family membership includes dependent children, a Grandparent membership includes grandchildren. If you plan to bring additional guests with you to the zoo, you may wish to select a membership level that permits one or two unnamed guests with each visit. Unnamed guests must have a member present for admission.

### **Can my childcare provider use my membership card to bring my child/children?**

Yes, your childcare provider must have the membership card for the children with them. The children will receive free admission, and the childcare provider can be admitted as an "unnamed guest" (if this applies to your membership) or pay regular admission.

### **My spouse will not use a zoo membership. May I have someone else as the second named adult on my membership?**

Yes, two (2) named adults are permitted with any membership. Both adults must present a photo ID upon entering the zoo.

### **What is an UNNAMED GUEST?**

An unnamed guest is a friend or family member who is not included on your membership. Some membership levels permit you to bring one or more Unnamed Guests with you to the zoo on every visit (special events not included).

### **My membership comes with mug coupons. Where do I get my mug?**

You can redeem your mug coupon at either of the zoo concession stands when they are in operation. Hours for concession stands vary by season.

### **What if I lose my mug or mug coupons? Will I get discounted drinks if I forget to bring my mug?**

We are sorry, but we are unable to replace lost mug coupons or mugs. Each person must have his/her mug to be able to receive the discounted refills. If you lose your mug, a replacement mug may be purchased at the zoo concession stand for \$5 (plus tax and applicable fees) with a membership card and photo ID.

**I have guest passes that were issued with a previous membership. Can these still be used?**

Yes! Guest passes do not expire and can still be used for admission to the zoo. (Guest Passes are not valid for Boo at the Zoo, the Easter Treasure Hunt, and other special events.) Counterfeit or copied guest passes will NOT be honored.

**My membership includes Train Rides, does my unnamed guest get a train ride free, too?**

Yes, your unnamed guest visiting with you will receive a train ride free.

**Do I need to be present for my Unnamed Guest to receive admission?**

Yes, you must visit the zoo with the unnamed guest for them to receive admission.

**When is Boo at the Zoo and the Easter Treasure Hunt?**

Boo at the Zoo is generally held the last four weekends of October, the Easter Treasure Hunt is the Friday and Saturday before Easter. Patron and Curator Club members receive one admission per named member to Boo at the Zoo and The Easter Treasure Hunt. All other membership levels must purchase tickets to visit the zoo on the days of these events.

**Is the zoo open year-round?**

The zoo is open year-round. Hours of operation vary depending on the season. Extreme weather may cause changes in operational hours. Educational programs, group visits, birthday parties, and other programs are held in all months of the year.

The Concession Stands, Train, Jumbo-Jumper, and Low Ropes Course operate daily during the summer. During the fall and spring, these areas are on weekends only. Winter hours vary. The operating hours for these amenities are weather and facilities permitting. The zoo office is open daily from 9 am – 5 pm. Call **304-243-4100** or e-mail

**ZooOffice@oglebay.com** should you have any questions. You may also check our website at **www.oglebay.com** for more information.

**How can I best support conservation and the Oglebay Good Zoo?**

You may support wildlife conservation and the Oglebay Good Zoo by visiting the zoo with your family, enrolling your children in camp, and donating to zoo conservation and animal care programs. Your membership also helps support the zoo and our conservation efforts.

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