

Terms & Conditions

1. Your Cleveland Zoological Society (CZS) membership entitles you to unlimited general admission to Cleveland Metroparks Zoo and The RainForest for one year from the date of purchase (expiration is the last day of the month your membership was either purchased or renewed).
2. Your membership card entitles you to 15% off regular priced merchandise in the Zoo's gift shops.
3. Your membership includes discounted admission to over 150 zoos, aquariums and wildlife centers around the U.S., Canada and Mexico. It is your responsibility to observe the rules and requirements of the host facilities. You MUST show your CZS membership card and a photo ID when visiting a participating facility. There will be NO refunds due to changes in reciprocal agreements during the year, and no refunds for memberships due to changes in reciprocal agreements. Reciprocity is subject to change at any time. Please click [here](#) for a current reciprocal zoo list.
4. To enter the Zoo, you MUST present BOTH your current membership card and a photo ID showing your name as it appears on your membership card. If you come to the Zoo without both your membership card and ID you will need to go to Membership Services to be checked in. Your membership card is valid ONLY for the person(s) named on the card. You may not substitute a guest admission in place of one of the named adults. Members are NOT allowed to give their card to another adult not named on the card for entry into the Zoo.
5. Only one family, in the same household, per membership. Membership levels which allow guests must have one of the named members present in order for a guest to enter the Zoo. Guests will NOT be allowed to enter the Zoo without one of the named members present.
6. Memberships are non-refundable and non-transferable. All sales are final. Special promotions and/or discounts cannot be combined or credited back to previously purchased/renewed memberships.
7. For memberships that include entry for children, ONLY your OWN children or grandchildren are covered by your membership. You must pay for any additional guests or children who are NOT listed as part of your membership. Children may use the membership card when visiting the Zoo with a school group. If coming with another adult (not named on card), they must go to Membership Services with their family's membership card along with the Unaccompanied Minor Admission Form ([See below for details](#)) or a note from the cardholder.
8. The Baby-Sitter Option allows entry for one adult and the number of children listed on the membership card ONLY in the absence of the named adults on the card. The Baby-Sitter Option does NOT allow additional guests which may be covered by a membership to enter the Zoo with a Baby-Sitter.
9. You will receive a digital membership card to share with your household on your initial purchase/renewal. Physical cards are available through special request with Member and Donor Services. One complimentary physical card may be requested for pickup at the Membership Booth. Additional card(s) can be purchased for 7\$ each. Mailing any physical card will cost a separate 7\$.

10. Membership level benefits are subject to change, alteration, or termination by Cleveland Zoological Society in its sole discretion at any time.
11. Use of a Cleveland Zoological Society Membership Gift Card (or Gift Certificate) constitutes acceptance of the gift card terms and conditions available at ClevelandZooSociety.org. Gift card contains value which may only be redeemed toward the purchase of eligible products offered by Cleveland Zoological Society. Not usable towards Total Experience Member Add-On. Gift cards may not be redeemed for cash unless required by law and have no cash value. Gift cards may be redeemed through Cleveland Zoological Society only. Gift cards will not be replaced if card is lost, stolen, used without permission, or destroyed. Gift cards are non-refundable. Gift cards cannot be resold without authorization. Gift cards do not expire and do not charge a fee. Gift cards are not a credit or debit card and have no implied warranties. Gift cards are not reloadable. Cleveland Zoological Society reserves the right to alter or change membership level benefits at any time without notice and will only honor membership level benefits current to gift card redemption date. Gift Cards are only valid for redemption for the membership level and add-ons originally purchased listed on the gift card. Gift Cards cannot be split between two membership purchases. Membership levels on gift cards cannot be changed and a gift card must be redeemed or voided before a membership level upgrade or downgrade can be made.

Unaccompanied Minors

This policy is for all Cleveland Zoological Society member children between the ages of 12 and 18 who wish to visit Cleveland Metroparks Zoo without their parents:

- i. **CHILDREN AGED 12 – 15:** Children of Cleveland Zoological Society members aged 12 – 15 who want to visit the Zoo un-chaperoned (without either adult named on their Zoo Society membership card) may come to Membership Services and show their family's valid membership card, along with the attached [Unaccompanied Minor Admission Form](#) (or a note from the cardholder), for admission by Zoo Society Staff.
- ii. **YOUTH AGED 16 – 18:** Children of Cleveland Zoological Society members (without either adult named on their Zoo Society membership card) may go to Membership Services and show their driver's license or other state ID, along with their family's valid membership card for admission by Zoo Society staff.

For memberships that cover guests: children will not be allowed to bring a guest to the Zoo without one of the named adults members present.

UNACCOMPANIED MINOR ADMISSION FORM

I, _____, authorize the child(ren) listed on my
(Parent/Guardian Name)
Cleveland Zoological Society membership to visit Cleveland Metroparks Zoo in my absence
on _____.
(Date)

Name(s) on Card: _____

Membership Level: _____

Member Number: _____

Phone Number: _____

Signature: _____

Media Release Terms

Use of this Membership to enter the Cleveland Metroparks Zoo (the "Zoo") constitutes acceptance of the terms and conditions set forth herein. The person(s) using the Membership to enter the Zoo (the "Holder") on behalf of himself/herself/themselves and, to the extent permitted by law, any minor(s) accompanying Holder and any other accompanying party (jointly, the "Users"), voluntarily assumes all risk of personal injury (including but not limited to death) and loss of property, by accident or otherwise, incidental to attending the Zoo and using its rides, attractions and facilities, and agrees that the Zoo, Cleveland Metroparks, the Cleveland Zoological Society, their directors, officers, employees, and agents are not responsible for and shall not be liable for any such injuries or losses, no matter how caused. To the extent permitted by your Membership, your Membership card (whether hard copy or electronic) evidences a revocable license to enter the Zoo's property, and this license may be revoked (and the Holder ejected from the Zoo's property) at the sole discretion of the Zoo, without refund, if misused or if the Holder fails to abide by the policies, rules or regulations of the Zoo or Cleveland Zoological Society. Park hours, prices, policies, and programs are all subject to change without notice.

Cleveland Metroparks, the Cleveland Zoological Society, and their designees and agents at all times reserve the right to videotape or make audio recordings of guests, and take still images, and to utilize those images, videos, audio recordings, and any other recording for any reason, including but not limited to marketing, advertising, promotion, on social media. All property ownership of such materials, and copyright in and to all such materials, shall belong exclusively to Cleveland Metroparks, Cleveland Zoological Society, and/or their designees and agents in perpetuity, without any compensation or other consideration to any guest. The Holder, on behalf of himself/herself and, to the extent permitted by law, any Users, grants to Cleveland Metroparks and Cleveland Zoological Society permission to utilize Users' images, voices, likenesses, actions and/or statements in any live or recorded audio, video, film, or photographic display or other transmission, exhibition, publication or reproduction, including commercial or promotional purposes, without further authorization or compensation. In addition, Holder, on behalf of himself/herself and, to the extent permitted by law, any Users, grants to Cleveland Metroparks and Cleveland Zoological Society permission to collect, share and store certain User facial or other biometric information as permitted by law, including for security purposes.

Any dispute, claim, or cause of action arising out of or in any way related to use of the Membership to enter or access the Zoo shall be settled by mandatory, final and binding arbitration in Cuyahoga County, Ohio, unless Cleveland Metroparks or Cleveland Zoological Society, in their sole discretion, determines that the action shall be settled in a state or federal court located in Cuyahoga County, Ohio, and the Parties consent to the exercise of personal jurisdiction by and exclusive venue in such courts.