

## Terms & Conditions

1. Your Cleveland Zoological Society (CZS) membership entitles you to unlimited admission to Cleveland Metroparks Zoo and The RainForest during the normal Zoo operating hours 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 10% off regular priced merchandise in the Zoo's gift shops.
3. Your membership includes discounted admission to over 130 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, and your current address. If you come to the Zoo without both your membership card and ID you will need to go to the membership booth or office to be checked in. Your membership card is valid ONLY for the person(s) named on the card. You may not bring a different adult to the Zoo 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. You may ONLY bring your own children or grandchildren under your own 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 the membership booth or office 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 caregiver.
9. \$3 of each member's annual dues is for a year's subscription to *Z Magazine*.
10. You will receive one set of complimentary membership cards with your initial purchase/renewal. There will be a \$7 replacement fee for lost or stolen membership cards, or if you wish to change any of the names listed on your membership (please make sure you sign up for your membership exactly as you

want it before you make the purchase/renewal). If a change of name is requested, then the original set of cards must be returned to the Cleveland Zoological Society before replacement cards can be issued.

### Unaccompanied Minors

- a. 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 the Membership Booth or Membership Office 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 the Membership Booth or Membership Office and show their driver’s license or other state ID, along with their family’s valid membership card for admission by Zoo Society staff.
- b. 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.

<b><u>UNACCOMPANIED MINOR ADMISSION FORM</u></b>	
I, _____,	authorize the child(ren) listed on my
<small>(Parent/Guardian Name)</small>	
Cleveland Zoological Society membership to visit Cleveland Metroparks Zoo in my absence	
on _____.	
<small>(Date)</small>	
Name(s) on Card:	_____
	_____
Membership Type:	_____
Membership No.	_____
Phone Number:	_____
Signature:	_____