



## ***Frequently Asked Questions***

### ***General***

***Q:*** *What is the price of admission?*

***A:*** Admission is \$14.50 per person. Children under the age of 1 are free. Members are also free. (link to membership page)

***Q:*** *Why do adults need to pay admission?*

***A:*** The mission of the museum is to ignite a love of lifelong learning in children and the grown ups who love them and care about them. Our exhibits and DISCOVERY Experiences are designed for both you and your children to learn, play and enjoy together as a family.

***Q:*** *Does the museum offer any discounts?*

***A:*** The museum doesn't offer year round discounts, but we do have special promotions throughout the year. We promote the discounts on our Facebook page and post them to our website.

***Q:*** *I am an adult and would like to visit the museum by myself, may I?*

***A:*** Everyone is a kid at heart, we welcome adults by themselves, but for security reasons, you will be required to leave your photo ID at Visitors Services during your visit.

***Q:*** *Can children wear flip flops?*

***A:*** It's recommended that children wear closed toe shoes and not flip flops or non-strapped sandals due to tripping.

***Q:*** *Can I bring food into the museum?*

***A:*** Yes, you can. However, all food and drinks need to be consumed in the designated eating areas on Level one or outside. All cold beverages must be in a plastic container with a secure, screw-top lids. No alcoholic beverages are permitted at any time. The museum doesn't not have any type of food services but there are healthy vending machines in the designated eating areas.

***Q:*** *How long does it take to go through the museum?*

***A:*** Children experience our exhibits in different ways based on their age. Some like to stay in their favorite gallery for the entire visit, while others want to experience the museum all at once. An average visit ranges from two to four hours in the museum.

***Q:*** *Can I leave the museum and reenter the same day?*

***A:*** Yes, all paid visitors receive a hand stamp upon initial entry to the museum. Feel free to leave the museum and you may reenter by showing your hand stamp, same day only.

**Q:** Does the museum have an anti-smoking and weapons policy?

**A:** The museum is tobacco-free facility. Cigarettes, vapor and electronic cigarettes, cigars pipes, chewing tobacco or any tobacco product is prohibited inside the museum. Additionally, there are no weapons of any kind allowed inside the museum

**Q:** Since you allow food in the museum, can I bring in food and gifts for a party for my child and friends?

**A:** The museum is the perfect place for a birthday! However, unauthorized parties are not allowed at any time in the museum. If you are interested in a museum birthday please visit our Birthday Experience page (add link).

**Q:** I am an adult and would like to visit the museum by myself, may I?

**A:** Everyone is a kid at heart, we welcome adults by themselves, but for security reasons, you will be required to leave your photo ID at Visitors Services during your visit.

**Q:** May I bring my pet to the museum?

**A:** Only service animals are allowed in the museum, not other pets allowed.

**Q:** Do you have lockers or a coat check or a place to put my personal items?

**A:** We do not have lockers or a place to put personal items. We recommend you leave items in your vehicle and retrieve them when needed or carry them in a back pack for easy access.

**Q:** Do you have a private area for nursing?

**A:** The Nursing Nook, a private area in Toddler Town, is available for nursing.

## **Membership**

**Q:** Can I renew or purchase a membership online?

**A:** Yes, we can process memberships online, click here.

**Q:** When will I receive my membership cards?

**A:** Within 2 to 3 weeks from the date of purchase. The cards will be mailed to the address provided.

**Q:** Can I visit before I get my card or if I have lost my card?

**A:** Yes, please bring your photo ID to the admission desks to verify your membership.

**Q:** How do I change my address?

**A:** In person at the Visitors Service, by calling 702.382.3445 or by [email](#). (link to membership@)

**Q:** Do you reciprocate with other museums & cultural centers?

**A:** Yes, we participate in the Association of Children's Museums (ACM) Reciprocal program. Check out the [ACM listing](#). (Please note that ACM changed the benefits for the reciprocal program April 1, 2013 from free admission to 50% off general admission at participating museums)

**Q:** *How do I sign-up to receive the newsletter?*

**A:** If you included your email on your membership application nothing further is needed. And we strongly recommend you do this as this is the way we communicate with our members and distribute our quarterly newsletter. Otherwise, click here to sign up.

**Q:** *Can I upgrade my membership?*

**A:** At any point during your membership year, you can upgrade your membership by paying the difference. Keep in mind that your current expiration date does not change. If your membership expires on 12/31/2013 and you upgrade on 12/1/2013, then your membership will still expire on 12/31/2013. The alternative would be to renew early at the new level & pay the full price for the next year.

**Q:** *Can I send my nanny or the children's grandparents with my membership card?*

**A:** In order for a nanny or grandparent to use the membership card their name must be on the membership. The Family level membership has a *Family Plus Option* where, for \$25 per person, you can add up to two additional named members such as grandparents or caregivers.

**Q:** *Can I transfer my membership to someone else?*

**A:** No, memberships are non-transferable and are valid only for the persons whose names appear on the card.

**Q:** *Can I lend my membership card to a friend or family member?*

**A:** No, the member whose name is on the card must be present. Photo ID is required.

**Q:** *Can I send someone in my place if I can't go?*

**A:** No, the member is the cardholder and must be present.

**Q:** *Why do I have to show my photo ID to visit the museum?*

**A:** To prevent misuse and fraud. We want to protect our members should their cards be lost or stolen.

**Q:** *We are moving to another state, can I receive a refund?*

**A:** No, memberships are non-refundable. Keep in mind that you may be able to use your membership card at other museums that participate in the ACM Reciprocal programs. Check out the listings here [ACM](#).

**Q:** *I have a specific question about membership, who do I ask?*

**A:** Please [email](#) our Membership Sales and Donor Relations Manager or call 702.382.3445.

**Q:** *Do I receive discounts in the museum shops if I am a member?*

**A:** Yes members receive discounts in our museum store and discount rates on our Birthday Experience.

**Q:** *How do I get a replacement for a lost card?*

**A:** Contact the Membership Department or inform Visitor Services. The cost for a replacement card is \$5.

