

ZOO MEMBERSHIP FAQS

General Questions

Q: How much is a membership at Zoo Boise? Who all is included on a membership?

A: See the info at the top of the Membership webpage to find the costs and benefits of our various membership levels. Memberships at Zoo Boise start as low as \$70 for an individual!

Q: How long is my membership active?

A: Your membership fun begins the moment you complete the purchase! The membership will expire one year from the end of the month of your purchase.

Q: I am moving away from the zoo/I no longer want to be a member at the zoo. Can I get a refund or give my membership to someone else?

A: Zoo Boise memberships are nontransferable and nonrefundable. If you are moving to another area, see “Reciprocal Benefits” section below.

Q: If I renew early, do I lose time on my membership?

A: No, your new membership year is added onto your existing membership. For example, if your expiration date is 05/31/2025 and you renew early on 01/31/2025, your new expiration date would be 05/31/2026.

Q: Do I get discounts in the zoo for being a member?

A: Absolutely! Members receive discounts on purchases at the Zootique gift shop, as well as free or discounted admission to exclusive zoo events. Members also receive discounts on some educational classes. A current membership is required and must be presented at program check-in. Contact Membership and Engagement Coordinator to get discount code before checkout.

Q: My caretaker has changed on my Household Plus Membership. What do I do?

A: Members can change their caretaker once during their membership year; a card must be ordered to grant your new caretaker admission on your membership. Please [E-MAIL](#) the membership department to change your caretaker information.

Reciprocal Benefits

Q: Can I get into other zoos and aquariums with my membership at Zoo Boise?

A: You can use your membership at dozens of AZA facilities across the nation*. Check out the list of participating zoos and aquariums at aza.org/reciprocity.

**Be sure to call the facility before your expected visit to ensure reciprocity benefits.*

Q: Do you reciprocate with other Idaho zoos?

A: Yes. We offer 100% reciprocity with Idaho Falls Zoo at Tautphaus Park and we offer 50% off admission prices for members of Zoo Idaho in Pocatello. Please remember to bring proof of an active membership that includes an expiration date, along with a current photo ID. A barcode / key FOB to scan is not enough to gain admission to Zoo Boise for reciprocal benefits.

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Membership Cards

Q: When do I receive my membership cards?

A: Allow 1-3 weeks for your membership cards to arrive in the mail. If you would like to visit the zoo before your cards arrive, please bring a copy of your membership purchase receipt with you (electronic or printed off) and your photo ID.

Q: I never received my membership cards.

A: If it has been over three weeks since the date of your membership purchase and you have not received your membership cards, send an [e-mail](#) or call (208) 608-7765 to speak with the Membership and Engagement Coordinator.

Q: Do I need to bring my cards and ID every time I visit the zoo?

A: Yes! To protect your membership, we require that all named adults on the membership present their membership card and a photo ID upon entering the zoo.

Q: My household number is lower than the number of people living in my household, what do I do?

A: Children under 3 years old are not included in the household number. If after subtracting the number of children under 3, your household number is still incorrect, please contact the Membership and Engagement Coordinator at (208) 608-7765.

Q: Can I buy a membership just for children?

A: No. All memberships require at least one adult. This is not only for safety reasons, but also because we require ID at the front gate and children do not typically have IDs.

Q: Help! I lost my membership card!

A: Replacement cards can be purchased for \$5.00 [HERE](#), or by calling (208) 608-7765.

Gift Membership Information

Q: I want to purchase a membership for someone else. Can I do that?

A: Yes, Zoo Boise memberships make a great gift for anyone! Click [HERE](#) and complete the form.

Q: When will the gift membership become active?

A: Gift memberships, like regular membership, begin on the date of purchase and will expire one year from the end of the month of your purchase.

Q: What is the difference between sending a gift membership and purchasing a gift certificate?

A: If you complete the online or physical gift membership form and include the gift recipient's information, we'll create membership cards for the recipient. These can be sent to either the gift giver or gift recipient. This is a great option if you want the recipient to be able to use their membership right away, or if you live far away and want to send their cards in the mail. Gift certificates can be given instead, on request or if the recipient's information is not properly completed. This is a great option especially if you do not know who you would like to give the membership to. A membership purchased with a gift certificate will expire one year from the end of the month of your purchase, regardless of when the gift certificate is redeemed.