

Effective April 4, 2017 New Membership Categories and Fees-FAQs

1. Why have you made these changes to categories and increased the Membership fees?

The Vancouver Botanical Gardens Association (VBGA) has not changed categories or increased Membership fees since 2011. In our new fee structure, we have streamlined the current 15 categories into five manageable categories. These categories and fees better reflect the current membership demographics, provide appropriate discounts and will lessen the administrative process during the membership transaction whether it be in person, on the phone or online.

2. When do these membership changes take effect?

Tuesday, April 4, 2017

3. What do I need to do if I am already a member?

Nothing! When you renew your membership, you will select or be placed into the correct new category. Renewal could occur in 2017, 2018 or even 2019 depending on the expiry date of your current membership.

4. Will my current membership card still be valid after the membership category changes?

Absolutely, your current membership cards are valid through to their listed expiration date. Your membership card number will not change.

5. I would like to renew my membership but when I go online, I can only purchase a new membership. Will I still be a renewing member and receive my complimentary passes?

Yes! If you have a membership within the 'old' category structure, you will need to purchase a new membership within the new membership structure. Please know though, **that as current member, your current membership pass number and history will transfer from the old category to the new category including receiving complimentary passes based on a renewing member.** You can still use your current membership card/pass, you will receive a new expiry sticker and receive complimentary passes based on a renewal when you visit VanDusen Botanical Garden or Bloedel Conservatory.

6. I am a Senior and I don't see a category for me?

You are correct. We are pleased to offer Seniors a 15% discount off the base fees for both **Individual** and **Individual Plus Adult** categories. To receive the 15% discount for **Individual Plus Adult**, both seniors must be 65+ years of age. The system will automatically calculate the 15% discount during the transaction. There is no longer a senior category.

7. I don't see the 2 year membership option. Have you removed it?

No, we have not removed it and it is still very much available to purchase. Your transaction will now include the purchase of **two** 1 year memberships, with an automatic 10% discount being applied to the total upon purchase of 2 years.

8. The 'Single Family package' was previously available and now I cannot see this option.

We are now offering the **Individual plus one Child** and the **Family Category** (1-2 adults and up to 2 children).

9. Is the new 'Individual Plus Adult' category the same as the previous Couple/Dual category?

Yes. The **Individual Plus Adult** category includes two Adults (19+years) the same as the previous Couple/Dual category. These two Adults may live at the same residence or in different residences but only one Adult will receive the monthly emails and mailed information. To receive the 15% discount in this category, both seniors must be 65+ years.

10. Can you please explain the difference between the Family and Family Plus categories?

The **Family** category includes 1 -2 designated adults (19+ yrs) and up to 2 designated children or grandchildren (ages 4-18 yrs.)

The **Family Plus** category includes families with more than 2 designated children or grandchildren on a membership. There is an additional \$10 charge per child per year.

Example: family with two adults (19+yrs) and 3 children (ages 4-18 years) will purchase a Family Plus membership. Fee will be \$83 + \$10 = \$93 + tax for 1 year.

Example: family with one adults (19+yrs) and 2 children and 3 grandchildren (all 5 children/grandchildren are aged 4-18 yrs) will purchase a Family Plus membership. Fee will be \$83 + \$10+\$10+\$10 = \$113 + tax for 1 year.

11. How do the new VBGA membership fees compare to other comparative organizations?

Purchase of a VBGA membership offers year round entry to two beautiful locations in Vancouver – VanDusen Botanical Garden and Bloedel Conservatory. We are fortunate to offer you, our membership, access to events and programs, including discounts for being a member, at both locations throughout the year. The new fee increases are very modest and continue to be lower than the majority of attractions and programs in the Lower Mainland.

12. I received a Gift Certificate as a gift, prior to the category and fee changes. Can I still redeem and receive the equivalent of the same membership package purchased with this Gift Certificate?

Yes, we will honour all gift certificates issued to date with no additional cost to you or the original purchaser. Please ensure you bring your gift certificate with you when you come to VanDusen Botanical Garden or Bloedel Conservatory. If you do wish to upgrade, though, you will be charged the difference at the new fees.

13. Whom can I talk to for more help?

Any questions, comments or concerns regarding the new categories and fees, please call the Membership Office at 604-257-8675 between 10am – 3pm Monday to Friday or email membership@vandusen.org. You are also welcome to visit us the VanDusen Visitor Centre – Membership desk and our volunteers and staff would be happy to answer your questions.

Revised January 22, 2018