

Frequently Asked Questions – VBGA Membership

Q 1: I have purchased a new Membership online or over the phone. What do I do now?

Please visit VanDusen Botanical Garden to have your picture taken and receive a plastic photo Membership card. We will affix an expiry sticker to your card and you will receive complimentary pass(es) along with information on the benefits of Membership.

Q 2: I have renewed my Membership online or over the phone. What do I do now?

Please visit VanDusen Botanical Garden during regular open hours to have a new expiry sticker affixed to your Membership card and receive your complimentary passes.

Q 3: How many complimentary single-use passes do I receive if I am a new Member and how many if I am a returning Member?

- If you are **new Member** and purchase a **1-year** membership, you will receive **one complimentary single-use guest pass** to VanDusen Garden or Bloedel Conservatory to give to a guest to use during regular open hours.
- If you are **new Member** and purchase a **2-year** membership, you will receive **two complimentary single-use guest passes** to VanDusen Garden or Bloedel Conservatory to give to a guest to use during regular open hours.
- If you are a **renewing Member** and purchase a **1-year** membership, you will **receive two complimentary single-use guest passes** to give to a guest to use during regular open hours.
- If you are a **renewing Member** and purchase a **2-year** membership, you will receive 4 (four) **complimentary single-use guest passes** -- 2 passes will expire after the 1st year and 2 passes will expire after the 2nd year.

Q 4: I have lost or misplaced my complimentary single-use guest passes. What should I do?

Unfortunately, there is no replacement of these passes. We do ask that you keep them in a safe, but easy to find location to ensure you will use during the period of your Membership.

Q 5: Does the Member need to be present when a guest uses the single-use guest pass?

No, you are welcome to share the single-use guest pass with a friend or family member so that they can enjoy either VanDusen Botanical Garden or Bloedel Conservatory at their convenience during regular open hours.

Q 6: I have lost my Membership card. What should I do?

We would be happy to replace your Membership card. There is a \$5 fee to cover the cost of replacement. Please visit VanDusen Garden during regular open hours. If your Membership card has been stolen, please provide valid Proof of ID and we will re-issue a new Membership card free of charge.

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Q 7: I have noticed the use of the words **Membership, Pass and Card**. Is there a difference?

When you purchase **Membership**, you become a Member of the Vancouver Botanical Gardens Association.

When you purchase your Membership, you will be provided with a Membership **Pass #**.

As well, when you purchase, you will receive a plastic **card** with your photo and the **Pass #** on the front of the card. Every Member who is 19+ years of age will receive a Membership Card, with photo, which includes his/her pass number. You use this card to scan entry when visiting VanDusen Garden and Bloedel Conservatory. This card is used to receive Membership discounts and benefits in the community.

Q 8: I have tried to purchase or renew online and the system says that my email address cannot be found. I receive the monthly Member update (e-newsletter) so I know you have my correct email address. What can I do?

It is possible that the City of Vancouver Recreation management software has found a duplication of your record or that your email has been applied to a number of people in your family. Another common occurrence is when some information in your profile may not be complete and thus is not letting you continue with the transaction.

Please call the Membership Office at 604-257-8675, or visit either VanDusen Garden Membership Desk to investigate and we will gladly process your Membership transaction.

Q 9: I am a member and I used to receive the monthly e-newsletter (Member Update) and I no longer receive it, OR I no longer wish to receive mailed/emailed information. What should I do?

Only one Member in an **Individual Plus One Adult, Family, Family Plus** category will receive e-newsletters and mail. If the email address has changed or if a different family member has renewed the Membership with a different email address, the information may not be updated correctly.

To rectify any challenges, or change the manner in which you receive correspondence, please contact 604-257-8675 or email membership@vandusen.org.

Q 10: Do you have a discounted Membership category for seniors and students?

Yes, we offer a 15% discount off the base rate for Seniors and Students for the **Individual** and **Individual Plus One Adult** Categories. Both Seniors must be 65+ year to receive the discount in the **Individual Plus One Adult** category. Students must provide (in person) their school photo card with student number. To receive the 15% discount for Students in the **Individual Plus One Adult** category, both individuals must show valid Student cards.

There is no longer a **Senior** or **Student** category; the 15% discount is deduced during the transaction.

Q 11: Must an 'Individual Plus One Adult' category membership include two names on the Membership?

Yes, all **Individual Plus One Adult** Memberships require two adults (19+) to be named as cardholders. Both adults do not necessarily have to live in the same residence. Only one adult though, will receive email and mail correspondence.

If you would prefer not to name the second cardholder so that you can bring a different person with you each day that you visit, we encourage you to purchase a **Premium** Membership.

Q 12: At what age do children need to be included on a Membership?

All children aged 4 – 18 years are included in an **Individual Plus One Child** Membership, **Family** Membership and **Family Plus** Membership. The adult(s) aged 19+ years receive a plastic photo Membership card. The children do not receive a card but are listed as family members on the Membership.

Children under the age of 4 are admitted free of charge to VanDusen Garden and to Bloedel Conservatory as long as accompanied by a Member with a valid Membership. Please ensure all birthdates are updated in our database.

Q 13: Can my childcare provider bring in my children on my card?

Unfortunately no. He/she will need to pay for a one day admission purchased at the Admission Desk. However, when you purchase a **Family** or **Family Plus** Membership, the childcare provider could be named as the 2nd adult on the Membership.

Please note: VanDusen Membership cards are non-transferable. We recommend the above option only if you know that your childcare provider will remain the same throughout the Membership year. An alternate is to purchase a 1-year membership for this childcare provider.

Q 14: What is the best level of Membership if I want to bring my grandchildren?

Individual plus One Child, Family or **Family Plus** Memberships provide the opportunity to include children or grandchildren between the ages of 4 – 18 years onto your membership. Senior discounts are not offered in these categories. This is the same policy and is consistent with the categories and fees prior to April 4, 2017.

Q 15: Can my mom and I purchase a Membership together?

Yes, any two adults (19+ years) can be named on an **Individual Plus One Adult, Family** or **Family Plus** Membership. One of the adults will receive the emailed Member News/VBGA Newsletter.

Q 16: I cannot decide my Membership level. May I upgrade during the year?

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You can upgrade your Membership, providing the upgrade is made **within 30 days of the original purchase.**

Q 17: How do I cancel my Membership?

VanDusen Membership is non-refundable. In extenuating circumstances, please email membership@vandusen.org or call 604-257-8675 to discuss with the Membership Manager.

Q 18: What time are Members allowed into the Garden?

Members are permitted entry when VanDusen Garden and the Bloedel Conservatory are open to the general public. Opening and closing times depend on the time of year. Hours of operation are found at www.vandusengarden.org.

We do offer special **Member Mornings** during the summer months – mornings in which VanDusen Garden is open earlier for **Members Only**. This information is promoted in the e-newsletter ‘**Member News**’ and on the website www.vandusengarden.org in the spring.

Q 19: What is included with a Vancouver Botanical Garden Association Membership?

During the period of Membership purchased, Members receive year round entry to the Garden and the Bloedel Conservatory (excluding some [special events](#)), discounts on special event tickets, reduced fees for Garden courses and more! Check out www.vandusengarden.org/get-involved/membership/ for a wealth of information.

If you have questions we have not answered, or if you would like further clarification, please do not hesitate to contact the Membership Office: 604-257-8675 or email membership@vandusen.org.

Q 20: I would like to request a Membership donation for an auction or fundraising event. Whom should I contact?

We require all donation requests to be made in writing. Please email membership@vandusen.org or mail to Membership Manager, Vancouver Botanical Gardens Association, 5251 Oak St, Vancouver, BC V6M 4H1.

The Vancouver Botanical Gardens Association is happy to support non-profit and community organizations who are working to promote education, health, nature and scientific research.

Q 21: Do I receive a tax receipt for purchasing a membership? I understand the VBGA has a Charitable Registration Number.

No, you do not receive a tax receipt for a membership purchase. The VBGA issues tax receipts for donations and gifts as defined by the Canada Revenue Agency; a VBGA membership does not qualify as a gift.

For more information on giving a donation or gift to the VBGA, please contact our Development Assistant at 604-257-8677 or fundraising@vandusen.org.

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