

HOW DO I SIGN UP OR RENEW MY MEMBERSHIP?

You can [sign up or renew online](#), at the Admissions desk, or by calling our Administrative Offices at (559) 251-5533.

I'M A TEACHER, STUDENT, OR SENIOR. DO YOU OFFER ANY MEMBERSHIP DISCOUNTS?

As we are a non-profit that depends on our admissions and our Membership program to keep our doors open and the lights on, we currently do not offer discounts on Membership.

DO YOU OFFER MEMBERSHIPS THAT INCLUDE GRANDPARENTS?

Grandparents may purchase a Discoverer or Explorer level membership to use for themselves and their grandchildren (parents will not be included on member cards). Upper Level memberships include up to 6 guests and may be used to bring grandparents.

CAN I GIVE A MEMBERSHIP AS A GIFT?

Yes. This can be done at our Admissions Desk or [online](#). For online gift memberships, please include the gift recipients information for "shipping" information.

ARE THERE SPECIAL MEMBER LINES?

At the front desk, due to spacing constraints, there is no specified member line. During times of increased traffic, the Visitor Experience team will call forward the next member in line so that members can skip the wait.

DO I GET TO BRING FRIENDS IN FOR FREE OR DISCOUNTED ADMISSION?

No, your membership does not allow you to bring friends or relatives in for free or discounted admission surpassing the number of people allowed with your membership.

WILL I RECEIVE NOTICES OF UPCOMING CLASSES, ACTIVITIES, AND SPECIAL MEMBER EVENTS?

We regularly send out news of what is going on at Fresno Discovery Center in our e-newsletter, Explore & Discover, which is emailed to you. We also send out notices of special member events through email. If you do not receive these newsletters, please email your full name and email address to Membership@FresnoDiscoveryCenter.org with "Explore" in the subject line, to be added to the mailing list. In an effort to stay green, we do not send out paper newsletters in the mail. This also defrays the costs of printing and postage, so that more of your membership goes toward community and education

programs.

HOW IS MY INFORMATION PROTECTED?

Your privacy and security are our highest priority. The Fresno Discovery Center collects from members only the personal information necessary to provide the information and services requested by them. Personal information in our possession is maintained and used in ways that respect individual privacy. Employees are educated about the importance of protecting personal information and consumer privacy, and only authorized employees are officially granted access to personal information.

Fresno Discovery Center will never disclose email addresses collected from users to third parties for any reasons. In select cases we may exchange snail mail addresses with other nonprofit museums in the area for direct mail campaigns that we believe will be of interest or benefit to our members.

ARE MY MEMBER CARDS MAILED OUT TO ME OR DO I HAVE TO PICK THEM UP?

Permanent member cards will need to be picked up on-site at our Admissions Desk. Please bring a valid picture I.D. with you.

HOW DO I REPLACE A LOST OR STOLEN MEMBERSHIP CARD?

Lost or stolen cards can be replaced for a \$5.00 fee. This can be done onsite with our Visitor Experience team, or over the phone by contacting our Membership Department at Membership@FresnoDiscoveryCenter.org.

I'M A MEMBER AND MY CHILD IS COMING TO FRESNO DISCOVERY CENTER ON A FIELD TRIP. DO WE HAVE TO PAY?

Yes. School [field trips](#) include classes not part of membership, and are already offered at such a discounted rate that we are unable to provide free admission for member children coming with their school. School education is an extremely important aspect of the Center's mission and has always been part of our history, and in order to keep the program going a fee is required.

If you are a member parent of a child and would like to come as a chaperon, you may use your membership to get yourself in for free. Simply visit the front desk when you arrive and show your membership card.

OTHER QUESTIONS?

Email Membership@FresnoDiscoveryCenter.org with any further questions.