

# Membership Frequently Asked Questions

## What does “named member” mean?

Your membership is for the specific people listed on your membership, that includes anyone over the age of 12 months. Members on the same membership do not need to live in the same household.



## I have a free guest on my membership level, does that mean my child can be brought to the Museum by a guest?

An adult member needs to be present in order to use the guest benefit. If you need more flexibility for who brings your child to the Museum, consider adding a Caregiver Pass to your membership.

## How do I check in at the Museum?

There are now three ways to check in at the Museum, so you can pick what works for you!

- *ID + phone number listed on membership* ~ To add additional phone numbers to your membership, please email us at [membership@portlandcm.org](mailto:membership@portlandcm.org)
- *Membership card + ID* ~ You can pick up your membership card at the Box Office when you visit
- *Smartphone checkin + ID* ~ Find instructions on smartphone card [HERE](#)

## Why do I need to show my ID when I am a member?

Presenting your ID protects your membership from misuse.

## How can I check if my membership has expired?

Your membership starts the date of purchase and expires after 365 days.

- Expiration date is listed on your membership card
- Inquire at the Box Office on your next visit
- Check online – Login to your webstore account [HERE](#)
- Contact us at [membership@portlandcm.org](mailto:membership@portlandcm.org) or 503.471.9916



## I don't understand how my online account works.

We've updated our online member and booking platform. If you've never been a member with us, please use our New Registration link [HERE](#). Please use your email as your username and create a password. If you're a renewing or current member and this is your first time using the new system, please use the 'lost user name/password' function, enter the primary account holder's email address, and click 'submit' to have a new password sent to your email. If you don't know what email is associated with your account or you have additional questions, please email us at [membership@portlandcm.org](mailto:membership@portlandcm.org) or 503.471.9916

For more details and FAQ about the webstore and your online account click [HERE](#)

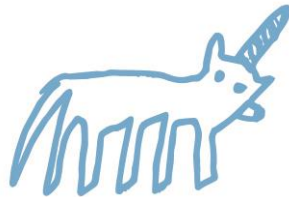
## Can I get a refund on my membership?

No, memberships are non-refundable and non-transferable. As a non-profit, memberships directly support our mission and operations. We appreciate your understanding.

## Is my membership tax-deductible?

Yes, Portland Children's Museum is a 501(c) 3 non-profit organization, #93-1278089. Your membership purchase is tax deductible to the full extent the law allows. Please consult your tax advisor for details.

[Double the value of your gift!](#) Many companies offer gift matching programs which allow you to double your gift to Portland Children's Museum. Check in with your employer (usually the HR department) and request a matching gift form.



## What benefits come with my membership?

- A full year of free admission for named members
- Discounts on:
  - [Camps](#)
  - Classes and workshops
  - [Birthday parties](#)
  - [After-hour rentals](#)
  - Museum store purchases
- Free admission to Member Events
- Additional free friend on member child's birthday
- 2-for-1 coupons to partner museums in the Pacific Northwest

\*At Explorer level and higher, members also receive Association of Children's Museum (ACM) reciprocal benefits; granting 50% off admission to more than 200 children's museums in North America. Visit their website for more information: <https://findchildrensmuseum.org/reciprocal-network/>

## Can I change a name on my membership?

Yes, we allow one free name change per year. Any other name changes are subject to an administrative fee.

## My child is going on a field trip to the Museum, can I use my membership to get us in?

No, due to the additional support needed for field trips and birthday parties, membership benefits cannot be used towards admission.



Questions?

Contact us at [membership@portlandcm.org](mailto:membership@portlandcm.org)  
or 503.471.9916.