

Membership Cards and Admission

Q: I'm planning to visit the museum for the first time since becoming a member. Where do I check in?

If you are visiting the museum, simply show your membership card and photo ID to check in with the Guest Services Associates.

Q: What should I do if I don't have my card when I visit?

Stop by the Guest Services Desk to sign in (ID required). If you've lost your card, you may request a new one by calling 501.767.3461.

Q: Can I let my relatives or neighbors use my membership?

No; memberships are nontransferable and can be used by only the individuals listed on the membership cards. Photo ID is required.

Q: If I have a Family membership with two names on the account, can I get two membership cards?

The Family membership level receives two cards with both names printed on them.

Q: I'm a grandparent with a Family membership. Can my adult children use my membership to bring my grandkids?

No, memberships are nontransferable. The membership cards are intended only for those whose names are on the cards.

Q: I'm 66 and my wife is 60. Which membership should I purchase?

The Basic membership which covers one adult and one guest.

Q: Do my children get their own membership cards?

No, only the adults on a membership are issued cards. The number of cards issued is based on the membership level. Photo ID is required.

Q: Can I use my membership card for a school visit?

Yes, you and members of your family (Photo ID required) can enter using your membership card as you normally would. The group will be processed separately and must comply with our group admissions policy.

Q: Are children admitted free up to a certain age?

Children under the age of 2 are admitted for free.

Q: Can I put an additional adult or child on my membership?

Children in the same household under 18 years of age may be added for an additional \$10 each. Extra adults can no longer be added to a membership.

Reciprocal Membership

Q: Can I use my membership to get a discount at other museums?

We are part of the Association of Science/Technology Centers' Passport Program – offering reciprocal admission to our members when they travel to museums across the world. To find a museum in this program, please click [here](#). Make sure to call ahead to the museum you'll be visiting, as you will want to find out what exactly their reciprocal admission includes.

E-mail

Q: Why does the museum request my e-mail address?

For starters, to be green! Communicating with our members via e-mail saves the museum printing, mailing, and postage costs, as well as a tree or two. Also, members on our e-mail list are the first to find out about activities and events, Museum news and special e-mail-only offers!

Q: Does the Museum share my e-mail address?

No, the museum will not share your e-mail address with any outside parties. It is used for official Museum business only.

Renewals

Q: If I mailed in my renewal notice recently with payment but then received another notice in the mail, did you receive my payment?

It takes up to two weeks to receive and process a renewal payment. If you sent in your payment, please disregard the second notice that crossed in the mail.

Q: If I have mailed in my renewal and have not yet received my renewal confirmation letter, can I visit the museum anyway?

Yes, simply stop by the Guest Services Desk. They will verify that your renewal has been received.

Q: When will I receive my membership cards?

Generally, you should receive your permanent cards 10-14 business days after the purchase of the membership. On web purchases, please print your e-receipt which contains a Patron ID# and serves as a temporary membership card. For memberships purchased at the museum just use your receipt and your driver's license to gain admission until your permanent card arrives.

Expiration Date

Q: What is the expiration date of my membership?

Memberships are valid for 12 months from the time of purchase. The expiration date appears near the bottom of your ID card.

Events

Q: How can I find out about members-only events?

Our events are advertised on our website and through member e-mails. A postcard is mailed for some events.

Q: Do I need to make a reservation for Special Exhibits?

In order to assure a quality experience Mid-America Science Museum, advance reservations are not required, however you may wish to call ahead to determine peak hours for the date and time you are interested in.

Changes

Q: How can I update my mailing or e-mail address?

Send an e-mail to sharik@midamericamuseum.org with your name, address, membership number (if handy), and your changes.

Q: We are moving out of state and have just renewed our Family membership. Can I give my membership to my neighbor's family?

Museum memberships are nontransferable. However, you can use your Museum membership for admission to more than 288 science museums in the United States and 35 internationally through the Association of Science –Technology Centers Passport Program. Visit www.astc.org to find an institution near your new home.

Tax Deductibility

Q: Are memberships tax-deductible?

Yes. Purchase of a MASM membership is recognized as a charitable donation for federal and Arkansas state tax purposes. For Smithsonian level and above the tax deductible amount equals your contribution amount minus a \$12 fair market value. Please consult your tax advisor for specific advice.

Any questions please call:

501.767.3461