

Membership/Museum contact information

Phone: 972-562-5566, x241

E-mail: membership@heardmuseum.org

Fax: 972-548-9119

Address: 1 Nature Place

McKinney, TX 75069

www.heardmuseum.org

CAN I BECOME A MEMBER OR RENEW MY MEMBERSHIP ANY OTHER WAY THAN AT THE MUSEUM?

Yes, there are four other easy ways to join or renew:

Mail completed membership form and payment information to:

Heard Natural Science Museum & Wildlife Sanctuary

Attn: Membership Department

1 Nature Place

McKinney, TX 75069

Phone us: 972-562-5566

Fax completed membership application with credit card information to: 972-548-9119

Join online! www.heardmuseum.org

WHEN WILL I GET MY MEMBERSHIP CARD?

Your official membership card will be mailed to you from the museum within 2-3 weeks.

CAN I START USING MY MEMBERSHIP BEFORE I RECEIVE MY CARD?

Yes. Your online/register receipt will act as your temporary membership card. Just present this with your photo ID. We'll confirm your membership and you can start receiving membership benefits.

WHY DO I NEED TO SHOW MY PHOTO ID IN ADDITION TO MY MEMBERSHIP CARD?

The photo ID policy protects you if your card is lost or stolen; it is also a standard security practice among zoos, aquariums and museums. As a charitable organization that relies on members and daily museum visitors for support, we need to prevent misuse of our membership cards. If memberships were shared by families and friends, the museum's revenue would be substantially reduced and the museum would have to raise ticket and membership prices to maintain the quality of its services to guests. As you can see, we have set our membership prices at an intentionally affordable level to allow North Texas residents to enjoy the museum on a regular basis.

CAN I LEND MY MEMBERSHIP CARD TO A FRIEND OR FAMILY MEMBER?

No. As mentioned above, this practice would be detrimental to the financial viability of the museum and abuse like this would drive up costs for museum guests as it is the equivalent of stealing a ticket from the museum. Thus, as indicated in our benefits, memberships are nontransferable and are valid only for the person/s whose name appears on the card.

IS THERE RECIPROCAL FREE ADMISSION AT OTHER MUSEUMS?

Yes. The Heard Natural Science Museum is a member of the ASTC (Association of Science-Technology Centers) Passport Program which allows you free or discounted admissions to more than 250 selected museums worldwide (does not apply to institutions located within a 90 mile radius of the Heard Museum). See www.astc.org for more details.

DO YOU HAVE ANY RECIPROCAL AGREEMENTS WITH MUSEUMS FOR UPPER LEVEL MEMBERS?

Yes! We currently have a reciprocal agreement with the Dallas Museum of Nature and Science, **when you join at the Road Runner level or above** you will be able to visit the Dallas Museum of Nature and Science and get free general admission for the people covered by your membership.

I AM A MEMBER OF ANOTHER PARTICIPATING ASTC PASSPORT MUSEUM; CAN I GET FREE ADMISSION TO THE HEARD MUSEUM?

ASTC card holders that meet the criteria below will receive the following reciprocal benefits: free admission for up to 6 guests, additional guests in your party may receive our discounted member rate. Please check www.astc.org for the most current list of passport participants.

ASTC POLICY – From www.astc.org

2. Based on residence: To receive Travel Passport Program benefits, you must live more than 90 miles away from the center/museum you wish to visit. Admissions staff reserves the right to request proof of residence for benefits to apply.

WHEN WILL I RECEIVE RENEWAL NOTICES AND WHEN DOES MY MEMBERSHIP EXPIRE?

You will begin receiving renewal notices two months prior to your expiration date. As soon as you renew, you will no longer receive notices until the following renewal cycle. i.e. If a member joins in January, 2006 and renews within their renewal cycle (which in this case is before the end of January 2007), their next expiration will be January 2008. If they let their membership lapse and rejoin in April of 2007, their new expiration date would be in April of 2008.

WHAT HAPPENS IF MY MEMBERSHIP CARD IS LOST OR STOLEN?

Complete the Membership Services form to receive a replacement card(s). There is a \$3 administrative fee for each replacement card, [click here](#) for a printable copy. Mail or fax the completed form to the Heard Museum, Attn: Membership Department. You may also pick up and fill out the form on your next visit; it is available at the admissions desk.

MY NAME/MEMBERSHIP INFORMATION IS NOT CORRECT ON MY MEMBERSHIP CARD. WHAT SHOULD I DO? I MOVED TO A NEW HOME AND HAVE A NEW PHONE NUMBER. HOW DO I CHANGE MY CONTACT INFORMATION?

Complete the Membership Services form, [click here](#) for a printable copy. Mail or fax the completed form to the Heard Museum, Attn: Membership Department. You may also pick up and fill out the form on your next visit; it is available at the admissions desk.

I JOINED/RENEWED MY MEMBERSHIP AND I HAVE NEVER RECEIVED MY MEMBERSHIP CARD. WHAT SHOULD I DO?

Call or e-mail the Membership office.

I RENEWED MY MEMBERSHIP ALREADY, BUT I AM STILL RECEIVING RENEWAL NOTICES. WHAT SHOULD I DO?

Most of the time these items cross in the mail, however if you do not receive your renewed membership card in the mail within 2-3 weeks, please call or e-mail the membership office.

I MADE A DONATION TO THE ANNUAL FUND. DOES THAT COVER MY MEMBERSHIP FEE?

Donations to the annual fund are considered tax-deductible charitable contributions and **do not** apply to membership fees.

HOW CAN I FIND OUT ABOUT UPCOMING MEMBER EVENTS?

Upcoming events can be found on our website at www.heardmuseum.org or by subscribing to our e-mail newsletters.

WHAT DISCOUNTS DO I GET IN THE HEARD MUSEUM NATURE STORE?

Members receive 10% off items \$1 or more in the Nature Store; new members receive a one time use only 20% off coupon upon joining for their first purchase on items of \$1 or more.

I'M INTERESTED IN UPGRADING MY MEMBERSHIP TO A HIGHER LEVEL. DO I HAVE TO WAIT UNTIL MY CURRENT MEMBERSHIP EXPIRES?

Absolutely not. You can upgrade your membership anytime during the course of your membership or at renewal time. Contact the Membership office for more details.

WHAT HAPPENS IF I FORGET TO BRING MY MEMBERSHIP CARD?

Simply go to the admissions desk. They will gladly look up your membership when you present a valid photo ID.

WHAT PORTION OF MY MEMBERSHIP CONTRIBUTION IS TAX DEDUCTIBLE?

In accordance with IRS guidelines, the following information outlines the tax-deductible portions of each of our membership levels. Members must waive some or all of their membership benefits to claim tax deductibility for the entire cost of the membership.

***Individual and Family Memberships:* Under the Internal Revenue Service guidelines for nonprofit museum memberships, the full amount of your payment up to \$75 membership level is 100% tax deductible.**

***Roadrunner:* Under the Internal Revenue Service guidelines, the estimated value of the benefits received is \$40. The deductible portion of your payment is \$110.**

***Bobcat:* Under the Internal Revenue Service guidelines, the estimated value of the benefits received is \$120. The deductible portion of your payment is \$380.**

***Red-Tailed Hawk:* Under the Internal Revenue guidelines, the estimated value of the benefits received is \$250. The deductible portion of your payment is \$1250.**

***Golden Eagle (Lifetime):* Under the Internal Revenue guidelines, the estimated value of the benefits received is \$210. The deductible portion of your payment is \$2290.**

HOW OFTEN MAY I VISIT THE HEARD NATURAL SCIENCE MUSEUM AS A MEMBER?

Members may visit as often as they like during normal business hours each membership year free of charge, but may be required to pay fees for special events, festivals, education programs. In addition to free admission, members have the opportunity to attend free exhibition previews and viewing events throughout the year, as well as purchase discounted tickets to a variety of programming events.

CAN I BRING A GUEST TO THE MUSEUM WITH MY MEMBERSHIP?

Members receive a \$1 discount on every guest admission that they purchase. You can also sign up at the Road Runner level and above and receive five single day guest passes with your membership. See benefit levels for specific details.

CAN I USE MY MEMBERSHIP TO GET MY CHILD INTO THE HEARD FREE ON HIS/HER SCHOOL/DAYCARE FIELD TRIP?

School/Day Care sponsored field trips, education programs, labs, etc. are special fee programs not included in the free admission you receive as a member. You will be required to pay the full program fee for your child and for yourself if you are chaperoning.

CAN I BRING A GUEST TO THE MEMBER'S ONLY PLANT SALE NIGHT?

Because this special member's only preview is designed to help us gain members, we do not allow guests, but ask that you encourage your friends and neighbors to become members of the Heard Museum and join you on these special nights to get the best Native Texas plants for your home.

BECAUSE WE ARE MEMBERS, CAN WE WALK THE TRAILS EVEN THOUGH THE MUSEUM IS CLOSED?

Due to safety and security reasons, we ask that you only walk the trails during open business hours or during special events, as designated.

CAN I PURCHASE STORE ITEMS WITH MY MEMBER DISCOUNT FOR FRIENDS OR GUESTS?

Discounts are a privilege extended to our members only; therefore, discounts are not transferable.

ARE MEMBERSHIP FEES REFUNDABLE?

No. Membership fees are not refundable.

ARE THERE OTHER GIVING OPPORTUNITIES?

Yes! You can make tax-deductible charitable contributions to the Heard, see our website for the various ways you can give or call the museum and let us know how you want to help further our mission of "bringing nature and people together!"

DOES MY MEMBERSHIP HELP THE MUSEUM IN ANY WAY?

Yes, memberships provide much needed income to enhance this not-for-profit organization. Once your membership funds are received, they immediately begin working to enhance museum services for members and visitors. For this reason, we are unable to refund membership dollars.

I OWN A BUSINESS. CAN MY COMPANY GET INVOLVED?

The Heard Museum has various sponsorship opportunities available throughout the year. See our website or call for more information.

Thank you for making more programming possible at the Heard Natural Science Museum and Wildlife Sanctuary by supporting our membership guidelines