

Frequently Asked Questions

1. I have completed the steps, as outlined in your Help Guide. I received confirmation of the purchase. How do I receive my new expiry date decal and complimentary guest pass?

We no longer mail out membership packages. The next time you are at the Garden or Conservatory, we will put a new sticker on your membership card and provide you with a membership package.

If this is your first membership with the VBGA, we will also create a permanent photo membership card for you.

2. The online system says that my email address cannot be found but I know that you have my email on file because I receive the monthly Member e-newsletter. Why is it not recognizing my email address?

It is possible that the system has found a duplication of your record, or that your email has also been applied to your partner's membership record. When there are two of the same emails in the database, the online system cannot identify the correct record to bring up. **Please call the Membership Office (10 am to 5 pm, weekdays) or call the City of Vancouver's helpline (3-1-1) for assistance.**

3. I noticed an error in my birthdate but the system won't allow me to correct it! How do I change it?

Give us a call in the Membership office (604-257-8675) or visit us in person at the Garden or Conservatory. If you visit us in person, please bring one piece of photo ID, or your photo membership card, to verify your identity.

4. I would like to purchase membership as a gift for someone else but there does not appear to be an option for me to do so. How can I purchase a gift?

Please call the Membership Office between 10 am and 5 pm, Monday through Friday. You may also purchase a gift of membership, in person, from the Garden during our regular opening hours.