

Frequently Asked Questions – VBGA Membership

Q 1: I have purchased a new Membership online or over the phone. What do I do now?

Please visit VanDusen Botanical Garden during regular open hours to have your picture taken and receive your permanent photo Membership card. We will affix an expiry sticker to your card and you will receive single-use complimentary pass(es) along with information on the benefits of Membership.

Q 2: I have renewed my Membership online or over the phone. What do I do now?

Please visit VanDusen Botanical Garden during regular open hours to have a new expiry sticker affixed to your Membership card and to receive your complimentary passes.

Q 3: How many complimentary single-use passes do I receive if I am a new Member and how many if I am a returning Member?

- If you are a **new Member** and purchase a **1-year** membership, you will receive **one complimentary single-use guest pass** to give to a guest to use during regular open hours at either VanDusen Botanical Garden or Bloedel Conservatory.
- If you are a **new Member** and purchase a **2-year** membership, you will receive **two complimentary single-use guest passes** to give to a guest to use during regular open hours at either VanDusen Botanical Garden or Bloedel Conservatory.
- If you are a **renewing Member** and purchase a **1-year** membership, you will **receive two complimentary single-use guest passes** to give to a guest to use during regular open hours at either VanDusen Botanical Garden or Bloedel Conservatory.
- If you are a **renewing Member** and purchase a **2-year** membership, you will receive 4 (four) **complimentary single-use guest passes** -- 2 passes will expire after the 1st year and 2 passes will expire after the 2nd year. You are welcome to give to a guest to use during regular open hours at either VanDusen Botanical Garden or Bloedel Conservatory

Q 4: I have lost or misplaced my complimentary single-use guest passes. What should I do?

Unfortunately, there is no replacement of these passes. We ask that you keep them in a safe, but easy to find location to ensure you will be able to use them during the period of your Membership.

Q 5: Does the Member need to be present when a guest uses the single-use guest pass?

No, you are welcome to share the single-use guest pass with a friend or family member so that they can enjoy either VanDusen Botanical Garden or Bloedel Conservatory at their convenience during regular open hours.

Q 6: I have lost my Membership card. What should I do?

We would be happy to replace your Membership card. There is a \$5 fee to cover the cost of replacement. Please visit VanDusen Botanical Garden during regular open hours. If your Membership card has been stolen, please provide valid Proof of ID and we will re-issue a new Membership card free of charge.

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Q 7: I have noticed the use of the words **Membership**, **Pass** and **Card**. Is there a difference?

When you purchase **Membership**, you become a Member of the Vancouver Botanical Gardens Association. When you purchase your Membership, you will be provided with a Membership **Pass #**.

As well, when you purchase, you will receive a plastic **card** with your photo and the **Pass #** on the front of the card. Every Member who is 19+ years of age will receive a photo Membership card with bar code and pass number. You use this card to scan entry when visiting VanDusen Botanical Garden and Bloedel Conservatory. This card is also used to receive Membership discounts and benefits in the community.

Q 8: I have tried to purchase or renew online and the system says that my email address cannot be found. I receive the monthly Member update (e-newsletter) so I know you have my correct email address. What can I do?

It is possible that the City of Vancouver Recreation management software has found a duplication of your record or that your email has been applied to a number of people in your family. Another common occurrence is when some information in your profile may not be complete and thus is not letting you continue with the transaction.

Please call the Membership Office at 604-257-8675, or visit the VanDusen Botanical Garden Membership Desk to investigate and we will gladly process your Membership transaction.

Q 9: I am a member and I used to receive the monthly e-newsletter (Member Update) and I no longer receive it, OR I no longer wish to receive mailed/emailed information. What should I do?

Only one Member in an **Individual Plus One Adult**, **Family**, **Family Plus** category will receive e-newsletters and mail. If the email address has changed or if a different family member has renewed the Membership with a different email address, the information may not be updated correctly. To address any challenges, or change the manner in which you receive correspondence, please contact 604-257-8675 or email membership@vandusen.org.

Q 10: Do you have a discounted Membership category for seniors and students?

There are no longer separate **Senior** and **Student** categories but we continue to provide a discount. 15% discount is deducted from the appropriate membership category (**Individual** and **Individual Plus One Adult** categories only) during the transaction. **Both** Seniors must be 65+ to receive the discount in the **Individual Plus One Adult** category. Students must provide (in person) their school photo card with student number to receive the 15% discount, and for Students in the **Individual Plus One Adult** category, **both** individuals must show valid Student cards.

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Q 11: Do two names have to be included on the ‘Individual Plus One Adult’ category of Membership?

Yes, all **Individual Plus One Adult** Memberships require two **designated** adults (19+) to be named as cardholders. Both adults do not necessarily have to live in the same residence, however only one adult will receive email and mail correspondence.

If you would prefer not to name the second cardholder so that you can bring a different person with you each day that you visit, we encourage you to purchase a **Premium** Membership.

Q 12: At what age do children need to be included on a Membership?

All children aged 4 – 18 years are included in an **Individual Plus One Child** Membership, **Family** Membership and **Family Plus** Membership. The adult(s) aged 19+ years receive a plastic photo Membership card. The children do not receive a card but are listed as family members on the Membership.

Children under the age of 4 are admitted free of charge to VanDusen Botanical Garden and to Bloedel Conservatory as long as they are accompanied by an adult with a valid Membership. Make sure to provide all accurate birthdates upon purchase so we can keep our records up to date.

Q 13: Can my childcare provider bring in my children on my card?

Unfortunately, no. Your provider will need to pay for a one-day admission purchased at the Admission Desk. However, when you purchase a **Family** or **Family Plus** Membership, your childcare provider could be named as the 2nd adult on the Membership.

Please note: VanDusen Membership cards are non-transferable. We recommend the above option only if you know that your childcare provider will remain the same throughout the Membership year. An alternative is to purchase a 1-year membership for this childcare provider.

Q 14: What is the best level of Membership if I want to bring my grandchildren?

Individual plus One Child, Family or **Family Plus** Memberships provide the opportunity to include children or grandchildren between the ages of 4 – 18 years onto your membership. Senior discounts are not offered in these categories. This is the same policy and is consistent with the categories and fees for many years.

Q 15: Can my mom and I purchase a Membership together?

Yes, any two adults (19+ years) can be named on an **Individual Plus One Adult, Family** or **Family Plus** Membership. One of the adults will receive the emailed Member News/VBGA Clippings Newsletter.

Q 16: I cannot decide my Membership level. May I upgrade during the year?

You can upgrade your Membership, provided the upgrade is made **within 30 days of the original purchase.**

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Q 17: How do I cancel my Membership?

VanDusen Membership is non-refundable. In extenuating circumstances, please email membership@vandusen.org or call 604-257-8675 to discuss with the Director of Membership.

Q 18: What time are Members allowed into the Garden?

Members are permitted entry when VanDusen Botanical Garden and the Bloedel Conservatory are open to the general public. Opening and closing times depend on the time of year. Hours of operation are found at www.vandusengarden.org.

We offer special **Member Mornings** during the summer months during which VanDusen Botanical Garden is open earlier for **Members Only**. This information is promoted in the e-newsletter 'Member News' and on the website www.vandusengarden.org in the spring.

Q 19: What is included with a Vancouver Botanical Gardens Association Membership?

During the period of Membership purchased, Members receive unlimited entry to VanDusen Botanical Garden and Bloedel Conservatory (excluding some [special events](#)), discounts on special event tickets, reduced fees for Garden courses and more! Check out www.vandusengarden.org/get-involved/membership/ for a wealth of information.

Q 20: I would like to request a Membership donation for an auction or fundraising event. Whom should I contact?

We require all donation requests to be made in writing. Please email membership@vandusen.org or mail to Directory of Membership, Vancouver Botanical Gardens Association, 5251 Oak St, Vancouver, BC V6M 4H1.

The Vancouver Botanical Gardens Association is happy to support non-profit and community organizations whose mission aligns with the VBGA's mission to *connect people to plants*.

Q 21: Do I receive a tax receipt for purchasing a membership? I understand the VBGA has a Charitable Registration Number.

No, you do not receive a tax receipt for a membership purchase. The VBGA issues tax receipts for donations and gifts as defined by the Canada Revenue Agency; a VBGA membership does not qualify as a gift. For more information on giving a donation or gift to the VBGA, please contact our Development Department at 604-257-8677 or fundraising@vandusen.org.

If you have questions we have not answered, or if you would like further clarification, please do not hesitate to contact the Membership Office: 604-257-8675 or email membership@vandusen.org.

2019 Membership Fee changes

On **April 4, 2017** the Vancouver Botanical Gardens Association (VBGA) streamlined membership into six categories. At that time some membership category fees decreased in cost while some categories had a minor increase.

On **January 1, 2019** the VBGA increased membership fees by a modest \$2-\$5 for a **1 year membership** category (approx. 5% increase). The VBGA strives to balance the need to improve programs and offerings while also supporting the continued growth of the Association. We continue to work towards providing great value to all members who enjoy both VanDusen Botanical Garden and Bloedel Conservatory.

Categories	Current Fees 2017-2018	New Fees 2019	Increase	Current Fees 2017-2018	New Fees 2019	Increase
	1 year	1 year		2 year	2 year	
Individual	\$43.00 + tax	\$45.00 + tax	\$2.00	\$77.40 + tax	\$81.00 + tax	\$3.60
<i>Senior/student</i>	\$36.55 + tax	\$38.25 + tax	\$1.70	\$65.79 + tax	\$68.85 + tax	\$3.06
Individual Plus One Adult	\$63.00 + tax	\$67.00 + tax	\$4.00	\$113.40 + tax	\$120.60 + tax	\$7.02
<i>Senior/student</i>	\$53.55 + tax	\$56.95 + tax	\$3.40	\$96.39 + tax	\$102.51 + tax	\$6.12
Individual Plus One Child	\$53.00 + tax	\$56.00 + tax	\$3.00	\$95.40 + tax	\$100.80 + tax	\$5.40
Family (1-2 adults + 2 children)	\$83.00 + tax	\$88.00 + tax	\$5.00	\$149.40 + tax	\$158.40 + tax	\$9.00
Family Plus	\$10 for each additional child/grandchild – no change in fee					
Premium	\$115.00 + tax	\$120.00 + tax	\$5.00	N/A	N/A	N/A

Seniors and students will continue to receive a 15% discount off the **Individual** and **Individual Plus One Adult categories**. 10% discount will continue to be offered when purchasing a 2 year membership in any category except **Premium**.

If you have any questions or concerns, please don't hesitate to reach out to our Membership Team at 604-257-8675 or Janene Preston, Director of Membership Services at 604-257-8151 or email membership@vandusen.org.

Thank you for your ongoing support and we look forward to seeing you in the Gardens soon!

From the VBGA Membership Team

Note: Questions & Answers on next page

1. Why have Membership fees increased?

The VBGA strives to balance the need to improve programs and offerings while supporting the continued growth of the Association. Our Membership fees help enable us to work towards consistently delivering excellent value to all members who enjoy both VanDusen Botanical Garden and Bloedel Conservatory.

2. When do these new membership fees take effect?

Tuesday, January 1, 2019

3. What do I need to do if I already hold a current membership that expires in 2019 or 2020?

Nothing! When you renew your membership, you will pay the increased fees.

4. How do the new VBGA membership fees compare to other comparative organizations?

Purchase of a VBGA membership offers year round entry to two beautiful locations in Vancouver – VanDusen Botanical Garden and Bloedel Conservatory. We are fortunate to offer our membership access to events and programs, as well as member-exclusive discounts, at both locations throughout the year. The fee increases are modest and continue to be lower than the majority of attractions and programs in the Lower Mainland, including Science World, the Vancouver Aquarium, Vancouver Art Gallery, and UBC Botanical Garden.

5. I am a Senior or student and I don't see a category for me?

You are correct. We are pleased to offer Seniors a 15% discount off the **base fees** for both **Individual** and **Individual Plus Adult** categories. To receive the 15% discount for **Individual Plus Adult**, both seniors must be 65+ years of age. The on-line purchasing system will automatically calculate the 15% discount during the transaction. If you are a student, a 15% discount can be applied to **Individual** and **Individual Plus Adult** categories at the time of purchase, in person, with a valid student ID and student number. To receive the discount as a student for **Individual Plus Adult** memberships, both individuals must be students and present valid student IDs at time of purchase.

6. I received a Gift Certificate for Membership prior to January 1, 2019. Can I still redeem even though the fees have increased?

Yes, we will honour all gift certificates at face value that were issued prior to January 1, 2019. There is no additional cost to you or the original purchaser. Please ensure you bring your gift certificate with you when you come to VanDusen Botanical Garden. If you do wish to upgrade, though, you will be charged the difference at the new category rates.

7. I have more questions. Who do I contact?

Any questions please call the Membership Office at 604-257-8675 between 10am – 3pm Monday to Friday or email membership@vandusen.org. You are also welcome to visit us at the VanDusen Botanical Garden Visitor Centre – Membership desk during regular open hours, and our volunteers and staff would be happy to answer your questions.
