

Please review the following important VBGA Member information.

- Hours of operation are modified to provide the safest member experience. Since Friday, May 1st, the Garden is open to the public Monday to Friday, 10am to 7pm, and from 9am to 7pm on weekends.
- VBGA members will have **exclusive morning** access from **9am to 10am, Monday to Friday** upon reserving a pre-booked ticket and will also be able to reserve time slots during the public hours.
- Member and visitor reservation tickets are **not available for purchase on-site**, likewise, membership transactions cannot be made on-site.
- Members who are NEW to the Association, when visiting the Garden please bring a copy of your membership receipt as proof of purchase.
- For Members who are current or newly renewed, please scan your membership card or bring a copy of your membership receipt as proof of purchase.
- Please check your membership card which will include an expiry sticker that includes the month and year of expiry. If you are unsure of your expiry date, please email membership@vandusen.org.
- Members with valid memberships can purchase [here](#).
- **Complimentary single-day passes** will not be honoured by the Park Board at this time but these will be extended once the Garden returns to regular operations.
- Visitors accompanying Members must book a paid time slot to enter.
- Everyone must have a reservation ticket (on your phone or printed) to enter the Garden.
- There will be **no extensions to memberships** during the period of closure of both VanDusen Botanical Garden and Bloedel Conservatory. VBGA will be offering additional value added benefits to all those who renewed their memberships during the closure. Added benefits will be made available when the both sites are open under more typical conditions.
- **Gift Certificates** cannot be redeemed at this time as no membership transactions are being processed in-person. Once regular Garden operations resume, gift certificates can be redeemed.
- We ask that you kindly limit the number of reservation bookings to no more than two time slots per week, in respect of the over 12,000 members that support the Association and want to enjoy the Garden during the COVID-19 pandemic just like you do.
- We recommend that you arrive on time, with your reservation ticket in hand. Visits of **30-90 minutes** are recommended to reduce crowding in the Garden. This is for your own safety and health.
- VBGA staff continue to work remotely and will not be available at VanDusen Botanical Garden to answer your questions in person. Please email membership@vandusen.org or call **604-257-8675** with any questions in advance of your visit.
- The sites will operate with new physical distancing procedures to ensure a safe experience. Read more [here](#).
- If you need to cancel / reschedule your reserved time slot to enter the Garden contact TicketZone directly at vandusensupport@myzone.com