

GREAT EXPLORATIONS

HOUGHTON-WAGMAN CHILDREN'S MUSEUM

Membership FAQ

-Why purchase an Annual membership for Great Explorations?

After visiting our Museum 3 times with a family of at least 3 your membership will have paid for itself if you have our Basic Level Membership. The estimated value of our Basic membership is \$440.60 and with how many reciprocal museums you have access to with our Great Membership it is essentially priceless! Our Museum offers different creative programming every day and strives to put on fun filled themed events every month, and of course we have many exhibits that we are always working on improving and updating. Members are also invited to specialized Member Only events! Our membership provides a year full of opportunities for the family to come together to learn and play!

- What are the benefits of being a member?

[Member Benefits & Reciprocals](#)

-What are the differences in your membership levels?

The biggest difference between our Basic and Great/Explorer membership is the amount of adults who you can have on your membership and the reciprocal museums you can go to using your Great Explorations Membership. The Basic Membership allows for 2 named adults max and 3 named children max while the Great Membership allows for up to 4 named adults and 1 required named child. The Explorer Membership is for up to 5 named adults and 1 required named child. For reciprocity, the Basic has a list of local Museums, Botanical gardens and Aquariums that Basic members can enter either free all year, free or 50% off for one month of the year or 50% off all year. The Great and Explorer Memberships have reciprocity with over 1,300 museums nationwide through ACM, NARM and ASTC plus all of the basic reciprocals.

-Can I add more members to my Membership?

If you do not have any more adult spots or children spots on your membership but you would like to add another member, it is \$25 dollar per extra member to add on. You can have up to 7 members on the Basic and Great Membership and up to 8 members on the Explorer Membership. If you have extra spots that you did not fill during Sign up or Renewal then you can email our Guest Relations Manager at Lkane@greatex.org and let them know the name and birthday of who you would like to add and your digital cards will be updated accordingly.

-What does “named member” mean?

Your membership is for the specific people listed on your membership, that includes anyone over the age of 12 months. Members on the same membership do not need to live in the same household

-How do I purchase an Annual Membership?

You can visit us in our Exploration Station Gift store and ask one of our Guest Experience Representatives to help you sign up or you can visit us online at <https://greatex.org/memberships/> and click “Sign up” on the level you would like and it will take you to the online form! You can also call us and purchase over the phone at 727.821.8992 ext.218!

-What If I want to purchase a Membership as a gift?

We have an option to purchase a Gift Membership Certificate for any membership level to gift to someone. You can visit us in our Exploration Station Gift store and ask one of our Guest Experience Representatives to help you purchase the gift or you can visit us online at <https://greatex.org/memberships/> and select the Gift Membership option. Once our Guest Relations Manager has received your information they will send out the Gift Certificate to the address requested and then the family receiving the membership can bring in the certificate to redeem their membership at their leisure. That way their membership starts when they decide to start using it!

-How do I enter the museum as Member?

You will need your digital membership card on your phone in the E-Memberships App and your Photo ID at the admission desk to enter into the museum with membership.

-How will I know how to download my digital card?

After purchasing your membership, you will receive a welcome email with links about our Membership benefits, programs and how to download your digital membership cards. We have implemented this digital membership card solution for our members to be more in line with our environmentally friendly organization. With this green initiative, your updated cards will always be available on your smartphone. Please allow notifications from the app in order to receive critical updates and renewal notices regarding

your membership. If you have any issues downloading your cards, then please contact lkane@greatex.org.

-What if I do not have the capability to download cards on my phone or would like physical cards?

You can request physical cards and receive the first set for free. The second set is \$10 and so on. You can request them in store in our Exploration Station Gift Store or you can email lkane@greatex.org.

-Why do I need to provide photo ID every time I visit?

We do this to protect the value of your membership. Should your card ever get lost or stolen, photo ID prevents abuse and misuse. Each adult member must provide photo identification when visiting the museum.

-What if I need to change something on my account (Address, Member Name, Email etc.)?

You can email lkane@greatex.org with any updates to your account.

-Are there any deals on memberships ever?

We have sales throughout the year, check us out on Facebook to keep in the know!

-Do you offer a Military Discount?

We have an Active Military Family discount. If you have an active military ID you are eligible to receive the discount, contact us for more information!

-Can I apply my admission towards a membership?

Yes! You can apply your admission towards a membership the same day as the admission was purchased. Admission receipt must be present.

-How long is my membership valid?

Your membership is valid from the day you purchase it until the end of the month you purchased it the next year. Example: Purchased membership on 10/20/2019, Expiration date would be 10/31/2020.

-Can I transfer my membership to another person who wants to visit?

Memberships apply to only those names listed under the membership. They are non-transferable and non-refundable.

-What activities are offered at the museum on a day to day basis?

We offer different programs, stage shows and activities on our gallery floor every day depending on the day! You can usually find our schedule for the day on our chalkboard by the entrance to the museum in our Gift Store. You can also always ask someone in a staff shirt what they have planned for the day! Every day we stimulate learning through creativity, play and exploration!

-How often do you update your reciprocals?

Our Basic reciprocals are subject to change every new calendar year but we also are always striving to add more to our Basic reciprocal list, we post about new reciprocals and updated reciprocals on our Facebook and have updated reciprocal lists on our website at <https://greatex.org/memberships/>.

ACM, ASTC, and NARM (offered to Great members and the levels after that) are updated quarterly.

-Is there reciprocation with the Sunken Gardens with my annual membership?

We do not have reciprocation with the Sunken Gardens. They do offer family memberships similar to ours.