

# Phoenix Art Museum

## Membership Frequently Asked Questions

**Q: How can I contact the Membership Office?**

**A:** (602) 257-2124 or [membership@phxart.org](mailto:membership@phxart.org)

**Q: Are there still two-year memberships?**

**A:** Yes, two-year memberships are available and you receive 20% off the 2<sup>nd</sup> year!

**Q: Can I upgrade my current membership?**

**A:** Yes, please contact the Membership Office and we assist you.

**Q: How do I purchase a membership as a gift for someone else?**

**A:** You may purchase a membership in person at the Visitors Desk or by calling the Membership Office.

**Q: Why didn't I get 2 membership cards?**

**A:** If only one person is listed on your membership then only one card will be issued. If you are interested in adding a second adult to your membership, please contact the Membership Office. (Note: The ability to add a second adult does not apply to Student or Educator Memberships.)

**Q: Where is my membership number located?**

**A:** Your membership ID number is located under your name on your member card.

**Q: When does my membership expire?**

**A:** Memberships are valid for one (or two) year from the time you buy it. The renewal date is located on your membership card.

**Q: Am I able to use my membership without having my card?**

**A:** Yes. Show your photo ID at the Visitors Desk at your next visit and they can issue you a temporary membership card and request that new permanent cards be mailed to you.

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**Q: My card has been lost/stolen. What should I do?**

**A:** Contact the Membership Office to request a duplicate. New permanent cards will be issued. Temporary membership cards may also be issued at the Visitors Desk with a photo ID.

**Q: How do I use my membership to get tickets or admission to the Museum?**

**A:** Bring your current membership card and your photo ID to the Museum's Visitors Desk on each visit to receive your free admission or call the Ticket Office at (602) 257-2138 to reserve tickets.

**Q: Who does my membership cover?**

**A:** This is based on your membership level. Each current membership includes at least two adults (one of the adults must be listed on the membership account). Student and Educator memberships are valid for one person only. The benefits of membership are not transferable.

**Q: Can I bring guests to events?**

**A:** Each event is different. Please contact the Membership Office for clarification.

**Q: Do I get guest passes?**

**A:** Contributor, Supporter, Sponsor and Patron level Members receive guest passes. These passes are included with your membership card packet. To upgrade to another level, please contact the Membership Office.

**Q: Do I receive reciprocal benefits at other museums?**

**A:** Contributor, Supporter, Sponsor and Patron level members receive reciprocal benefits to various Museums across the U.S. and Canada. Participating Museums are listed at [PhxArt.org/Support/Membership/Reciprocal](http://PhxArt.org/Support/Membership/Reciprocal).

**Q: When will I get my membership cards?**

**A:** It takes approximately 7-10 business days from the time the membership has been processed.

**Q: If I join today can I visit the Museum today?**

**A:** Yes. If you join online your membership is active immediately. You may also join in person at the Visitors Desk. If you join by phone please let the Membership Office know that you plan on visiting today and they will have a temporary membership card available for you.