



FLAMINGO GARDENS MEMBER FAQ SECTION:

Ticket Upgrades

- Can I upgrade my admission ticket to a membership?
 - Yes! Show your ticket receipt in the gift shop and your ticket(s)* can be applied to a new membership. (Only the tickets of the new members will be applied).
- What is your membership cancellation/refund policy?
 - There are no changes, and no refunds or credits after becoming a Member. Please be certain that all names, the appropriate category, and all information are correct before paying for the Membership. Why do we say no changes? We do upgrades and name changes, etc., yes?

Membership Cards

- How do I receive my membership card?
 - Membership cards are mailed to the address listed on your membership application.
- How many membership cards will I receive?
 - You will receive one card per adult listed on the membership.
- Can I visit if I don't have my membership card?
 - Yes! Flamingo Gardens will provide a one-time admission with proper ID to verify membership status. A second occurrence without valid card(s) present may result in a \$5 reprint fee of all Membership IDs.

Membership Coverage

- Who can visit Flamingo Gardens with my membership?
 - Membership is non-transferable and valid only for the person/persons named on the card. Each named adult Member must present his/her Membership ID with a valid photo ID to gain free admission and receive 10% discounts in the Gift Shop, Flamingo Café, and Garden Grill. Sustaining, Patron, and Live Oak Memberships are permitted two free guests each visit when accompanied by Member.
- What is the age range for children covered on the membership?
 - Children listed on the membership are age 3-17. Children aged 2 and under are admitted free.
- Can a caregiver bring my children to Flamingo Gardens?
 - If you have a caregiver or babysitter that brings family members to the Gardens, they must be listed as an adult on your membership or have their own individual membership.

Guest Tickets

- How do I purchase tickets for my guests?
 - Use your Member Access Code to purchase guest tickets in the Members Portal or purchase at the gift shop.
- Can my guests visit without me?
 - Members must accompany their guests to receive a 20% discounted guest admission.

Questions

Contact the Membership Department at membership@flamingogardens.org or 954-473-2955.