

## OMSI Membership FAQs

### **Can I apply general admission tickets toward a membership?**

Yes! When you visit OMSI and pay for general admission tickets, you can apply some portion of the cost of those tickets toward a membership. You can do so at any time on the day of your visit—or up to 30 days after that visit. For additional questions, please stop by the front desk or reach out to us via email at [membership@omsi.edu](mailto:membership@omsi.edu)

### **Can I purchase an OMSI membership as a gift for someone else?**

Yes! An OMSI membership is the gift of a scientific journey and makes a great present for any occasion. When you purchase a gift membership, you will receive a gift voucher that can be given to the recipient. The membership will start once that gift voucher has been redeemed.

### **How old can children be on the membership? Do I have to list their names?**

Children can be between the ages of 3 and 20 years of age, and they do not have to be named on the membership. Visitors under the age of 3 receive free admission.

### **Can I change the name of the adults on the membership?**

You have the opportunity to change the names on your membership during the annual renewal process. However, if you need to change a name on your membership before then, we can help you do so. Please contact us at 503.797.4000 or [conciierge@omsi.edu](mailto:conciierge@omsi.edu).

### **Do I need my membership card to visit OMSI?**

You can still visit OMSI if you forget your membership card! Bring your photo ID and check in at the front desk.

### **What if I lose my membership card?**

If you misplace your membership card, we can send you a digital one. Please speak with one of our staff members at the front desk or concierge window or contact us at 503.797.4000 or [conciierge@omsi.edu](mailto:conciierge@omsi.edu).

### **Why do I need to present a photo ID along with my membership card?**

OMSI memberships are non-transferrable. All members are asked to present a form of photo ID along with their membership cards. This helps ensure the membership is being used by the member, and not someone else.

### **Can a guest use my membership without being named on the membership? What if a grandparent/caretaker/family friend wants to take my children to OMSI?**

It depends on the level of membership. *OMSI for 2* and *Family* levels can only be used by the adults named on the membership. Unnamed adults must pay admission if they visit with members' children for either of those membership levels.

The *Family Plus* (1 guest), *Friend* (2 guests), and *Patron* (3 guests) levels allow the specified number of unnamed adults as long as they are bringing the children of the named member.

### **What if I have additional guests with me who are not covered by my membership level?**

Guests not covered by your membership level will need to purchase adult, senior, or youth tickets at the regular price. Your entire party may accompany you through the member check-in line and pay for their tickets with you.

**As an OMSI member, what other discounts am I eligible for?**

Our Members receive discounts on special exhibits; Theater, Planetarium, and Submarine tickets; and parking; 15% off OMSI After Dark tickets; 20% off Summer Camps & Classes; 15% off special events; and a 10% discount in the OMSI Science Store, Theory Restaurant, and Empirical Café. See one of our staff members for further details. Note that some restrictions may apply.

**What parking benefits do members get?**

Members have the option to buy up to two parking passes that are valid for the duration of the annual membership for \$10 each or to pay \$4 per individual visit.

Members must have their parking pass displayed in their vehicle during their visit. OMSI is not responsible for lost or stolen parking passes, but Members can replace one lost parking pass for \$10 during their valid membership dates.

**Is an OMSI membership tax-deductible?**

Yes, OMSI is a nonprofit organization and membership fees are either partially or fully tax-deductible, depending on the membership level. The membership purchase receipt you received via email should be retained for proof of a tax-deductible donation.

**How do I use the submarine or theater vouchers that came with my membership?**

You can redeem submarine or theater vouchers online, at the front desk during your visit, or save them for a future visit. You may call OMSI's concierge line at 503.797.4000 to reserve tickets for future dates. Vouchers are one-time use passes, and do not roll over year to year.

**What counts as a Planetarium matinee?**

Planetarium matinees are shows starting between 11am and 4:30pm. Planetarium tickets can be purchased and redeemed at the front desk. Evening laser show presentations are not matinees.

**Does OMSI offer financial aid for memberships?**

OMSI is committed to making science-fueled fun available for all. We offer several admission access programs including Membership Access, Arts for All, and Educator Previews. Please visit [omsiedu/admission-access](https://www.omsiedu/admission-access) for more information.

**Is an OMSI membership reciprocal with other museums?**

Yes! OMSI participates in the Association of Science-Technology Centers' (ASTC) Passport Program, which entitles OMSI members to free admission at more than 375 science and technology centers in the U.S. and worldwide. Ensure you have your OMSI membership card to show proof of membership prior to arriving at other museums.

More information about the ASTC Passport Program and reciprocal museums can be found [on ASTC's site](#). Please note: OMSI Members do not receive free admission to The Evergreen Aviation Museum.

**I'm logging in to your website for the first time, how do I get access to my member account?**

We've implemented an improved ticketing system that makes getting tickets easier! If you are logging in for the first time, you will need to set up your login information and create a new password.

To update your password, please do the following:

- Go to [tickets.omsi.edu](https://tickets.omsi.edu)
- Click "Member Login" in the upper right
- Click "Forgot Password"
- Enter your email address associated with your OMSI membership (typically the address at which you receive OMSI emails)
- Click "Send Reset Link"
- A link to reset your password will be sent to that email address
- Follow the prompts to reset your password
- Your new login and password is now set!

We recommend purchasing tickets online prior to your visit. Upon arrival, you may present the ticket order on your phone and our staff can scan it from there. General admission is always included with an OMSI Membership.

### **I need to reset my password, how do I do that?**

To update your password, please do the following:

- Go to [tickets.omsi.edu](https://tickets.omsi.edu)
- Click "Member Login" in the upper right
- Click "Forgot Password"
- Enter your email address associated with your OMSI membership (typically the address at which you receive OMSI emails)
- Click "Send Reset Link"
- A link to reset your password will be sent to that email address
- Follow the prompts to reset your password
- Your new password is now set!

### **What if my membership expired during the closure?**

Thank you for being an OMSI member! There are three options for individual OMSI memberships that expired during the closure:

- 1) If you are interested in renewing your membership at a discounted rate, please email [membership@omsi.edu](mailto:membership@omsi.edu) and we will be happy to work with you.
- 2) Donate the months you missed back to OMSI (email us at [membership@omsi.edu](mailto:membership@omsi.edu))
- 3) Extend your membership to account for the museum access you missed (e.g., if you lost two months of membership during the closure, as of September 8, 2020, two months will automatically be added onto your membership if you did not choose one of the two options above).

### **Can I pause my membership if I do not plan to visit for a while?**

We understand that everyone's situation is unique, which is why it works best for us to handle these types of requests on a case-by-case basis. Please send us an email at [membership@omsi.edu](mailto:membership@omsi.edu) and we will be happy to work with you.