Membership Reservations at the Cincinnati Zoo & Botanical Garden

1. Go to Cincinnatizoo.org/tickets
2. Click Member Reservations (yellow/green button):

3. You will arrive on a page that says Membership Validation – Member Visit Reservations and Member Guest Tickets. You will need to enter your Membership ID into the box below Membership ID (no spaces). Click the Lookup Membership Button (green button):

4. You should now be on a page that says “I’m a Member!”. You will see a section on that page that has some purple flowers with green leaves and the header “Member Visit Reservations”. You will need to click the little orange arrow (to the right-hand side) in that section to expand it:
5. Once the orange arrow has been clicked, you should now see the options: Adult Member, Child Member, and Guest of Member.
6. You will need to click the green button Select Date/Time to bring up the calendar for member reservation availability for each person on the membership:

7. When you click Select Date/Time it should bring up a calendar:

```
SELECT A DATE & TIME
```

![Calendar Image]

8. This is where you will find the available dates and times for member reservations.

(PLEASE NOTE: if there are no available reservations, check back often as reservations are released as members cancel. We also release any unsold general admission reservations the morning of for members to make last minute reservations for that day).

9. Please make reservations only for the people included on the active and valid membership. Each member type will need to be selected individually.
   a. PLEASE NOTE:
      i. Only book one date and time per transaction.
      ii. If you have a Student, Individual or Dual level membership, you cannot add any children to this reservation (children are not included on those levels of membership).
      iii. Children under 2 are not required to have a membership, reservation, or ticket to attend
      iv. Guest of Member are only those included on the membership as additional guests. Gold is allowed 1 guest for the entire membership and Platinum is allowed 4 guests for the entire membership. Only select the number of guests included on your membership.
      v. **DO NOT include any additional guests you will be bringing that you will need to purchase tickets for, they must be booked separately.**

10. Click the + button to add the number of Adult Members (1 for Student and Individual and 2 for Dual and Family)
11. Once the + has been added for the correct date and time, please click the → Continue button:

→ Continue

12. Click the + button to add the number of Child Members (limited to the number on the Family level membership).

13. Once the + has been added for the correct date and time, please click the → Continue button:

→ Continue

14. Click the + button to add the number for Guest of Member (only those included on the Gold or Platinum level memberships).

15. Once the + has been added for the correct date and time, please click the → Continue button:

→ Continue

16. After selected you should now see the date and time and number selected in that area:

17. You will now click the Add To Cart button (orange button):

Add To Cart
18. You should land on a new page: Shopping Cart. This will show you the reservation you have selected (Adult Members, Child Member, and Guest of Member). It will be a $0.00 transaction as this is just the member reservation and member reservations are free. (If you have additional guests, you will need to process a separate transaction for them after this one is complete):

![Shopping Cart](image)

**EXAMPLE:** You have a Family Gold membership, 2 named adults, 3 children, and you are bringing 3 guests with you (the guests you are bringing are 2 adults and 1 child). You will click the Select Date/Time button for Adult Member and add 2 adults. You will then click the Select Date/Time button for Child Member, add 3 children for the same date and time. You will then click the Select Date/Time button for Guest of Member and add 1 guest for the same date and time. You will have to finish this transaction before you can go and book general admission or member half-price tickets for your additional guests (1 adult and 1 child).

19. Scroll to the bottom of this page (if everything looks accurate) and click the - > Checkout button (orange):

![Checkout](image)

20. You should be brought to a new page: Checkout:
21. All reservations are sent via email. You will need to fill out the Billing Contact area (this is how we find the reservation if you need to change the date or cancel. Nothing will be charged as member reservations are free).

22. Be sure to check the box beside I accept and agree to the Terms and Conditions:

   ![Check box for Terms and Conditions]

23. Once everything is filled out on the page, click the Submit Order button (orange):

   ![Submit Order button]

24. You will then be directed to a page that says – Order Confirmation:

   ![Order Confirmation page]

25. This is how you know that your reservation went through, and you have your date and time reserved as members. Be sure to write down the Order Number before closing as that helps us locate your reservation is anything needs to be cancelled or resent.

26. If you have extra guests that you need to purchase tickets for, you will need to go back to CincinnatiZoo.org/tickets and click on the General Admission or Member Guest Half Price Tickets.

   a. The Member Guest Half Price Tickets process is very similar, membership ID is required, and you will be prompted to pay online in the Checkout section.

   b. The General Admission ticket process is very similar, except membership IDs are not required and you will be prompted to pay online in the Checkout section.