



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):

Reservation Types Step 1: Reservations Step 2: Cart

Membership Validation Member Visit Reservations and Member Guest Tickets

CURRENT ZOO MEMBERS
March 1 - May 31, 2021
Mondays through Thursdays – Reservations required 10am to 2pm, No Member Reservations required 2-4pm.
Fridays through Sundays - Reservations required all day. (Vine Parking Lot closes at 4:30pm daily).

To get started, please enter your Membership ID (the number located below the barcode on your membership card) in the box below.
Need to look up your Membership ID? [Head to the NEW Member Portal to access your Membership ID.](#)

If you do not have your Membership ID or your ID does not work, please email us at membership@cincinnatiZoo.org.

Membership ID (no spaces)

Lookup Membership

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:



Reservation Types **Step 1: Reservations** Step 2: Cart Step 3: Checkout Step 4: Complete Reservation

I'm a Member!

The calendar below displays dates and times the Zoo is open with limited operations. A free reservation is required to visit during this time.

Masks are required. To ensure proper social distancing and to best protect our visitors and staff, please be aware of the following:

- Walk up admission is not permitted. A reservation must be made in advance if you plan to visit the Zoo.
- Your membership is still needed to visit. This portal is to secure a reservation only. Please only select the number of members on your account. Additional visitors not on your membership, without a ticket, will be denied entry. No additional tickets may be purchased at the Zoo.
- Any guests of members (included on their pass) must pre-pay for parking.
- Our members are given priority with admission and thus provided a majority of the reservations on a daily basis.
- As cancellations happen and we determine we can accommodate more visitors, reservation opportunities may open. Please check back often if your desired date/time are not available.

If you have questions- please email our Member Services Team. We are happy to help!: membership@cincinnati-zoo.org



MEMBER VISIT RESERVATIONS

Please select your visit date and entry time below. Only those on your membership and visiting should be included in this reservation.

Please note: member processing / gift processing must be completed over the phone or via email at this time.

Your reservation is not complete until you see a page stating so with a confirmation number.



5. Once the orange arrow has been clicked, you should now see the options: Adult Member, Child Member, and Guest of Member.



MEMBER VISIT RESERVATIONS

Please select your visit date and entry time below. Only those on your membership and visiting should be included in this reservation.

Please note: member processing / gift processing must be completed over the phone or via email at this time.

Your reservation is not complete until you see a page stating so with a confirmation number.



[Complete Ticket Details](#)

Adult Member

Please only select the quantity of named members on your membership, visiting with you.

Select Date/Time
\$0.00

Child Member

Please only select the number of children on your membership, visiting with you.

Ages 2-18

Select Date/Time
\$0.00

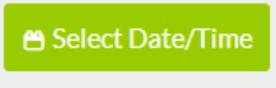
Guest of Member

Please select only the number of guests on your membership, visiting with you.

Don't have your card handy?
Standard = 0 Guests
Gold = 1 Guest



- 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:



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

SELECT A DATE & TIME ✕

◀ March 2021 ▶

SU	MO	TU	WE	TH	FR	SA
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Friday, March 12, 2021

Available	Status	Event Name	Entry Time		Qty	
0	Sold Out	Zoo Visit Reservation	12:30 PM - 1:00 PM	-	0	+
0	Sold Out	Zoo Visit Reservation	1:00 PM - 1:30 PM	-	0	+
0	Sold Out	Zoo Visit Reservation	1:30 PM - 2:00 PM	-	0	+
269	On Sale	Zoo Visit Reservation	2:00 PM - 2:30 PM	-	0	+
353	On Sale	Zoo Visit Reservation	2:30 PM - 3:00 PM	-	0	+
336	On Sale	Zoo Visit Reservation	3:00 PM - 3:30 PM	-	0	+
385	On Sale	Zoo Visit Reservation	3:30 PM - 4:00 PM	-	0	+

→ Continue

- 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).
- Please make reservations only for the people included on the active and valid membership. Each member type will need to be selected individually.
 - PLEASE NOTE:
 - Only book one date and time per transaction.
 - 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).
 - Children under 2 are not required to have a membership, reservation, or ticket to attend
 - 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.
 - DO NOT include any additional guests you will be bringing that you will need to purchase tickets for, they must be booked separately.**
- 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:



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:



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:



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

Product Name	Visit Date & Entry Time	Qty
Zoo Visit Reservation	3/20/2021 11:00 AM - 11:30 AM	2

Change Date/Time \$0.00

Child Member

Please only select the number of children on your membership, visiting with you.

Ages 2-18

Product Name	Visit Date & Entry Time	Qty
Zoo Visit Reservation	3/20/2021 11:00 AM - 11:30 AM	3

Change Date/Time \$0.00

Guest of Member

Please select only the number of guests on your membership, visiting with you.

Don't have your card handy?
Standard = 0 Guests
Gold = 1 Guest
Platinum = 4 Guests

If you select a guest, you will be prompted to pay for parking on the following page. If your guest is riding in your car, simply click "Decline"

If you have extra guests, please visit <http://cincinnati.zoo.org/plan-your-visit> after you have completed this transaction to purchase ticket(s). Adding additional guests not on your membership will not result in denial of entry. There are no ticket sales at the Zoo.

Product Name	Visit Date & Entry Time	Qty
Zoo Visit Reservation	3/20/2021 11:00 AM - 11:30 AM	1

Change Date/Time \$0.00

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



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

Item	Price	Quantity	Total	Remove
Zoo Visit Reservation Adult Member - 3/20/2021 11:00 AM - 11:30 AM	\$0.00	2	\$0.00	<input type="checkbox"/>
Zoo Visit Reservation Child Member - 3/20/2021 11:00 AM - 11:30 AM	\$0.00	3	\$0.00	<input type="checkbox"/>
Zoo Visit Reservation Guest of Member - 3/20/2021 11:00 AM - 11:30 AM	\$0.00	1	\$0.00	<input type="checkbox"/>

Enter Discount Code: [+ Apply](#) [Update](#)

We rely on ticket revenue as a crucial source of operating income. Please consider a donation to our emergency operating fund to assist us in the care of our animals and team members.

Enter the amount you would like to donate and click "Donate Now" to add a donation to the order.

[Add Donation](#)

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):



20. You should be brought to a new page: Checkout:

Checkout

DELIVERY OPTIONS

Email - Reservation Confirmation

We will email confirmation of your reservation within minutes. Display the confirmation at the gate and your cards at the turnstiles. Please note: we are unable to print cards at this time.

Price: Free

Estimated Email Date: Today

BILLING CONTACT

To change billing details, click the My Account link: [My Account](#)

TOTAL	
Subtotal:	\$0.00
Tax:	\$0.00
Shipping:	\$0.00
Total:	\$0.00



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:

I accept and agree to the Terms and Conditions.

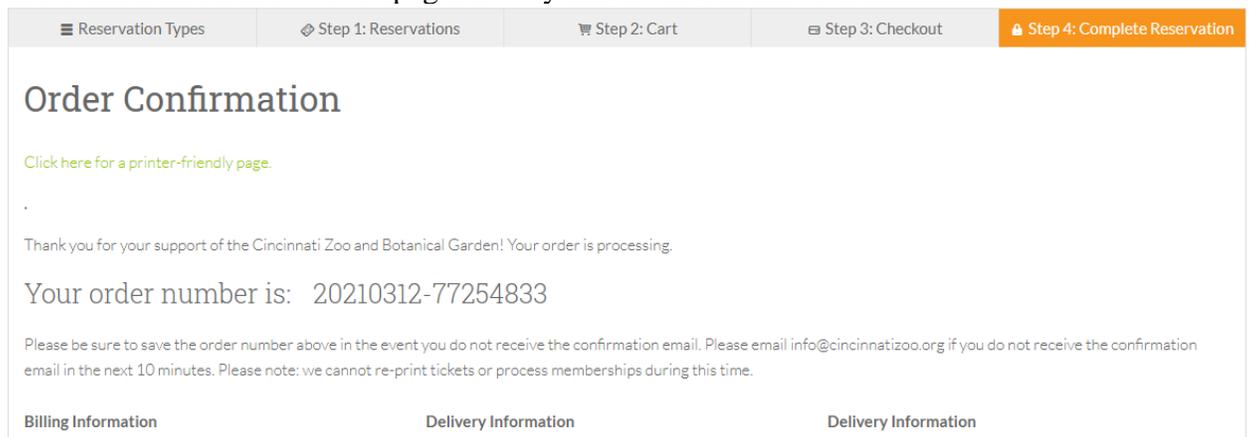
By accepting these Terms and Conditions, I agree to:

- Not visit the Zoo if I'm feeling ill, experiencing flu-like symptoms, or have had recent contact with someone confirmed to have COVID-19

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

 Submit Order

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



The screenshot shows a navigation bar with five steps: Reservation Types, Step 1: Reservations, Step 2: Cart, Step 3: Checkout, and Step 4: Complete Reservation (highlighted in orange). The main content area is titled "Order Confirmation" and includes a link for a printer-friendly page, a thank you message, and the order number 20210312-77254833. It also contains a disclaimer and three sections for Billing Information and Delivery Information.

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 if 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.

- 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.
- 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.

