

Digital Membership Cards FAQ – For Members

1) How do I add a digital card for the 2nd Adult on the membership?

- a. During this introductory phase, only the primary member's name will be displayed on the digital membership card. When the digital membership card is scanned, both member names will be accessible to the gate attendant for verification of membership status. We are actively working on enhancing functionality and will keep members informed as updates become available.

2) Is the digital card automatically added to the mobile app wallet when I purchase a membership?

- a. No. You will need to add your membership card in the wallet section by following the prompts for entry of necessary information.
- b. It may take a few weeks for your digital membership card to become available for import, depending on location of purchase.
- c. For onsite purchases at the Zoo, it's available within minutes by scanning the barcode on your temporary card 'ticket' and entering your last name in the wallet.
- d. For website purchases, it may take a few weeks; in the meantime, use the temporary card from your purchase confirmation email, along with photo ID, for entry.
- e. Phone and mail purchases may also take a few weeks for the digital card to be available.

3) I receive a 'Search Failed' or 'Not Found' message when I attempt to add my membership to the mobile app wallet.

- a. Verify that your membership number and last name are correct.
- b. If the 2nd adult on the membership has a different last name, try entering the membership number with their last name.
- c. If you continue to receive the 'Search Failed' or 'Not Found' message, please reach out to guest & member relations at member.questions@brookfieldzoo.org for assistance.

4) Do I still need to show my photo ID with my digital membership card?

- a. Yes, we require photo IDs to be shown with all digital and physical membership cards.

5) Can I add my guest passes and attraction vouchers to the mobile app wallet?

- a. Currently, the mobile wallet functionality is available only for the membership card.
- b. This enhancement will be introduced in the near future.

6) On my physical card, it shows the number of people admitted into the Zoo. Where do I find that information on my digital card?

- a. When the digital membership card is scanned, the admit number will be accessible to the gate attendant.



7) Can I add my digital membership card to multiple devices with the mobile app?

- a. Yes, for convenience. This does not double the membership benefits.

8) Will my digital card automatically update when I renew my membership?

- a. No. The expiration date will not automatically update. You will need to refresh the card by clicking 'Refresh' in the upper right-hand corner of the wallet section of mobile app. The 'Refresh' of the expiration date may not be available for a few weeks, depending on location of purchase.
- b. For onsite purchases at the Zoo, the 'Refresh' is available within minutes.
- c. For website purchases, it may take a few weeks; in the meantime, use the temporary card from your purchase confirmation email, along with photo ID, for entry.
- d. Phone and mail purchases may also take a few weeks for the 'Refresh' to be available.

9) Can I add a digital membership card to the mobile app wallet without having my physical card?

- a. Yes, you may add the digital membership card by entering your membership number and last name.
- b. If you don't have your membership number available, please reach out to guest & member relations at member.questions@brookfieldzoo.org for assistance.

10) Can I show my digital membership card at the attraction ticket booths and food locations to receive the member discount?

- a. Yes!

11) Can I add my digital card to my Apple Wallet/Android Wallet/etc.?

- a. At this time, the digital membership card is available only on the Brookfield Zoo Chicago mobile app.

