



Membership FAQ

Q: How do I become a Dallas Zoo member?

Online at www.DallasZoo.com/Join.
Call 469.554.7400.
Visit the Membership Booth at the Zoo.

Q: Is my Dallas Zoo membership good at other zoos and aquariums?

Yes! Download the list of 150 zoos and aquariums offering discounted or free admission to Dallas Zoo members. Visiting from a reciprocal zoo or aquarium? Claim discounted tickets from our membership booth upon entry by providing proof of current membership with your home institution. While these discounted reciprocal tickets are unable to be reserved ahead of time online or over the phone, feel free to contact us at 469.554.7400 with any questions about your reciprocal benefits.

Please note that due to the COVID-19 restrictions, it is at the discretion of the participating zoos and aquariums as to whether they will be able to honor entrance benefits during this time. Call ahead to know before you go.

Q: How long does my membership last?

Your membership is valid for 365 days from the date of purchase, so you receive a full year of Zoo fun! If you choose to renew your membership before your current membership expires, we'll add another full 12 months to your expiration date.

Q: How do I use my free admission and parking to get into the Zoo?

Member tickets and parking must be reserved online in advance. Log in to reserve tickets!

Q: Who do my General Admission passes cover?

Use your daily General Admission passes for adults, kids, or seniors – as long as at least one digital cardholder is present, it's up to you!

Q: Who can be listed as a cardholder on my membership?

Memberships are intended to cover a single household, not to be shared among several. Up to two adults and children (under 18) within one household can be listed on your membership as cardholders. Log in to your member portal and click Account Info to see who is listed as a cardholder on your account.

Q: Can a friend or family member use my membership?

No. Memberships are nontransferable and a named cardholder in your household must be present to utilize your member benefits.

Q: Can I bring guests to the Zoo with me?

Absolutely! As long as a named cardholder is present, you can use your additional daily general admissions for whomever you like.

Visiting with a larger group? Depending on your membership level, you may have one-time-use guest passes that you can redeem when reserving tickets. Plus, members get a discount on tickets for extra guests.

Log in to reserve tickets.

Q: Do I still get free monorail tickets as part of my membership?

Unfortunately, the Adventure Safari Monorail has permanently closed. Members at the Dual and Family levels get discounted tickets for the Endangered Species Carousel and the Conservation Railway Mini-Train. Passport (\$199) level members and above receive unlimited free ride & attraction tickets. These free tickets are intended to be used by members and their guests only. They are not to be used to obtain free ride & attraction tickets for others not covered by their membership or guest passes.

Q: Do members get a discount on special exhibits like Dino Safari and Dallas Zoo Lights?

Yes! Members at the Dual, Family, and Passport levels get a discount on Dino Safari. Members at the Patron level and above get free tickets. The number of free special exhibition tickets depends on membership level and matches the number of daily General Admission passes for that level.

Q: Who do I contact for assistance with my digital membership cards?

If you need assistance, please contact us at Members@DallasZoo.com or call 469.554.7400.

Q: Can I purchase a membership on the day I want to visit the Zoo?

Yes! You can purchase your membership online ahead of your visit and reserve your free member tickets and parking at the same time.

Q: Can I apply my General Admission tickets towards a Dallas Zoo membership?

Yes! You can apply your General Admission tickets toward a full year of membership by visiting the Membership Booth, or by contacting the Membership Team at Members@DallasZoo.com or 469.554.7400 within 7 days of your visit.

Q: Is it necessary to display a Zoo decal on my car to receive free Zoo parking?

No. Your membership allows you to reserve your free parking in advance. When you reserve your free member tickets online, please add a free parking pass to your order.

Q: Can my kids visit the Zoo without me?

Any children or grandchildren in your household who are named cardholders are part of your membership and have access to all the great benefits included. Ahead of their visit, simply reserve their tickets online.

Need to add your child or grandchild to your membership? Log in here to update your account. Please remember, memberships are intended to be shared within one household.

Q: Is my membership payment tax-deductible?

The Dallas Zoo is a non-profit organization pursuant to Section 501(c)(3) of the United States Internal Revenue Code. Please consult with your tax adviser to determine if your Dallas Zoo purchase or donation is tax deductible in whole or in part.

Q: Do you offer a corporate employee discount?

The Zoo offers a 10% discount on any level of membership to employees of eligible corporate partners. Visit DallasZoo.com/Support-the-Zoo/Corporate-Relationships to learn more about Corporate Partners, and see if you are eligible for a membership discount. Reach out to us at Members@DallasZoo.com or 469.554.7400 for more information.

Q: I recently renewed my membership. Why did I receive another renewal notice?

Although we work to process renewals as quickly as possible, there is a chance that you may receive a second notice before your payment has been processed and entered into our system. If you have renewed your membership, please disregard further renewal notices. If you have any questions regarding your renewal, please email Members@DallasZoo.com or call 469.554.7400.

Q: How do I purchase a gift membership?

Visit DallasZoo.com/Gift to purchase a gift. While you're there, you'll have the choice of sending the gift to you or to your recipient. We'll send you an email confirmation either way, and the person you designated will receive a letter along with a paper gift membership certificate. To activate their membership, your recipient just needs to follow the instructions on the certificate! The membership is redeemable for up to one year after purchase, and is good for a full year from the date it's activated.

Q: How do I access/redeem my benefits?

Daily general admission, parking, discounts at the Zoo, ride tickets, animal feedings, and more can all be accessed by logging into your member portal to reserve or redeem. Members can show their digital cards at the Zoo to receive discounts and access ride tickets and animal feedings. VIP seating at the Wonder of the Wild show must be reserved at the membership booth upon arrival at the Zoo.

Membership Terms and Conditions

Dallas Zoo membership is non-refundable and non-transferable. Health and safety guidelines, membership benefits, membership terms and conditions, and prices are subject to change at any time and at the Dallas Zoo's sole discretion. We reserve the right to revoke memberships without a refund for inappropriate conduct and/or abuse of benefits. The Dallas Zoo also reserves the right to deny or revoke membership in response to any violation of Dallas Zoo policy.