

Fort Worth Zoo Membership FAQs

How can I purchase or renew a Zoo membership?

We offer four easy options:

Online: Complete and submit our online membership form (please allow 72 hours for processing) or download our online PDF form.

By phone: Call Member Services at 817-759-7333 during Zoo operating hours or fax your completed application to 817-759-7401.

In person: We will process your membership and issue your permanent membership cards in the Member Services office, located at the Zoo's main entrance. Member Services is open seven days a week during Zoo operating hours.

By mail: Print and complete the membership application and mail it to:

Fort Worth Zoo

Attn: Member Services

1989 Colonial Parkway

Fort Worth, Texas 76110

How old must I be to have a membership in my name?

Memberships can be issued to anyone age 3 and older, but you must be at least 18 years old to be the primary adult on a Zoo membership account.

How long will it take to receive my membership card?

If you submit your membership form by mail or phone, your membership mailer will be sent to you within seven business days. If you submit online, your membership will be processed within 72 hours. Once you receive your membership mailer, you will need to visit Member Services to have your membership card made.

Can I loan my membership card to a family member or friend?

No, your membership card and associated privileges are not transferable to any other individual. To protect our members, we reserve the right to ask to see a photo ID, such as a driver's license, at the time of your visit.

Can I use my membership at other zoos?

No, the Fort Worth Zoo does not participate in any reciprocal membership programs.

What do I do if I lose my membership card?

Please call 817-759-7333 to report a lost or stolen card or visit Member Services. There is a \$10 fee for replacement cards.

Can I still use my membership if I forgot my card at home?

Yes, please present a photo ID at Member Services to receive a one-time courtesy lookup and temporary pass. This temporary pass is valid only on the day of your visit. Should you visit the Zoo a second time without your membership card, you will be charged \$10 for a replacement card.

Can my child use his or her membership card without the primary adult present?

Yes, your child is allowed to use a membership without the primary adult present, but he or she must have a membership card when visiting the Zoo.



How long is my membership valid?

Your membership is valid for one full year from the last day of the month of purchase. For example, if you purchase a membership on Jan. 10, 2015, it will be valid through Jan. 31, 2016.

Is my membership tax deductible?

Yes, Fort Worth Zoo memberships are fully tax deductible. Please consult your tax advisor.

How can I update information on my membership account?

You may update your contact information at Member Services or online:

<https://www.fortworthzoo.org/update-member-information>.

Can I bring strollers, wagons and coolers into the Zoo?

Yes, you are welcome to bring strollers, wagons and small ice chests into the Zoo. We do have a limited number of strollers available to rent, just beyond the turnstiles after you cross over the bridge. Please, no glass or straws.

Are Safari Splash memberships available for purchase?

Like the Yellow Rose Express, Country Carousel and other Zoo attractions, Safari Splash admission fees are required for all members and guests. However, Fort Worth Zoo members save 20 percent on Safari Splash admission and 10 percent on food, drinks and merchandise. To learn more about Fort Worth Zoo membership, [click here](#).