



Omaha's Henry Doorly Zoo and Aquarium, a non-profit organization, prides itself on its contributions to the surrounding communities. In an effort to give back, Omaha's Zoo and Aquarium is willing to consider requests from the local community. However, multiple philanthropic commitments and limited charitable resources make it impossible for Omaha's Zoo and Aquarium to satisfy all requests for assistance.

### **Special Pass Membership Eligibility**

Special Pass memberships are provided to non-profit agencies meeting Omaha's Zoo and Aquarium criteria. To be eligible for a Special Pass membership, your organization or facility must meet the following standards:

- Organization or facility must be located in the state of Nebraska or Iowa AND is a 501(c)(3) with a Federal nonprofit ID number.
- Organization or facility must have programs that specifically serve specialty needs patients, healthcare patients, low-income and/or at-risk children and adults or other demonstrated underserved groups.
- Organization or facility promotes local community access initiatives to its participants. Can describe how the membership will be used with constituents to advance the organization's service mission and show that visiting the Zoo directly enhances or supports its mission.
- Organization or facility must have a website and mission statement that match the standards above.

### **PLEASE NOTE:**

- Politically affiliated organizations, formal education programs, after-school youth programs, employee benefit programs, and library programs **DO NOT** qualify for a Special Pass Membership.
- Formal education programs, after-school youth programs and the like should visit <http://www.omahazoo.com/field-trips> to request school group field trip pricing.
- Special Pass Memberships are NOT offered as donations for local fundraisers or as gifts to individuals.

### **Submitting a Special Pass Membership Application**

Requests for a Special Pass membership or account renewal must be made prior to the date of your first visit for the year. Once received, please allow up to ONE MONTH for your application to be processed.

**You are NOT a recipient of the benefits of a Special Pass Membership until you have been notified that your account has been created or renewed for the current year and you have received your Special Pass card.** If an organization is new to the program or requesting a replacement Special Pass card, these cards will be mailed to organizations only (not to solicitor's homes).

If you meet these above guidelines, please complete and submit the following items:

1. Special Pass Membership Application and Renewal Form (pages 3 to 4 of this document)
2. Organization's IRS Determination Letter proof of 501(c)(3) status.
3. Formal written request on company letterhead explaining how your organization will use the card

Please send completed application and required forms by mail or email to:

Omaha's Henry Doorly Zoo and Aquarium  
Attn: Special Pass Department  
3701 S. 10<sup>th</sup> Street  
Omaha, NE 68107

Email: [specialpasses@omahazoo.com](mailto:specialpasses@omahazoo.com)

**DO NOT FAX – The number 402-738-2083  
has been disconnected as of July 2017.**

### **PLEASE NOTE:**

- Applications that do not meet the above guidelines will receive no response.



### **Program Card Types and Guidelines**

In the Special Pass Membership Program, there are two types of membership cards: Special Pass 1 and Special Pass 2. These cards each bare different benefits based on the needs of each organization.

- **Special Pass Type 1**
  - This card is meant for organization-lead trips to the Zoo for specialty needs patients, healthcare patients, low-income and/or at-risk children and adults or other demonstrated underserved groups.
  - Your clients get in **free** and ALL staff members/chaperones are subject to a **\$7/person** charge.
  - Staff/chaperone attendance is **required**.
    - A ratio of 1 staff member/chaperone for every 10 clients MUST be met
    - *If you do not have paid staff but use a volunteer as a chaperone for your group, they will still be subject to the \$7 fee.*
- **Special Pass Type 2**
  - This card is meant for personal trips to the Zoo for client families of specialty needs patients, healthcare patients, low-income and/or at-risk children and adults or other demonstrated underserved groups.
  - The organization lends the card to a client's family to enjoy a Zoo visit; Staff/chaperone attendance is not required.
  - The family (2 adults and up to 6 children) receives **free** admission to the Zoo for the day.
    - Only one family can use the card per day.
    - *Please note, Special Pass cards are NOT for employee or personal use.*

ALL Special Pass memberships have similar key guidelines that need to be followed. These guidelines include:

- **Pass must accompany group on each visit. If you do not have your pass, you will NOT be a recipient of the benefits of the Special Pass Membership Program.**
- You DO NOT need to make a formal reservation for your trip. As long as you have your pass AND it is active for the current year, you may visit the Zoo any time.
- The group must all check-in at Guest Services at the same time with the Special Pass card present.
- Passes are not valid for individual employee or personal use.
- Special Pass cardholders **do not** receive discounts on gifts, food purchases, ride tickets or any other Zoo attractions or experiences including the Lozier Giant Screen Theater or Wildlife Safari Park.
  - Please visit [www.omahazoo.com](http://www.omahazoo.com) for Lozier Giant Screen Theater information.
  - Please call (402) 944-WILD for Wildlife Safari Park information.

**Your Special Pass Membership and card are free.** The only costs associated are with a Special Pass Type 1 card and paying the discounted rate of \$7/staff member. When filling out your Special Pass Membership Application and Renewal Form, please indicate what type of card best benefits your organization and your plans to use the membership for client visits to Omaha's Zoo and Aquarium.

All special passes will have the expiration date of December 31 of their issued year. It is the responsibility of the organization to send in a renewal application at the beginning of each year to make sure their organization continues to receive the benefits of the program. Renewal application reminders are sent out beginning in December. **Please keep your card so that it may be renewed annually.**

Please keep in mind that Omaha's Zoo and Aquarium is also a nonprofit organization and therefore, has a limited number of Special Passes available. Omaha's Zoo and Aquarium reserves the right to deny requests and revoke program membership if benefits are misused. We will not donate to any politically affiliated organizations.

If you have any additional questions, please contact the Zoo's Guest Services Department at (402) 733-8401.



**SPECIAL PASS MEMBERSHIP APPLICATION AND RENEWAL FORM:**

**DOWNLOAD this form before filling it out. Please write legibly or type all information.**

**Organization Information:**

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address (line 2): \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Organization Website: \_\_\_\_\_

Tax ID Number: \_\_\_\_\_

*(Please include your IRS Determination Letter with application submission as proof of 501(c)(3) status.)*

Is your organization requesting to use a Special Pass Membership for a youth after-school program?

YES       NO

**\*Please note that as of January 1, 2019, formal education, after-school, youth programs, and the like do not qualify for a Special Pass Membership. Organization contacts of these programs should visit <http://www.omahazoo.com/field-trips> to request school group field trip pricing for future Zoo trips.**

What type of population(s) does your organization serve? Check all that apply.

<input type="checkbox"/> Low-Income Children or Families	<input type="checkbox"/> Foster Care Children and Families
<input type="checkbox"/> Family Housing	<input type="checkbox"/> At-Risk Youth
<input type="checkbox"/> Residents of an Elderly Care Facility	<input type="checkbox"/> Healthcare Patients
<input type="checkbox"/> Special Needs Adults (over 18 years)	<input type="checkbox"/> Special Needs Children (under 18 years)
<input type="checkbox"/> Other Underserved Communities, please describe: _____	

What type of service does your organization provide to your clients?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What benefit does a Special Pass Membership to Omaha's Zoo and Aquarium provide to your clients?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Special Pass Information:**

Will a staff member/chaperone accompany your clients on their trips to the Zoo?

**Yes**, per the requirement of a Special Pass Type 1, we will have *1 staff member/chaperone or more accompany every 10 clients* we bring to the Zoo and pay the **\$7/staff fee** assessed.

**No**, per our request for a Special Pass Type 2, we will NOT have staff/chaperones accompany our client families on their **private** trips to the Zoo.

**Other**, please explain: \_\_\_\_\_

Approximately how many times in one year (January to December) would your clients visit the Zoo using a Special Pass Membership?

1 visit       2 to 5 visits       6 to 10 visits       11 or more visits



How many clients would you intend to bring on a single trip to the Zoo using your Special Pass Membership? Please note that Special Passes can only be used for **one visit per day**.

\_\_\_\_\_

Does your organization currently have a Special Pass Membership card from Omaha's Zoo and Aquarium?

**Yes**, the barcode number on the back of our card is \_\_\_\_\_  
*\*If your organization has been issued multiple cards, please list all card numbers and associated locations in your attached formal letter.*

**No**, we have lost our card and need a replacement.  
*\*What the barcode number on the back of your lost card? \_\_\_\_\_*

**No**, we are new to this program.

Written Request: **Attach a formal written request on company letterhead. If account is new, please indicate which type of Special Pass card most benefits your organization.**

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Account Main Contact Information** (Please print legibly):

Contact Name: \_\_\_\_\_  
Organization's Phone Number: \_\_\_\_\_  
Contact's Direct Phone Number: \_\_\_\_\_  
Contact Email: \_\_\_\_\_

Please initial to acknowledge:

- ✓ I understand that a Special Pass Membership card is **required** to be **active and present** for every visit a group makes to the Zoo in order to receive the benefits of this program. \_\_\_\_\_
- ✓ I understand that a Special Pass Membership card can only be used for **one group visit per day**. \_\_\_\_\_
- ✓ I understand that any staff member/chaperone will be charged a **\$7/person admission fee** when accompanying a Special Pass group, required to be paid by my organization. \_\_\_\_\_
- ✓ I understand that once my application is submitted, it may take up to **one month** for my application to be processed and my account to be current. \_\_\_\_\_

*By signing below, you acknowledge that, on behalf of your organization, you will adhere to the above-mentioned guidelines and requirements in order to sustain a membership in Omaha's Henry Doorly Zoo and Aquarium's Special Pass Membership Program. Any instance of mistreatment and/or abuse of the program's benefits will result in the immediate cancellation of your organization's membership.*

**Signature of Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please send completed application and required forms by mail or email to:**

Omaha's Henry Doorly Zoo and Aquarium  
Attn: Special Pass Department  
3701 S. 10<sup>th</sup> Street  
Omaha, NE 68107

Email: [specialpasses@omahazoo.com](mailto:specialpasses@omahazoo.com)

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