



Membership Frequently Asked Questions

When do I get my membership card(s)?

You will receive an email with a link to download your digital membership card within a few minutes of the membership transaction. For family level and higher memberships, only the primary member receives the email—please forward it to the second member so they can download their card.

Didn't receive the email or need it sent again? Please contact Advancement via email at advancement@calbg.org or phone at (909) 625-8767 Ext. 258.

Do I need my membership card to enter the Garden?

No, you do not need your membership card to enter the Garden. You can check in at the Kiosk with your first and last name or ID.

We want you to have your membership card to be able to access reciprocal benefits, discounts at the GNN, and other special offers! Many of our members also enjoy the convenience of checking in with their digital membership card.

I prefer a physical card. Can I still have my card mailed?

Yes. To request a physical membership card, contact us at advancement@calbg.org or (909) 625-8767 Ext. 258. Please note that membership cards are sent automatically via email; **physical cards are not sent by default and have to be requested.**

How do guest passes work?

- **Admit-one passes** are valid for one free admission. The number of admit-one passes you receive depends on your membership level. Please visit the [membership page](#) for details.
- **Reusable guest passes** are a benefit of Family Plus and Acorn memberships and may be used by any guest for unlimited visits while the membership is valid.
- **To redeem a guest pass**, simply let the Kiosk attendant know you would like to use your guest pass as these are stored digitally in our system. If your guest arrives without you, they can provide your name to use your guest pass. **If you prefer paper admit-ones, you can exchange your digital passes for paper ones at the Kiosk.** Additional admit-ones can be purchased at the Kiosk.



Can I bring a different adult instead of the second member on my Family Membership?

No. A Family Membership includes **2 named adults** and any children/grandchildren under 18. You may not bring another adult in place of the second or primary member. Additional adults not on the membership must pay general admission or use a guest pass.

What is the American Horticultural Society's Reciprocal Admissions Program (AHS RAP), and which other gardens can I visit?

With your Garden membership, you now have free or reduced access to participating gardens across North America. You can find a full list of participating Gardens on the [American Horticultural Society](#) website.

PLEASE NOTE: Like many gardens, CalBG adheres to a Local Visitor Exception or 90-mile exclusion policy. Unfortunately, your CalBG membership will not enable you to get in free at gardens within 90 miles of California Botanic Garden. Please contact the garden you wish to visit if you are unsure. For more information please visit our [AHS Reciprocal Admissions page](#).

Can I apply my admission fees to a membership after I visit?

Yes! Daily admission fees can be refunded when you purchase a membership within 30 days of your visit. You can apply your admission fees toward a membership at the Kiosk or by contacting our Advancement team at advancement@calbg.org or (909) 625-8767 Ext. 258.

Please note: Only admission fees that apply to the membership level you purchase will be refunded. *For example, if you purchase an Individual Membership, only one admission ticket is eligible for refund.*

Can I change my membership level?

Yes! You can upgrade or downgrade your membership by calling (909) 625-8767 Ext. 258.

Are memberships refundable?

Memberships are *non-refundable*. Please direct questions to advancement@calbg.org or (909) 625-8767 Ext. 258.

Can I pay for my membership with a Donor Advised Fund (DAF) or Qualified Charitable Distribution (QCD)

CalBG does not accept DAFs and QCDs for membership payments. Donations made via these vehicles must be 100 percent tax deductible as per IRS rules. Because membership at CalBG offers a variety of benefits at different levels and usage of these benefits varies widely by member, we are not able to provide a statement of tax deductibility or fair market value.

There are many ways to support the Garden with donations through DAFs and QCDs. Visit our [charitable giving page](#), reach out to advancement@calbg.org or call us at (909) 625-8767 ex 222.

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Are memberships tax deductible?

Memberships are tax deductible within the limits of the law. The tax deductibility of your membership depends on your specific usage of member benefits. As a result we are not able to provide a fair market value for membership levels. Please retain your membership welcome email as a receipt of your membership payment and speak to your tax advisor about your specific situation and applicable IRS regulations.

There are many ways to receive tax benefits through support of the Garden through charitable gifts. Visit our [charitable giving page](#), reach out to advancement@calbg.org or call us at (909) 625-8767 ex 222.

What membership and admission discounts are available?

- A membership discount is available for CalBG volunteers. Please contact pespana@calbg.org for more information.
- As part of the Museums for All program, CalBG offers a discounted Family Membership rate to SNAP/EBT cardholders. [See our website for more details.](#) **SNAP/EBT discounted Family Memberships must be purchased at the Kiosk with proof of valid SNAP/EBT card and ID.**
- CalBG offers a discounted Individual Membership rate for students with a valid student ID. **Student Memberships must be purchased at the Kiosk with proof of valid student ID.**
- CalBG fosters partnerships and agreements with local schools and universities to offer free and discounted admission and membership for students and families.

Why are memberships and admission fees so important to CalBG?

Unlike many local gardens and arboreta, CalBG does not receive operational funding from our county, city or state. We are not funded by taxpayer dollars like parks and outdoor recreation spaces. Although we are an affiliate member of the Claremont Colleges Consortium, we do not receive any funding from the colleges or Consortium. CalBG is an independently operated non profit organization that relies upon diverse sources of funding including revenue from admissions, classes, events, donations, grant funding, and the support of its members.