

BRUCE MEMBERSHIP POLICIES AND FREQUENTLY ASKED QUESTIONS

POLICIES

- Memberships are non-transferable, and non-refundable.
- Member benefits may be used only by the named Member cardholders with a valid photo ID, including admission, Store, and Café purchases.
- Printed cards may be replaced only once during your current Membership cycle and will not be reissued to Members who have 2 or fewer months left on their Membership. Digital replacements will be issued instead.
- Member benefits, prices, policies, and categories are subject to change.

MEMBERSHIP AUTO-RENEWALS

- **How may I enroll in autorenewal?**
You may enroll in auto-renewal of your membership. When you join or renew online you have the option of auto-renewing your Membership, by checking the “Renew this membership automatically when it expires” box when you register. On the day your Membership is set to expire, your credit card will be billed automatically at your current Membership level. This auto-renewal will be processed each year until you cancel. Please note that auto-renewals cannot be refunded once processed.
- **How may I cancel autorenewal?**
To cancel your auto-renewal, you must contact the Membership team at least 10 business days before your Membership’s expiration date.

MEMBER FAQ

BENEFITS

- **Where can I learn more about my Member benefits?**
To read more about your Member benefits, please review the list of current benefits by level [here](#).
- **How will I hear about exhibitions, events, and programs at the Bruce?**
Members are subscribed to the Bruce’s email list, where you will hear about special events and exhibitions first! You may also visit our website for more information on current and upcoming experiences.
- **What are the participating reciprocal museums I can access?**
Please see a complete list [here](#).
- **How do I use my reciprocal benefits at other museums?**
You must present your current digital or printed Bruce Member card and a photo ID to receive free general admission at participating institutions (and, at FWMA organizations, a 10% store discount). Please contact any partner institution for more information on their reciprocal admission policies prior to your visit.

UPDATING MY CONTACT INFORMATION

- **I need to update my contact information—what do I do?**
Call or email the membership team for assistance.
 - Email: Membership@BruceMuseum.org
 - Call: 203.869.0376 (daily) or 203.413.6764 (M-F)

CARDS

- **When may I expect to receive my cards?**

Members receive both digital and printed cards. (Continued on next page.)

- **Digital Cards** will be emailed to you in approximately 3-5 business days. If you don't receive that email within 5 business days, please check your spam folder as it may have landed there.
- **Printed cards** may take two weeks to arrive to you by postal mail and will include a tax acknowledgement for your gift. Please retain this letter for your tax records.

- **What if I want to visit before I receive my new cards?**

Check in with our team at the Admissions desk and we can verify your membership status even without your cards. Members must provide a valid photo ID upon entry to use their Membership benefits, even when presenting a valid Membership card.

- **How do I access my Digital Card?**

Follow the instructions and click the "Download Card" button in the email to download the card to your phone's digital wallet.

- **How will the second member receive their digital card?**

Digital cards are emailed to each Member. Please be sure we have both email addresses on file.

- **I need a replacement card—what do I do?**

Read below, then [submit a request](#).

- Please ensure your contact information is up to date so you can receive your new cards. Please allow one business week for processing your requested replacement. Digital cards will take an additional 3-5 business days after processing to reach your mailbox. Printed cards can take another 2 weeks after processing to reach you by postal mail.
- Digital card replacements are fastest, and free. We highly recommend downloading your digital card, so you always have access to your Membership benefits at the Bruce and partner organizations.
- Printed cards can be replaced **only once** during your Membership cycle and will not be reissued to Members who have 2 or fewer months left on their Membership. Instead, replacements will be made through digital cards.
- Please note that lost or misplaced digital and printed cards will be cancelled for a replacement card to be activated. This will disable the old card from future use.

CREATING MY MEMBER ACCOUNT

- **How can I sign up for Member tickets and events?**

In order to take full advantage of your Member benefits online, such as registering for free admission and discounted program tickets, you must first create an account [here](#).

If you have already registered with your email and password, please remember to sign in before making reservations for programs. Your member discount will be reflected at check-out.

- **How do I create my Member account?**

Follow this [link](#) to a new page to create your account.

Once there, complete your contact details and create a password. Once saved, you will receive a confirmation email that your registration is complete.

Please retain your login credentials and protect your password as you would with any other website.

- **How do I reset my password for your website?**

On a ticketing page, please click the “sign in” text on the top right corner of your screen.

This will create a pop-up or new window where you can click the “Forgot your password” link; this will open a new window. In this new window, enter the email address you created your account with. This will send an email to your email account with instructions to reset your password.

If you do not receive this email, please check your spam folder. If you are not sure which email you signed up with, please contact the Membership team (information below).

Please note that the Museum is unable to set or change your password for you; this is to ensure that your account is safe and used only by you.

LIBRARY MEMBERSHIPS

- **I am part of a library and wish to obtain a Library Friend Pass for our patrons.**

Libraries can join to receive a one-year Library Friend pass that allows 2 adults and related children under 18 free general admission and a 10% discount to our Store and Café to cardholders. To purchase a pass for your library, please contact the Membership team (information below).

- **I am borrowing my library’s Library Friend Pass to visit the Bruce. What do I need to know?**

We’re so glad you’re visiting! Each Library Friend Pass admits up to 2 adults and related children under 18 free admission and a 10% discount to our Store and Café. You must have the Library Friend Pass present at the time of admission; you must also present at checkout in the Store and Café.

Please note Library Friend Passes do not receive other discounts and are valid at the Bruce during general admission days and times only. Special days and programs, including Members-Only events, Community Days, Arts and Crafts Festival Weekends, or other special events or programs, are excluded.

MEMBERS OF A PARTNER ORGANIZATION

- **I am a member at another museum, what benefits do I receive?**

The Bruce honors free general admission for members of the following organizations. These Members must present a valid card and photo ID upon entry. Please note this list is subject to change.

- Fairfield/Westchester Museum Alliance (FWMA)
- Museum Alliance Reciprocal Program (MARF)
- North American Reciprocal Museums (NARM)
- Other Partners: Brooklyn Children’s Museum, Discovery Science Center, Intrepid Museum, New Britain Museum of American Art, and New York Hall of Science.

Please note that reciprocal benefits are applicable only during general admission days and times; reciprocal admission is not accepted during Member Previews, Members-Only events, Community Days, Arts and Crafts Festival Weekends, or other special events or programs.

To have access to Bruce Member benefits, including Member-Only events, Member discounts, and other special programs and events, you must become a Bruce Member.

MORE QUESTIONS

- **What if I have more questions?**

Contact the Membership team!

- Email: Membership@BruceMuseum.org
- Call: 203.869.0376 (daily) or 203.413.6764 (M-F)