



300 Parkside Avenue

Buffalo, NY 14214-1999

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[www.buffalozoo.org](http://www.buffalozoo.org)

Our visitors are a vital part of the Buffalo Zoo community – especially our incredible Members, whose support for the Zoo has helped keep our animals cared for and our employees working during this unprecedented time. Some memberships were effected by our emergency closure in 2020. Below is an FAQ to help answer any questions you may have about your membership status:

**Q: I lost time on my membership during the temporary closure in 2020. What do I do?**

A: We want all Members to experience their full 12-months of benefits. Your existing membership will be honored for a period equal to the duration of the time you lost. You will continue to receive your renewal notices as scheduled. To determine your membership’s extended expiration date, please reference our COVID-19 membership extension chart.

**Q: What about my membership card?**

A: Your expired membership card will be accepted as valid admission to the Zoo. We believe in being kind to the environment, so your expired membership cards will not be reprinted with new dates.

**Q: I received a renewal notice, but I thought my membership was extended due to your temporary closure? What do I do?**

A: Your expired Membership will be honored for valid admission and benefits for a period equal to the duration of the time you lost. However, if you are in a position to “donate” these extension days back to the Buffalo Zoo, please consider doing so by renewing your membership now. Our extended closure was financially devastating, and any amount helps put the Zoo back on the road to recovery.

**Q: Can I just show up to visit like I usually would?**

A: All Members must make a reservation online at our website. No walk-up transactions are permitted at this time, due to our reduced daily capacity.

**Q: Are ride, parking, and guest passes still valid?**

Yes! All ride, parking, and guest passes that lost time during our temporary closure can be redeemed at the Buffalo Zoo for a period equal to the duration of the time you lost. Ride operations are seasonal and are weather-dependent.

**Q: What is the Zoo doing to protect against the spread of COVID-19?**

Please see our COVID-19 visitor protocols designed to keep you, our team, and our animals safe.

**Q: I have additional questions; is there someone I can speak to?**

Please call us at (716) 995-6131, Monday-Friday, from 9:00 a.m. to 4:00 p.m. with any questions, or to renew your membership.