

# Membership Frequently Asked Questions (FAQ)

## Covid-19

### How can I get in contact with the membership department during the closure?

Our team is here to help and support you. Please email us at [membership@steppingstonesmuseum.org](mailto:membership@steppingstonesmuseum.org).

### How are you keeping members engaged during the closure?

We are sending out dedicated weekly member newsletters every Tuesday and continue to send out our weekly e-blasts on Thursdays. They bring exciting digital learning opportunities home to families, so even if you can't physically enjoy the museum, you can still take advantage of other museum resources.

### Will my membership be extended?

Yes, please be assured that existing memberships will be automatically extended for the length of your original membership term plus the duration of closure to ensure you have your full 12 months of free admission. No action from you is required.

### Will I receive new printed cards with my updated expiration date after the museum reopens?

Expiration dates will be updated in our system and through your digital membership card once we have a reopening date. If you would prefer a reprinted physical card, please reach out to us directly by email.

## Digital Membership Cards

### How do I add my digital membership card to my phone?

You will receive an email with a downloadable link from Cuseum on behalf of Stepping Stones to the email address you provided when you joined as a member. Click the link, then "Add to Wallet." This will automatically redirect you to your smartphone wallet where the card will appear.

NOTE: Android users will need to download "Wallet Passes" prior to downloading digital card if they haven't downloaded the app already.

### What if I don't have a smartphone?

We have you covered. We understand that not everyone will have a smartphone and that is okay! Contact us directly and we will send physical cards in the mail. Please allow up to 4 weeks for delivery.

### I downloaded my card successfully but it shows my membership as expired. I thought I would be receiving an extension while the museum is closed?

Don't worry, since we are still planning our reopening date, your cards will temporarily reflect your original expiration date. Once we reopen, we will add the weeks you missed and your membership expiration will be automatically updated. If you would like to renew your membership before then, please visit us [online](#). We appreciate your support!



Click "Add to Wallet" to be redirected to the Wallet app where the card will appear.



Stepping Stones Museum for Children

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## Digital Membership Cards

### What should I do if my digital membership card is displaying other inaccurate information?

If your digital membership card is displaying inaccurate information, such as a misspelling, please contact us and we will be happy to help make any corrections.

### How will I use my digital membership card?

Your digital membership card is unique to your membership and displays your name, membership level, expiration date and a barcode. Simply open your Wallet or Wallet Passes app on your smartphone, find your Stepping Stones Museum for Children membership card and scan your digital membership card at the Welcome Desk to take advantage of your membership benefits.

### What will happen to my digital card when I renew or upgrade my membership?

Your digital membership card will automatically update when your membership information changes. For example, your expiration date and membership level will automatically update when you renew or change membership levels.

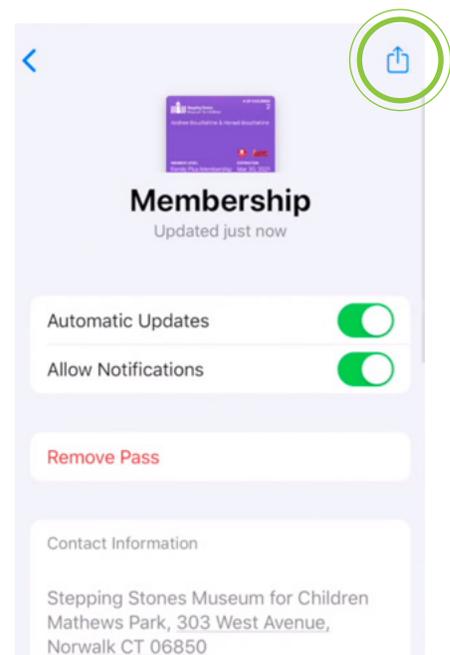
### Can my spouse or caregiver have access to a digital card? If so, how can they gain access?

The primary account holder will have the card download sent via email. You are welcome to share the card. Navigate to the back of the card, select the “Share” icon in the upper right hand corner to share with someone else. Remember that photo ID is required when checking-in. Names on the card must match those on the photo ID for Family and Grandparent levels. If you need to upgrade your account to Family Plus to accommodate an extra caregiver, please contact us.

Scroll to the next page to learn about the Reciprocal Benefits that comes with Family Plus, Friend and Lifetime member levels.



Open your Wallet app to find your Stepping Stones membership card!



Locate the “Share” icon in the top right corner on the back of your digital card to share with a caregiver.

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## Reciprocal Benefits

### How will my reciprocal benefits work when visiting other museums?

Digital membership cards for Family Plus, Friend and Lifetime members will display The Association of Children's Museums (ACM) and The Association of Science and Technology Centers (ASTC) logos and on the front of the card. Simply show your digital membership card and a photo ID at participating organizations to receive free or discounted admission!

### Where can I find a list of reciprocal museums?

Stepping Stones participates in two reciprocal network programs: ASTC and ACM. Cardholder needs to be present with a valid membership card and photo ID to use reciprocal benefits.

- [ASTC](#) offers free admission for up to 6 people. *Restrictions apply.* Museums must be 90 miles or more from your home address AND from Stepping Stones.
- [ACM](#) offers 50% off admission for up to 6 people.

### Are Zoos and Aquariums included in these reciprocal networks?

While there are over 400 children's museums and science centers you can visit worldwide at a free or discounted rate, zoos and aquariums are currently not part of these participating reciprocal networks.

### What if I want to visit Stepping Stones Museum or a reciprocal museum before my cards arrive?

Once your membership application is processed, your membership will immediately become active that same day in our database, even if your membership cards haven't arrived.

Reciprocal museums do not have access to your membership information. If you purchased a membership at Family Plus, Friend or Lifetime levels, and are planning to visit another reciprocal museum, please contact us and we can provide a confirmation of your Stepping Stones membership.



Stepping Stones Museum for Children