



Sciencenter

Membership FAQs

At the time the museum closed, I had an active Sciencenter membership. How is the Sciencenter planning to account for the time lost during the closure?

All Sciencenter memberships that were active on March 14th when the museum closed will be extended for a period of four (4) months to ensure all our members receive a full year of membership benefits. All active members will receive a letter from us in the mail with important information and materials you will need to extend the expiration date on your membership cards. Due to the sheer volume of active memberships, this process may take us a while to implement. If you have not yet received your letter, rest assured that your membership will still be honored at our front desk. If you are planning to use your membership's reciprocal admission benefits at another museum, please see below for more information.

My mailing address has changed since I purchased my membership. Will I still be able to get the materials I need to update my expiration date?

If you're concerned that we do not have your current mailing address on file, you can contact our membership office by email at ltomik@sciencenter.org, or by calling 607-272-0600 x118. If you are planning to visit the museum, you can also provide our front desk staff with your updated mailing address while you are checking in.

I purchased a membership before the museum closed. Why haven't my cards arrived yet?

If you purchased a membership in the weeks leading up to the closure, it's possible your membership had not yet been processed when the museum closed on March 14th. All the memberships we received during that time period are now up to date, but because we are extending membership expiration dates for the same length of time the museum was closed, we have held off on sending out any new membership cards until we had a date set to reopen. If you are concerned we did not receive your membership purchase, please contact our membership office by email at ltomik@sciencenter.org or call 607-272-0600 x118.

I purchased a membership while the museum was closed. Why haven't my cards arrived yet?

Because we are extending membership expiration dates for the same length of time the museum was closed, we have held off on sending out any new membership cards until we had a date set to reopen. This way, we could ensure your membership cards list the correct expiration date. When your cards have been sent, you will receive a notification email from us.



The expiration date on my membership cards fell during the museum closure and I received a renewal letter. Is my membership being extended, or do I have to renew?

If your membership was set to expire between March 13th, 2020 and July 31, 2020, your membership expiration date will be extended by four (4) months and you will receive a letter with instructions and materials to update the expiration date on your membership cards. However, if you are able to renew now, we would be very grateful for your support! Membership sales support the Sciencenter's work, and any member who renews early will not lose their membership extension. If you renew your membership now, your expiration date will be extended by 4 months into 2021. If you choose not to renew now, you will receive materials to extend the expiration date on your current membership cards by four months, and will receive a renewal notice from us once that extra four months is up. No matter when you renew, if your membership was active during the museum closure your original expiration date will be extended four (4) months.

Can I still use my Sciencenter membership at other museums?

Absolutely! But please be aware that other museums in the ASTC and ACM networks do not have access to the Sciencenter's membership records. If the expiration date on your membership cards has passed and you have not yet received your letter with the materials required to update it, the museum you're visiting will have to contact us directly to confirm the correct expiration date. You can reach us at 607-272-0600 while the museum is open. Our current hours of operation are listed at sciencenter.org/plan-your-visit.html.

Can I still use my member discount on Sciencenter store purchases?

Our store is currently closed for browsing. Please check back soon for updates, but if you know the item you would like to purchase, our front desk staff will be happy to retrieve it for you. Your member discount will continue to apply on all Sciencenter store purchases.

I have a Sciencenter membership through the Membership Access Program (MAP). Is my membership being extended?

All active Sciencenter memberships, including MAP memberships, will be extended by four (4) months to ensure you are able to enjoy a full year of membership benefits. All information listed above applies to our MAP members as well. If you have questions, please contact our membership office by email at ltomik@sciencenter.org or call 607-272-0600 x118.

What should I do if I don't feel safe coming to the museum at this time and would like a refund of my membership?

We recognize that not everyone feels safe coming to the museum at this time. Please email ltomik@sciencenter.org or call 607-272-0600, ext 118. We're happy to work with you to process refunds on a case by case basis.

If you have any questions about membership that are not answered here, please email ltomik@sciencenter.org. Thank you for supporting the Sciencenter with your membership.

