



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 have been extended for a period of four (4) months to ensure all our members receive a full year of membership benefits. All active members were sent a letter from us in the mail with important information and materials to extend the expiration date on their membership cards. If you have not yet received your letter, please let our membership office know by email at ltomik@sciencenter.org, or by calling 607-272-0600 x118. 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?

Your member discount will continue to apply on all Sciencenter store purchases. Admission is not required to shop in our store so stop by during regular museum opening hours (Wed-Sat, 10 am - 4 pm; Sun 12 pm - 4 pm).

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.

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.

We're so excited to welcome you back!

