

# Chicago**History**Museum

## Membership FAQ's

### Can I apply the cost of a Museum visit towards the cost of a membership?

Yes, you can! Save your admission receipt and bring it back to the Visitor Services desk to turn your admission into a membership. This can only be taken advantage of on the same day as the admission purchase. This cannot be combined with any membership discounts or promotions.

### What types of memberships do you offer and how much do they cost?

We have four levels of membership. Find more information here.

### How can I purchase a membership?

There are three easy ways to purchase a membership:

1. **Online** (link to portal for membership purchases). Create an account and purchase a membership online. It's quick and easy.
2. **Onsite**. Our Visitor Services team would be happy to assist you!
3. **Phone**. Call 312-642-4600 during Museum hours

### If I purchase a membership today when can I start using it?

You can begin using your membership immediately. Once your membership purchase is complete you will automatically be added to our system and you can visit the Museum the same day.

### How long is my membership valid?

Your membership is valid for one year and expires on the last day of the month.

### How do I purchase a gift membership?

You may purchase a gift membership [online](#), by phone at 312-642-4600 or in person at the Museum.

Following your purchase, you will receive a gift voucher that you can print and give to your recipient or forward via email for them to print themselves. **In order to redeem**, the recipient should bring the voucher to the Museum or call 312-642-4600 with the voucher number.

### Will I lose time on my membership if I renew early?

There's never a penalty for renewing early and your benefits will be extended for another year from the original expiration date. For example, if your membership expires on August 31 and you renew on July 15, your next membership year will still end on August 31 of the next year.

### How do I validate parking?

Members who are eligible for free or discounted parking can have their parking tickets validated at the Visitor Services Desk in the main lobby.

- Premium members receive complimentary parking for one car during every visit. Core members can validate their parking, \$9 for 8 hours.

**How can I update my contact information?**

You can update your membership by completing the Contact Us form [here](#), by phone at 312-642-4600 or in person at the Visitor Services Desk in the main lobby.

**How long does it take to receive my membership card(s)?**

If you are renewing online or over the phone you should receive your membership card(s) within 2-3 weeks. If renewing via the mail, you should receive your membership card(s) in 4-5 weeks.

You are always welcome to visit the Museum before receiving your cards. We can easily locate your membership in our system.

**I lost my membership card(s). How do I get replacement card(s)?**

You can request a new card online through our [Contact Us form](#), by phone at 312-642-4600 or onsite at the Visitor Services Desk.

**What should I do if I don't have my membership card when I visit?**

Don't worry we can easily look-up your membership in our system! We will need to see the photo ID of at least one person who is listed on the membership account.

**Can my caregiver visit with my children but without me?**

Yes! Your caregiver can use your membership benefits when they visit with your child(ren). Just be sure to notify us about the caregiver at the time of membership purchase or prior to the caregiver's first visit. One caregiver is permitted per membership account. Please note that caregivers are not permitted to bring a guest and are required to present their photo ID.

**I recently renewed my membership but then I received another renewal notice. Did you receive my payment?**

Please allow three weeks to receive and process a renewal by mail. If you sent in your payment, please accept our apologies and disregard the subsequent notice.

**If I want to upgrade to a higher membership level, do I have to wait until my current membership expires?**

No. You may upgrade to a higher level at any time. To upgrade, you must pay the price differential between the two levels. Please note we do not prorate upgrades based on the number of remaining months of membership, which means your membership will continue to have the same expiration date. To upgrade, please call us at 312-642-4600 or visit the Museum.

**Does my membership allow me to visit other museums for free or at a discount?**

If you have a premium membership you receive reciprocal benefits to 800 museums throughout North America for every member who is listed on the membership card. Note that reciprocal admission may vary from discounted to free depending on the museum. Always plan to call ahead before your visit to another museum.

**Does the Museum share my contact information?**

The Chicago History Museum never exchanges or sells member email addresses. From time to time, we collaborate with other nonprofit organizations in the arts and culture sector to offer special promotions and interesting opportunities to our members. In such cases, we may exchange member names and postal addresses. If you do not want your name or mailing address shared with other arts and culture focused nonprofit organizations, please notify us through the [Contact Us form](#).

**Can I have a receipt for my taxes?**

The letter you receive with your membership card(s) serves as your receipt for tax purposes.