

FREQUENTLY ASKED QUESTIONS ABOUT GALLERY MEMBERSHIP

BECOMING A GALLERY MEMBER

If I purchase a Gallery Membership today, when will it expire?

Your membership will expire one year from the last day of the calendar month in which it was purchased. For example, if you purchase a membership on January 8, 2019, it will expire on January 31, 2020.

If you renew your membership before it expires, the expiration date of your membership is extended by one full year from the date that your current membership expired. For example, if your current membership expires on October 31, 2019, and you renew on September 1, 2019, your new expiration date will be October 31, 2020.

What are the benefits of becoming a Gallery Member?

Each level of membership offers a variety of benefits. Core benefits of a Gallery Membership include unlimited complimentary admission for a full year, invitations to members-only exhibition previews, a 10% discount at the Gallery Store, and more. Making a deeper commitment to the Vancouver Art Gallery brings additional benefits. For a complete list of membership benefits, [click here »](#)

CURRENT MEMBERS

How do I stay up to date with Gallery news and exhibitions and receive invitations to exclusive members-only events?

As an active member, you should receive weekly e-mail communications about exhibitions, public programs and events happening at the Gallery. You should also receive invitations to Members Openings, exclusive special offers and renewal notices by e-mail.

If you have not been receiving any communications from the Gallery within 10 to 15 business days of purchasing your membership, please contact us

at membership@vanartgallery.bc.ca

Will I receive an invitation to every exhibition opening?

As an active Gallery Member, you are invited to all Members Openings. Invitations should be received by e-mail in your inbox. To be admitted to Members Openings, please present your Membership card at the entrance.

In addition, your membership card allows you to bring one guest to Members Openings at no cost. One guest is permitted per membership and will be admitted upon presentation of the members' valid membership card at the entrance.

Memberships are available for purchase at each Members Opening.

I have been a member for a number of years but have not received any e-mails from the Vancouver Art Gallery. How do I address this problem?

As an active member, you should receive weekly e-mail communications about exhibitions, public programs and events happening at the Gallery. You should also receive invitations to Members Openings, exclusive special offers and renewal notices by e-mail.

If you have not been receiving any communications from the Gallery within 10 to 15 business days of purchasing your membership, please contact us at membership@vanartgallery.bc.ca

RENEWING MEMBERS

How do I renew my membership?

1. **Online:**
If you would like to renew your Gallery Membership online, please click [here](#).
2. **Phone:**
To renew your membership by phone, please call 604.662.4711. Membership Services are available by phone from Monday to Friday, 10 AM to 5 PM.
3. **In Person:**
Please visit the Membership Desk in the Gallery Lobby. The desk is open daily during regular hours.

I have just renewed my membership online. Will I receive a new card in the mail?

No, members do not receive new membership cards in the mail every time they renew.

Renewing members only receive a new expiry decal and your member benefit of two complimentary one-time use guest passes.

If you have renewed online, please visit us at the Membership Desk in the next 10-15 business days on the date of purchase to receive your new expiry decal. You are welcome to pick these up any time after 15 days.

I renewed my membership online. Can I visit the Gallery even if I do not have my updated expiry decal yet?

Yes. Your membership is reactivated once you renew online. Simply present a piece of ID to the Membership Desk staff. We can search your information in our system and update your card for you.

MEMBERSHIP CARDS

I just purchased a membership online. Will I receive my Membership Card in the mail?

No we do not mail out membership cards. The next time you visit the Gallery, please visit us at the Membership Desk to have your cards printed. Cards are printed on-demand.

We will mail out membership cards on a case to case basis when requested to membership@vanartgallery.bc.ca

I just purchased a membership online and do not have a Membership Card yet. Can I visit the Gallery?

Yes. As a valued member, you are granted unlimited admission. Your membership is active upon purchase, but it may take 10-15 business days to process in our system.

You do not need to wait to have a Membership Card on hand to visit the Gallery. Simply present your acknowledgment e-mail and a piece of ID to the Membership

Desk staff and we can then print your card for you.

I dropped by the Membership Desk and asked to have my Membership Card printed, but I forgot to pick it up on my way out. Can I request to have my card mailed to me?

We highly recommend that you pick up your Membership Card on your next visit to the Gallery. Otherwise, you may request to have your card mailed to your home address.

We mail out cards on a case to case basis. Please contact us at membership@vanartgallery.bc.ca

Can a friend use my Membership card?

No. Membership cards are non-transferable. However, as a Member you will receive two one-time use guest passes to share with friends and family.

What if I lose my Membership card?

There is a \$5 replacement fee for lost cards. Please visit us at the Membership Desk in the Gallery lobby to have a new card printed.

Can I visit the Gallery even if I forget to bring my Membership Card?

Yes. Not having your membership card should not prevent members from visiting. Simply present a piece of ID to Membership Desk staff. We can search your information in our system and provide you an entry ticket to the Gallery.

MEMBERSHIP CATEGORIES

I purchased a Household Membership. Does my child get a separate Membership card?

- Only children ages 13-18 will receive a card of their own with their name and birthdate as listed on the application.
- Membership cards are not necessary for Children ages 5-12 since they must be accompanied by an adult when
- Children aged 4 and under are admitted free to the Gallery, so they need not

be included in the Membership

I am interested in purchasing an Out of Town Membership. Which cities qualify for the Out of Town rates?

Please refer to [this list](#) for Metro Vancouver Regional District cities. Individuals who live outside this area are eligible for Out of Town Memberships.

GIFT OF MEMBERSHIP

How do I purchase a membership as a gift for a friend or family member?

An individual can purchase two types of gifts:

1. Gift of Membership

A Gift of Membership is active upon purchase. Memberships will expire one year from the last day of the calendar month in which it was purchased. (For example, if you purchase a Gift of Membership on October 8, 2018, the recipient's membership will expire on October 31, 2019.)

How do I purchase a Gift of Membership?

o Online

If you would like to purchase a Gift of Membership online please visit the [Gift of Membership page](#).

o Phone

Please call 604.662.4711 and we can process a Gift of Membership for you. Our Membership phone line is available during Gallery hours.

o In Person

Please visit the Membership Desk in the Gallery lobby during regular hours and the Membership Desk staff will be happy to assist you.

2. Gift Certificate

An individual can purchase a membership that will be activated upon

redemption by the gift recipient.

How do I purchase a Gift Certificate?

- Phone

Please call 604.662.4711 and we can process a Gift Certificate for you. Our Membership phone line is available during Gallery hours.

- In Person

Please visit the Membership Desk in the Gallery lobby during regular hours and the Membership Desk staff will be happy to assist you.

Gift Certificates cannot be purchased online at this time.

If you have additional membership questions, please email us at membership@vanartgallery.bc.ca. When contacting us by email, please allow 72 hours for a response.