



Member Ticket Instructions

Follow the below directions to reserve your member tickets, or watch [this instructional video](#). If you have any questions, please contact membership@nationalchildrensmuseum.org.

1

Navigate to tickets.

Visit the [tickets page](#) on our website. Scroll down to the “member admission” section and press the “member tickets” button. Please note, we reserve tickets exclusively for members each day the Museum is open separate from general admissions. **Members must make reservations via the “member tickets” button on the tickets page in order to redeem their free admission benefit. Member admission will not be visible through the general admission calendar on the tickets page.**

2

Log in to your member account.

Before selecting your preferred time and date to visit, log in to your member portal account by clicking “Log in” in the top right corner. Enter the email and password information provided in the email confirmation you received when activating your membership portal. If you have forgotten your password, click “Forgot Password” at the bottom of the login box to reset. If you have forgotten your username, please email membership@nationalchildrensmuseum.org. **To redeem your free admission, you must log in to your member account before proceeding to checkout!**

3

Select your preferred date and time.

Next, click the “Admissions” tab in the top right corner. Select “Learn more” under your preferred day from among the available dates listed. Then, choose your preferred time slot and click “Buy.” Under the “Member Admission” section, enter the number of each ticket your group will require and click the “Add” button. Please remember a family membership covers free admission for 2 adults and all children in the household while a builder family membership covers free admission for 3 adults and all children in the household. Once you’ve added your tickets to the cart, press “Next” in the bottom right corner. Verify your order and click “Next” again.

4

Proceed to check out.

Your free admission member benefit will be automatically applied to the member tickets in your cart. You do not need to enter a discount code. Review your order and click “Next.” Enter your contact information, and click “Next.” Review your order and click “Submit.”

5

Save your tickets!

All tickets will be sent via email. Please save the email containing your tickets. You may either show your tickets on your phone or print them to be admitted to the Museum.