



# CHILDREN'S MUSEUM CURAÇAO MEMBERSHIP

## - TERMS & CONDITIONS -

1. All Memberships are non-refundable.
2. All Memberships are non-transferable and are personal, this means they are tied to the names given on the initial registration.
3. The Membership is not applicable to any other Museum Events, Vacation Camps, or Workshops unless otherwise stated.
4. The Membership is not applicable when associated with a group visit e.g.: Birthday Parties, School Visits, Vacation Camps, etc.
5. Your membership is valid for 6 or 12 months starting from the day you received your confirmation e-mail and noted within the confirmation email.
6. The Membership does not mean automatic access to the museum, there are block-out weeks stated in these terms & conditions and you still have to make a reservation before visiting the Museum.
7. When using your Membership to visit the Museum, you can book only 1 timeslot per day.
8. Children's Museum Curaçao reserves the right to change opening days and times without prior notice to the membership community.
9. Children's Museum Curaçao reserves the right to refuse access to the Museum due to fully booked timeslots, bad weather, private events, etc.
10. In 2023 Children's Museum Curaçao has **block-out weeks** during the summer vacation on which it is not possible to enter the museum with a membership. This concerns weekdays from Monday to Friday. In 2023 the block-out weeks are from **4<sup>th</sup> of July to 9<sup>th</sup> of August**.
11. To change any information on your registration, please send us an e-mail at [marketing@childrensmuseumcuracao.org](mailto:marketing@childrensmuseumcuracao.org)
12. Changes to the membership package are only possible when **adding** family members to an existing package. You can only add to your membership by sending us an e-mail to [marketing@childrensmuseumcuracao.org](mailto:marketing@childrensmuseumcuracao.org). An update to your current Membership is confirmed when you receive a confirmation e-mail from us.
13. Any late add-ons that are added during the membership year will expire once the Basic Family Membership is expired.
14. If you are renewing your membership before it has expired, the new payment renewal after our confirmation e-mail will be your new membership start.





# MEMBERSHIP

## - Frequently Asked Questions -

### **What do I get with my membership?**

The Membership includes access to the Museum for 6 or 12 months, early access to Vacation Camp sign-ups. Occasional discounts and benefits to other Activities, Workshops, and Events. And more Benefits to come!

### **How many people are included in my membership?**

**EXPLORER** – Family of 2 Membership includes 2 named persons.

**ADVENTURER** – Family of 4 Membership includes 4 named persons.  
Single Add one gets ADDED to an existing Family Package.

### **How long can I use my Membership?**

Your membership is valid for 6 or 12 months starting from the day you received your confirmation e-mail. If you have a membership for 6 months and you received your confirmation e-mail on November 25<sup>th</sup>, 2022, the last day you can use your membership is on May 24<sup>th</sup>, 2023.

### **How long does it take for my Membership to be confirmed?**

It may take up to **10 business days** between your initial registration and e-mail confirmation. We have to receive your registration, process it, send you an invoice, and wait for your payment before sending you a confirmation e-mail.

### **How do I identify myself as a Member when I visit?**

Just give us your name, ID number, or e-mail address and we will use the information we have on file to grant you access to the Museum.

### **We're a family of 5, which Membership Package should we get?**

In this case, you can get a Family of 4 Membership and buy a Single Add one Membership for 1 person.

### **Can I buy a Membership for a family of 8 people or more?**

This is possible by sending us an e-mail to [marketing@childrensmuseumcuracao.org](mailto:marketing@childrensmuseumcuracao.org).

### **Do I have to buy a Membership for my baby that's younger than 1 year old?**

No. Just like our entrance fee, you don't need a membership for babies younger than 1. When the child turns 1 you can buy a Single Add one Membership to add your baby to your existing membership.

### **Can I bring someone else that's not on my Membership to the museum?**

No. All membership packages are non-transferable and tied to the names on the registration.

### **Do I need to make a reservation when visiting the museum?**

Yes. You still have to make a reservation before visiting the Museum.

### **Can I visit the museum at any time?**

No. There are certain times when museum will be closed for private events or block-out weeks. In 2023 the block-out weeks (Monday to Friday) are:

**4<sup>th</sup> of July to 9<sup>th</sup> of August.** On these days it is not possible to enter the museum with your membership. If you do want to enter the museum on block-out dates, you can buy a regular admission ticket.



### **May I bring guests?**

You can always bring guests, but they will have to pay the regular entrance fee of ANG 12,50 or get a membership themselves.

### **May I loan my Membership card to a family Member or friend?**

No, this is not possible. The Memberships are non-transferable and personal.

### **Can my children visit the museum with a family or caregiver not on the Membership?**

Your child who is a member can enter on the membership. However, the family member or caregiver must pay the regular admission when not included within the membership.

### **May I use my Membership for Special Events?**

No, the membership is only available for our regular entrance fees to the Museum. Periodically we will announce MEMBER discounts & benefits on our activities and events.

### **How is the renewal process?**

We will send you an e-mail to remind you about renewing your membership. Your membership will not be automatically renewed.

### **Can I upgrade my current Membership to a different level?**

Yes, just send us an e-mail to [marketing@childrensmuseumcuracao.org](mailto:marketing@childrensmuseumcuracao.org) and we will adjust your membership package for you. Changes are only possible when **adding** family members to an existing package, and are only valid for the remainder of the year of the Membership Package.

*Scenario: You bought a Family of 2 Package on November 25<sup>th</sup> 2022. On December 30<sup>th</sup> you bought an "add one" for ANG 59,00. Now you can visit the museum with a group of 3. This is only possible until the expiration date of your membership on May 24<sup>th</sup> 2023.*

### **Can I give a Membership as a gift?**

Yes. This is possible! Come by the museum to get your beautifully wrapped Membership Gift card. In the Gift card you will find all the instructions necessary to complete the Membership Registration.

### **How long is the Membership Gift Card valid?**

The Gift Card expires after 1 year so the recipient has 1 year to register for a membership. The Membership itself starts when the Gift Card Recipient receives her Membership Confirmation e-mail.

### **Can I upgrade my Membership Gift Card to a different level?**

Yes, Just send us an e-mail to [marketing@childrensmuseumcuracao.org](mailto:marketing@childrensmuseumcuracao.org) and we will adjust your membership package for you. Changes are only possible when **adding** family members to an existing package.

