



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?

Our basic levels of membership are Individual (1 person \$70), Dual (2 people \$80), and Household (4 people \$100). You can add a plus package to any of the aforementioned levels for \$30 and receive free parking during every visit and reciprocity at over 1,400 museums throughout North America through **NARM**. You can also purchase an All Star membership for \$250. At the All Star level you can enjoy all of the benefits of a plus package membership, while providing the Museum with a greater level of support.

**Please note: Illinois resident children 18 and under are free and will not need to count toward your membership count. Non-Illinois resident children 12 and under are free.*

How can I purchase a membership?

There are three easy ways to purchase a membership:

1. ONLINE

Choose the membership that best fits your needs and follow the steps. 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 (Monday through Saturday 9:30 a.m.–4:30 p.m. and Sunday 12:00–5:00 p.m.)

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?

There are three easy ways to purchase a gift membership:

1. ONLINE

- Select "this membership is a gift" under Registration
- Indicate where you would like the membership package sent under "gift information"

2. ONSITE

Our Visitor Services team would be happy to assist you!

3. PHONE

Call 312.642.4600 during Museum hours (Monday through Saturday 9:30 a.m.–4:30 p.m. and Sunday 12:00–5:00 p.m.)

Do seniors receive a discount on membership?

Yes! The Museum offers \$10 off of any membership level for seniors 65+. Seniors can renew onsite, over the phone (312.642.4600), or online with code SENIORDISON to receive the discount. This offer cannot be combined with any other offers.

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. Plus package members, All Star members, and Historical Alliance receive complimentary parking for one car during every visit. All other membership levels can validate their parking, \$10 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)?

We issue digital membership cards. Your new card(s) should be sent to you via email within a week of your membership purchase/renewal. Please see your digital membership card email for more information. You are always welcome to visit the Museum before receiving your cards, as our staff can easily locate your membership in our system.

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 plus package membership, All Star membership, or are a part of the Historical Alliance you receive reciprocal benefits to +1,400 museums throughout North America for every member who has a 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. You can find a list of participating NARM museums [here](#).

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](#).

Is my membership tax deductible?

The All Star membership is the only level that is tax deductible at this time (\$120). All Star members will receive an acknowledgment via email that they can use for tax purposes. Donate \$500 or more to join our Historical Alliance. All Historical Alliance levels are 100% tax deductible. [Learn more](#).

I have other concerns and feedback, who can I talk to?

For any additional membership questions or concerns, please contact Eileen Billings, Member Relations Manager, at ebillings@chicagohistory.org or call 312.799.2113.
