

FREQUENTLY ASKED QUESTIONS

about membership

Where is my membership ID located?

Your membership ID is the fifteen-digit number that can be found below the barcode on your membership card, or on the back of your *Portico*, above your name and address.

I put in my membership ID and the website told me my membership was expired, but my membership does not expire for another few months. Why did I receive that message?

In order to purchase your tickets for an exhibition, your membership must be active not only at the moment you order the tickets, but during the time you wish to view the show. To remedy this, you can order your tickets as a nonmember and purchase a membership on the page before checkout. This will both renew your membership and reserve your tickets for the upcoming exhibitions.

I called the 888-718-4253 number and they were not able to help me renew my membership. Why?

This number is the help line specifically for ticketing questions. If you have questions regarding your membership, please call (513) 352-5134.

If I renew my membership months before my membership expires, will that change my membership expiration date?

No. If you renew your membership early, your expiration date will remain the same month—just a year or two years later.

If I renew my membership through ShowClix, can I use one of my guest passes for a ticket in my Shopping Cart?

Showclix does not enable us to accommodate this request online, but we can accomplish it offline. Please call (513) 352-5134.

Do I have to pay for a ticket to the special exhibition if I am a member?

No. Tickets to special exhibition are free for members. Securing timed tickets in advance is recommended. Walk-ins will be accommodated as available. On Sundays in December, timed tickets are required.

How long does it take to process my membership?

We process memberships every Wednesday. Once processed, we print and hand-sign each letter. Packets are then mailed on Friday of the same week. If you are a new member and would like your membership ID as soon as it becomes available on Thursday morning, please call (513) 352-5134. If you are a renewing member, your membership ID will remain the same and will be updated the Thursday following your purchase. Please refer to the first question above to locate your membership ID.