



## FREQUENTLY ASKED QUESTIONS

# First-Time Parent Memberships - NEW

## General Information

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**Is the First-Time Parent Membership really free?** Yes. The First-Time Parent Membership is really free.

**What happens when my first child turns 18 months?** At the end of your membership, you will have the option to enroll in one of our other membership programs. We offer a range of paid [membership](#) options, including the reduced-price [Access Pass Program](#). If you have questions about your specific situation, please contact the [membership manager](#), or the [events and group visits manager](#).

**What is the difference between the first-time Parent Membership (free) and the Family Membership (paid)?** Our First-Time Parent Membership covers two named adults and their qualifying infant(s) and includes free general admission to the museum for all members, access to Baby Brilliance and Science Sprouts programs, access to exclusive member programming, and a 10% discount on registered programs and museum merchandise.

Full-price memberships come with valuable benefits that are not included with the free First-Time Parent Membership. These benefits include additional free guests, free downtown weekend parking passes, birthday party and museum rental discounts and yearlong access to more than 290 institutions worldwide within the ASTC reciprocal museum networks. Full-price memberships last for one entire year. For more information on all of our other membership levels, visit our [Membership Benefits and Levels page](#).

**What is the First-Time Parent Membership?** The first-time Parent Membership is a membership program for new parents. Each membership includes two named adults and their first child. The membership is valid through the child's first 18 months of life, and includes free general admission to the museum for all members, access to Baby Brilliance and Science Sprouts programs, access to exclusive member programming, and a 10% discount on registered programs, and museum merchandise. The First-Time Parent Membership is completely free.

**When does the membership expire?** First-Time Parent Memberships expire at the end of the month in which the qualifying child turns 18 months old. For example, if your child turns 18 months old in October 2020, your membership would expire on October 31, 2020.

**Why is the First-Time Parent Membership free?** Because WonderLab values the development of young people in this community and because the first eighteen months of life are a critical time for learning and development, we want to make sure no first time parent encounters a barrier to learning at WonderLab. By connecting new parents with our educational programs, as well as to our growing community of families, we will provide valuable support to them and their developing babies.

**Why is the First-Time Parent Membership limited to the ages birth through 18-months?** Early access to high quality developmental experiences have demonstrated long-term benefit; the first 18-months of life is a critical time filled with key developmental milestones and new behaviors. WonderLab's goal is to promote awareness of this critical period for new parents, the community, and region through easy, free access to our educational offerings during this period.



## Enrollment Process

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**Can I add grandparents or other family members to this membership?** The First-Time Parent Membership includes two named adults. It is our policy that anyone who helps you care for your child can be named as an adult on your membership; named adults do not have to be parents or primary guardians.

If you have additional friends or family whom you would like to bring to the museum, but who are not named on your membership, they can purchase a [paid membership](#), or they can purchase admission at the front desk. If you have questions about your specific situation, please contact the [membership manager](#).

**Can I gift a First-Time Parent Membership to someone else?** No. The First-Time Parent Membership is not available for gifting and is non-transferrable to another baby and family but we encourage you to share the [registration form](#) with qualifying new or expectant parents, so that they can register for their own membership. Other gift options include [gift admissions](#), [gift certificates](#) and [gift memberships](#) available for purchase on our website. Please see our [Gift Membership page](#) for more information about gifting a full-price membership.

**How do I sign up?** Visit our [First-Time Parent registration page](#) to sign up online, or visit the museum to sign up in person at the front desk.

**My child is not born yet; can I sign up early?** First things first — congratulations! We're so happy for you, and we look forward to seeing you and your baby at the museum. Please wait until after your child is born to register; your child's date of birth determines the expiration date of your membership, and is required to register.

## Eligibility

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**Can I register if my child is not yet born?** First things first — congratulations! We're so happy for you, and we look forward to seeing you and your baby at the museum. We do need for you to wait to register until your child is born, as we cannot process memberships without birth dates.

**Do I qualify if I have multiple children, and all of them are under 18 months of age?** The First-Time Parent Membership covers two adult members and one child under 18 months, or multiple children under 18 months if the children are the same age (as in the case of twins, triplets, etc.). If you have more than one child under 18 months, but they are not the same age, only the eldest (aka first) child would be covered by the First-Time Parent Membership, and younger children would not receive member benefits. Children under 1 year of age always receive free general admission to WonderLab. For families with more than one child under 18 months, we recommend purchasing a supplemental [Dual Membership](#) or a [Basic Family Membership](#). We also offer the [Access Passes](#) to families enrolled in qualifying assistance programs.

**I'm a first-time parent of an adopted child over 18 months, do I qualify?** The first-time parents of children over 18 months of age do not qualify for this membership. We offer a range of other [membership options](#), including reduced-price [Access Passes](#). If you have questions about your specific situation, please contact the [membership manager](#), or the [events and group visits manager](#).



**I'm a foster parent of a child over the age of 18 months, but I just gave birth for the first-time; do I qualify for the First-Time Parent Membership?** The First-Time Parent Membership is intended for first-time parents, and is valid through the first 18 months of their first child's life; it is limited to just two adults and one infant for a single period through the age of 18 months. Due to these conditions, some of the children in your household may not be covered by the First-Time Parent Membership. We offer a range of paid [membership](#) options, including the reduced-price [Access Pass Program](#). If you have questions about your specific situation, or need help to select the best membership for your family, please contact the [membership manager](#), or the [events and group visits manager](#).

**We are a blended family that includes a first child under 18 months of age for one of the parents, but there are other children in our family; do we qualify for this membership?** The First-Time Parent Membership is intended for First-Time parents, and is valid through the first 18 months of their first child's life; it is limited to just two adults and one infant for a single period through the age of 18 months. Due to these conditions, your family may not be eligible for the First-Time Parent Membership, or some of the children in your household may not be covered. We offer a range of other [membership options](#), including reduced-price [Access Passes](#). All of the educational programs associated with the First-Time Parent Membership are also available to any museum visitor, so all members are welcome to participate. If you have questions about your specific situation, please contact the [membership manager](#), or the [events and group visits manager](#).

**We are foster parents who often care for infants in our home; do we qualify for the First-Time Parent Membership?** The First-Time Parent Membership is intended for first-time parents, and is valid through the first 18 months of their first child's life; it is limited to just two adults and one infant through the through age of 18 months. Due to these conditions, your family may not be eligible for the First-Time Parent Membership, or some of the children in your household may not be covered. We offer a range of paid [membership](#) options, including the reduced-price [Access Pass Program](#). If you have questions about your specific situation, or need help to select the best membership for your family, please contact the [membership manager](#), or the [events and group visits manager](#).

**We just became new parents of twins/triplets/quadruplets; are we eligible for the First-Time Parent Membership?** Yes! First-time parents of multiples are welcome to sign up. The First-Time Parent Membership covers two adult members and one child through the age of 18 months, or multiple children through the age of 18 months if the children are the same age; parents of multiples are welcome to sign up. Simply list all of the infants' names on line three of the [registration form](#).

## First-Time Parent Membership Benefits

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**Do First-Time Parent Members get full member benefits?** Our First-Time Parent Membership covers two adults and their qualifying infant(s), and includes free general admission, access to recurring programs, special member programming, and a 10% discount on museum merchandise and pre-registered programs. First-Time Parent members are not eligible for ASTC passport program reciprocal benefits, weekend parking passes, and birthday party discounts. In addition, the First-Time Parent Membership may last for less than one year depending on the date of registration (for example, if registered when child is 10 months old the First Time Parent Membership would last through the next 8 months).

Full-price memberships come with valuable benefits that are not included with the free First-Time Parent Membership. These benefits include additional free guests, free downtown weekend parking passes, birthday party and museum rental discounts and yearlong access to more than 290 institutions worldwide within the ASTC reciprocal museum networks. Full-price memberships last for one entire year.

For more information on all of our other membership levels, visit our [benefits and levels page](#).



**Do I get reciprocal benefits with the First-Time Parent Membership?** The First-Time Parent Membership does not include reciprocal benefits. Reciprocal benefits start at the Individual Membership level. For more information on all of our other membership levels, visit our [benefits and levels page](#).

**What benefits will I receive as a First-Time Parent Member?** Benefits extend to two named adults and their eligible infant(s); membership is valid through the infant's age of 18 months and includes:

- Flexible and easy to use
- Unlimited admission to the museum for each named individual
- Infant-appropriate programs: Baby Brilliance and Science Sprouts
- Invitations to free member parties and events
- 10% off discount on Gift Shop purchases
- Benefits to infant AND parent development through routine encounters with high quality developmentally appropriate programming and exhibits

## Current WonderLab Members

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**Can I return my paid membership and enroll in the First-Time Parent Membership?** Memberships cannot be returned, refunded, or transferred. Please keep in mind that while the First-Time Parent Membership is a great resource for new families, it is a limited membership.

Full-price memberships come with valuable benefits that are not included with the free First-Time Parent Membership. These benefits include additional free guests, free downtown weekend parking passes, birthday party and museum rental discounts and yearlong access to more than 290 institutions worldwide within the ASTC reciprocal museum networks. Full-price memberships last for one entire year. For more information on all of our other membership levels, visit our [Membership Benefits and Levels page](#). Thank you for supporting WonderLab as a member; you are a valued part of our community. If you have questions about your specific situation, please contact the [membership manager](#).

**What if my child is under 18 months of age, but I already purchased a museum membership?**

Thank you for supporting WonderLab as a valued member. All of the educational programs associated with the First-Time Parent Memberships are also available to any museum visitor. The First-Time Parent Membership is only valid through the first 18 months of the first child's life.

Full-price memberships come with valuable benefits that are not included with the free First-Time Parent Membership. These benefits include additional free guests, free downtown weekend parking passes, birthday party and museum rental discounts and yearlong access to more than 290 institutions worldwide within the ASTC reciprocal museum networks (a full list of benefits is available on our [Membership Benefits and Levels page](#)). If you have questions about your specific situation, please contact the [membership manager](#).

*Updated: 12/31/19*