

New Membership Program FAQs

When will the new membership levels and benefits go into effect?

November 1, 2022.

Why are the levels and benefits changing?

We are enhancing our member experience by offering more membership options and benefits such as reciprocity with over 300+ other gardens through the American Horticulture Society, members-only pricing for all ticketed events, and at the higher membership levels - offering more guest passes and accompanied guests, consultations with our horticulturists, discounts on facility rentals, and more. We are also continuing to improve the member experience by making updates to our visitor center and our gardens.

Which membership levels are affected?

In order to adjust to our new admission rates, there will be an annual rate increase at the Member (Dual) and Family Member levels. Memberships at these levels will still pay for themselves in two visits or fewer.

Why did the names of the membership levels change?

We have added the new membership level names of Ocotillo, Yucca, Mesquite, Ironwood, and Saguaro to better reflect our Sonoran desert environment.

I am a current member, how will this affect me?

Members will retain their same membership benefits throughout the duration of their current membership until the expiration date, and in addition will receive the new benefits beginning November 1, 2022.

I am a current member and not due for renewal until after the new rates are effective November 1st, will I have to pay the new membership rate when I renew?

Current members will be able to renew through January 31, 2023 at the same rate by using a promo code to pay for the difference (this promo code will be sent via email to current members.) You may renew your membership any time. Any renewals after January 31, 2023 will be subject to the new rates.

I am a current member. When I renew will I still get guest passes even though they are no longer offered at my membership level?

Yes! Renewing members at the Member and Family Member levels will still receive two complimentary, single-use guest passes at the time of renewal.

I have unused guest passes, can I still use them or give them to friends and family?

Official Boyce Thompson Arboretum guest passes are still valid prior to their expiration date, or if no expiration date is printed on the pass.

Can I purchase a new membership or renew my current membership for more than one year at a time at the current rates?

Yes, you may purchase or renew online for 1 or 2 years. To purchase or renew for more than 2 years, please visit our Membership Office or call us at 520-689-4522. New and renewal memberships must be purchased prior to November 1, 2022 to keep the current rates. Members renewing between November 1, 2022 and January 31, 2023 may renew for multiple years at a time with the promo code provided.

My membership is set to automatically renew. Will my membership be automatically rolled over to the new membership program?

Yes, if you are enrolled in auto-renewal your membership will automatically be rolled over to the new membership rates beginning November 1, 2022. If you would like to cancel your automatic renewal, or renew your membership through January 31, 2023 at the current rates, please contact Member Services to make arrangements by calling 520-689-4522 or by filling out the Contact Us form [on our website](#) and selecting the Membership option.

Do I have to list additional cardholders on my membership?

No. Each membership must have at least one cardholder. If you do not list additional cardholders, you may bring accompanied guest(s) with you each time you visit. The amount of accompanied guests you can bring will depend on your membership level. Only the listed cardholder(s) will receive a membership card and be able to use membership benefits.

What is the Tail-waggers Membership?

This is a special membership that directly supports our pet-friendly trails by maintaining and supplying our pet relief stations. You will receive a Boyce Thompson Arboretum bandana and customized ID card for your pet as a thank you! This membership is available in-person or by phone only.

Do you still offer the Neighborhood membership for residents of Superior and Top of the World?

There is no longer a Neighborhood level membership, however residents with a mailing address in any of these towns will receive 50% off any membership up to the \$1,000 Yucca patron level membership. Please note that this discount is only available in-person or by phone.

I paid for admission during my visit. Can I apply what I paid toward a membership?

Yes! You may apply your admission toward a membership on the same day of purchase. The amount will be determined by how many tickets you purchased and which membership level you choose. For example, if you paid for two adult tickets, you can apply both tickets toward a Member level membership, which is good for two adults. You must present your ticket to a Membership Associate at the time of purchase.

How do I know what membership level I have or when my membership expires?

If your membership card does not show a membership level or expiration date, you may contact us by calling 520-689-4522, or by filling out the Contact Us form [on our website](#) and selecting the Membership option.

I have a different question about membership that is not listed in the FAQ's.

Please call Member Services at 520-689-4522 or fill out the Contact Us form [on our website](#) and select the Membership option.