

Frequently Asked Questions:

Q: Why has the age changed from 5, down to 3, for free admission?

A: General admission into the museum, while in our current Colburn location, will continue to be free for those aged five and younger. When we re-locate as the Asheville Museum of Science, our new exhibits will be more appropriate for those as young as four years of age. Any memberships purchased from April 1st through August 2016, will be receiving free admission through the end of August 2016, and then for a full year beyond August.

Q: What happened to the Southeastern Reciprocal Museum Program reciprocity that was a part of Patron memberships?

A: We have decided to discontinue participation in the Southeastern Reciprocal Museum Program, but for any Patron memberships purchased before April 1st, 2016, their reciprocity in that program will still be valid for the year covered by their membership.

Q: How does the ASTC Passport Program work?

A: Please visit: <http://www.astc.org/passport/> for details about the Passport Program.

Q: Who can I list as Members on my Membership?

A: There can be up to two cardholders per membership, who must reside in the same household. A third membership card may be issued to an authorized caregiver. No other names are listed on the memberships, as any guest of the cardholder(s) may visit, up to the level.

Q: When will I receive my Membership Cards?

A: If a membership is purchased at the museum, you will receive temporary membership cards at the time of purchase, and will be mailed permanent cards within two weeks. If a membership is purchased by phone, you will be mailed permanent cards within two weeks. If your membership is needed quickly for entrance to another museum in the ASTC Passport program, a membership letter can be e-mailed to you to serve as temporary proof of membership. Please allow at least 24 hours for an e-mail to be sent. If you mail a membership form and check, permanent cards will be mailed back within two weeks.

Q: If my child visits without me, can he/she still take advantage of free admission?

A: A cardholder must be present for free admission. A child can be listed as the 2nd cardholder for a membership, but an adult in the same household, must be the 1st cardholder. Any children, under the age of 16, must be accompanied by an adult. Children age 16+ must show a photo ID with proof of age to enter without an adult.

Q: Can I purchase a Membership for more than one year?

A: No. Memberships are only sold for a one-year period.

Q: How early can I renew my Membership?

A: Memberships can be renewed 90 days prior to the expiration date.

Q: My Membership Card has been lost/stolen. Can I request I new card?

A: Yes. There is a \$5.00 free to reprint lost or stolen cards.

Q: If I decide to join after my visit, can I apply the cost of my general admission tickets towards a Membership?

A: Yes, but you must purchase your Membership on the same day of your visit.

Q: Can I add someone to my Membership?

A: If a membership was purchased for less than 10 people, you can add additional "people per visit," up to 10 total people. The expiration date for the membership will remain the original membership date.