

FREQUENTLY ASKED QUESTIONS

GENERAL MEMBERSHIP QUESTIONS

When will I receive my membership card?

You will receive your membership card within 30 days of joining the Gardner Museum; however, your membership is effective immediately upon purchase, and you can always visit the Museum without your membership card. (See “Can I visit if my membership card hasn’t arrived yet?” for more information.)

How do I get a replacement membership card?

You can request a replacement card by email at membership@isgm.org, by phone at 617-566-5643, or in person at the admission desk.

Can I visit if my membership card hasn’t arrived yet?

Yes. On the day of your visit, simply tell the Visitor Services Assistant at the admission desk that you would like a ticket. You will need to provide the VSA with your name and address. The VSA will print a ticket for you, which will entitle you to all the benefits of membership for the day of your visit.

How do I upgrade my membership?

You can upgrade your membership by phone at 617-566-5643, in person at the admission desk, or by mail to Membership Office, Isabella Stewart Gardner Museum, 25 Evans Way, Boston, MA 02115.

What is the duration of membership?

Memberships are effective immediately on the date of purchase, and expire on the last day of the month of purchase, one year in the future. For example, if you purchase a membership on 1/1/2012, your membership will expire on 1/31/2013.

What is the tax deductibility of my membership?

- **Student, Non-Resident, Individual, Friend, Sustainer, Supporter, and Contributor** fully tax deductible
- **Courtyard Circle** \$880 per membership, \$120 is not tax deductible
- **Young Patrons** \$50 per person is not tax deductible

GARDNER MUSEUM ADMISSION

How many people does my membership regularly admit per day?

- **Student, Non-Resident, and Individual** you and your children 17 and under
- **Friend and Sustainer** you, one additional adult, and your children 17 and under
- **Supporter, Contributor, and Courtyard Circle** you, up to two additional adults, and your children 17 and under

Where can I park?

On-street metered and handicap-accessible parking spaces are available in the area surrounding the Museum. Three parking lots are also available for a fee at the Museum of Fine Arts, on Museum Road.

How do I enter the Museum?

The entrance is located at 25 Evans Way. Skip the ticket lines and present your membership card(s) to a Visitor Services Assistant in the lobby. If you are visiting with a greater number of people than your membership admits (see above), visit the admission desk for tickets.

Do my children get in for free?

Children 17 and under are always admitted free.

How many membership cards will I receive?

If you have a Student, Non-Resident, or Individual membership, you will receive one card. For all other levels, membership cards are issued to two people per membership, and admission privileges are available to either cardholder.

What are guest passes?

Each single-use pass admits one person; use yours to share the Museum with friends and family. They're mailed with membership cards, and do not expire.

How many guest passes am I allocated per year?

- **Friend** two single-use guest passes
- **Sustainer through Courtyard Circle** four single-use guest passes

What are Member Guest Days and how do I participate?

The Museum offers Member Guest Days each month as opportunities for you to bring additional guests to the Museum (beyond the general admission privileges of your membership, without having to use your guest passes). Just bring your membership card to the admission desk to receive your guest's free ticket.

RECIPROCAL ADMISSION

Who is eligible for reciprocal admission benefits?

Supporter, Contributor, and Courtyard Circle members. (Young Patrons at these levels are also eligible.)

Which museums have reciprocal admission with the Gardner Museum?

Albright-Knox Art Gallery
Art Gallery of Ontario
Asian Art Museum
The Blanton Museum of Art
Chrysler Museum of Art
The Cleveland Museum of Art
Columbus Museum of Art
Cooper-Hewitt, National Design Museum
The Corcoran Gallery of Art
Crocker Art Museum
Delaware Museum of Art
The Denver Art Museum
Des Moines Art Center
Farnsworth Art Museum
The Frick Art and Historical Center
The Frick Collection

Frist Center for the Visual Arts
Georgia O'Keeffe
Hill-Stead Museum
Honolulu Academy of Arts
Milwaukee Art Museum
National Academy Museum and School of Fine Arts
National Portrait Gallery
The Nelson-Atkins Museum of Art
The Newark Museum
New Orleans Museum of Art
North Carolina Museum of Art
The Norton Museum of Art
Peabody Essex Museum
Philadelphia Museum of Art
The Phillips Collection
Phoenix Art Museum
Portland Museum of Art
Princeton University Art Museum
Rhode Island School of Design Museum of Art
Smith College Museum of Art
Smithsonian American Art Museum
Taft Museum of Art
Textile Museum
Wadsworth Atheneum Museum of Art
The Walters Art Museum

What benefits am I entitled to at these museums?

- Free admission to the permanent collection.
- A discount on purchases made on premises, in the shops at participating museums.

SHOPPING

What is my discount?

You save 10% at Gift at the Gardner, onsite and online. Please note that the discount does not apply to Gardner Museum memberships.

How does my discount work?

Present your membership card at checkout. If you are shopping online, log into your account using your email address.

What are Member Shopping Days and how do I participate?

Member Shopping Days are offered several times a year as opportunities for you to save 20%—instead of the usual member discount of 10%—on Gift at the Gardner purchases. Please note that the discount only applies to regularly priced merchandise; it cannot be combined with other discounts or promotions.

DINING

What is my discount?

You save 10% at Café G.

How does my discount work?

Present your membership card at the end of the meal when you ask for the check.

PROGRAM TICKETS

What is my discount?

Members receive \$10 off concert tickets, which are regularly \$27. Tickets to lectures are free with registration.

How do I obtain discount tickets?

Present your membership card at the admission desk to purchase discounted tickets. If you are purchasing tickets online, sign in using your email address and follow the online prompts; the discount will be applied at check-out. You can also call the box office at 617-278-5156.

How many discount tickets am I allowed to purchase?

Student, Non-Resident, and Individual level members may purchase 1 discount ticket per program. Friend through Courtyard Circle level may purchase up to 2 discount tickets per program.

I just purchased a membership; can I order discount tickets immediately?

Yes. Your membership is effective immediately upon purchase. If you purchased your membership online, you can purchase member-priced tickets online using the account you created. Additionally, you can always call 617-278-5156 or visit the admission desk to purchase tickets with your member discount.

EXHIBITION OPENING EVENTS

What are exhibition opening receptions?

These ticketed events are exclusive opportunities for members to celebrate a new exhibition at an evening reception. They typically include a viewing of the exhibition, remarks by the curator, and complimentary beverages.

How do I attend?

You will be mailed an invitation and receive email with information on registering for events.

What are Preview Days and how do I attend?

Preview Days are the first opportunity to see the Museum's exhibitions—and avoid the crowds before they open to the general public. No tickets are required; just present your membership card at the gallery entrance for admission.

MEMBER COMMUNICATIONS

Does the Gardner Museum send email?

Yes. In addition to printed communications, the Museum uses email to keep members up-to-date on everything that happens at the Museum, including events.

How do I sign up?

Visit www.gardnermuseum.org to sign up for email from the Gardner Museum. After signing up, you will automatically receive a "Thank You" message that includes information about updating your email preferences.