



Membership Terms and Conditions

1. Membership Use

- Memberships are for one household and are not to be shared amongst individuals who do not reside at the same household.
- Members must present a valid membership card and photo ID for entry.
- Memberships are strictly non-transferable and non-refundable.
- Sharing of membership cards is strictly prohibited and will result in the termination of your membership without a refund.
- Memberships are issued on the date of purchase and expire on the last day of the month of purchase, the following calendar year. Parking passes expire on the same date.
- Members are defined as the names appearing on RBG's membership cards and not associated children on Family Memberships or Guests on Plus Memberships.
- A \$10 fee applies for replacement parking passes or membership cards.
- The person who purchases/renews the membership is deemed the primary cardholder and all communication regarding the membership is addressed to this individual.
- Primary cardholders and secondary cardholders (on Family or Charitable Memberships) must provide proof (photo identification) that they reside at the address associated with their membership for admission.

2. Membership Benefits

- Membership benefits are subject to change without notice.
- Membership benefits are the same for all members. The fluctuation of prices between levels is associated with child admissions on the Family Membership and guest privileges on the Plus memberships.

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3. Membership Materials

- Membership packages, including any additional materials (e.g., magazines), are mailed to the address on file. Multiple mailing addresses are not supported.
- Should members enter into an RBG membership and they do not reside at the same address, it is their responsibility to manage and share the materials, including but not limited to, membership cards and parking passes between themselves.
- RBG aims to process all online, phone and mailed in membership requests within 5 business days from receipt, plus standard mailing times. Membership packages include but are not limited to membership card(s), and a rearview hanging parking pass and a parking card for access to the Arboretum. Temporary parking passes are not provided to those who process their membership online, by phone or by mail. Parking expenses incurred during the processing/ mailing time will not be refunded.

4. Closures and Event Restrictions

- RBG's facilities, gardens, trails, properties etc. may be closed for special events, private bookings, or other reasons as determined by RBG. Refunds or extensions will not be provided for closures.
- Memberships are not valid for RBG-produced special events, garden buyouts, or third-party special events requiring an additional admission fee.
- Operating hours are subject to change depending on the season and are subject to reduction during off-peak bloom seasons.

5. Parking

- Members receive one parking pass per membership, regardless of the level purchased.
- From time to time, members will be asked to make parking reservations in advance of visiting. Members will be notified by email.
- Members are required to make parking reservations at the Arboretum during the Spring bloom season. Members will be notified by email about how to make a reservation.
- Members are responsible for displaying their parking passes properly; failure to do so may result in ticketing. RBG will not be involved in disputes regarding parking tickets issued by third-party parking enforcement.

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6. Guest Policies for 'Plus' Memberships

- The named cardholder must be present for guest entry.
- Single Plus members may bring one guest per visit.
- Family Dual Plus members may bring up to two guests per visit.
- Membership benefits are exclusive to the named cardholder and do not transfer to guests.
- Members who bring guests or reserve tickets above their Plus Benefit allotment will be charged for the additional tickets/admission fee.

7. Membership Misuse and Conduct Policy:

Members are expected to adhere to the garden's rules and regulations, including but not limited to:

- Respecting the plants, wildlife, and facilities.
- Respecting staff with whom they speak in person and on the telephone.
- Disposing of waste responsibly.
- Avoid disruptive, threatening, or offensive behavior.
- Avoid taking photos of individuals or children who are not part of their group without explicit consent.
- Complying with staff instructions and posted signage.

8. Renewal Policy

- Renewing members will receive up to five reminders via phone, email, or mail starting two months before the membership expiry date.

9. Auto-Renewal

- Members are encouraged to enter into RBG's auto-renewal program to reduce administrative costs. By entering RBG's auto-renewal program, members agree to have their credit card charged for their current membership type on file, the following year, on the 15th of the month, one month prior to their current membership expiring. Members will be contacted in advance of their credit card being charged and will have the ability to opt-out or make changes to their membership by reply email.
- Members are to inform RBG at membership@rbg.ca if they wish to be removed from the auto-renewal program, 5 business days prior to their credit card being charged, as outlined in the first bullet point under section 9.

10. Support Persons

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- For individuals with accessibility, medical or disability needs, who require a support companion to ensure a safe and comfortable participation at RBG, entry is allowed entry to RBG at no cost, given the individual they are accompanying is a member or has paid the entry fee. Entry to RBG is allowed at no cost for the support person.