

## Membership Level Changes September 2019 External FAQ

### Why is the Membership program changing?

The membership program is changing in response to member feedback that we have received over the past several years. We hope that these changes will provide simpler and more flexible membership options.

### When is the program changing?

The change will take place on Monday, September 9, 2019. Members will be automatically rolled into the new program at the level that most closely resembles their current level. All current benefits will remain intact until your Membership expires.

### How is the program changing?

The new membership program features more flexible options. The biggest changes to the program include:

- NEW a senior membership discount (\$10 off any level except All Star for those 65 + . Seniors must renew in person or over the phone to receive the discount. This offer cannot be combined with any other offers)
- NEW individual membership (\$70)
- NEW All Star philanthropic membership level (\$250)
- The ability to add free parking during every visit, a subscription to the *Chicago History* magazine, and reciprocal benefits to over 800 museums through NARM at any membership level via our new plus package levels

The new membership levels are:

- **Individual** (\$70): for one person: perfect for the dedicated Chicago historian
- **Dual** (\$80): for two people: enjoy the Museum with someone special
- **Household** (\$100): for four people: bring friends, family members, or your book club
- **All Star** (\$250): for four people: provide substantial support to the Museum, while still enjoying our fantastic plus package benefits and an invitation to one "behind the scenes" tour

\***Add a plus package to any level** (except All Star) for \$30 more. The plus levels include: free parking during every visit, a subscription to the Chicago History magazine, and reciprocal benefits to over 800 museums through NARM.

\*Please note: Illinois resident children 18 and under are free and will not need to count toward your membership count. Non-Illinois resident children 12 and under are free.

### What membership level will I be?

We've made every effort to ensure that you will have an easier transition into our new membership categories. You will not lose any of your current benefits.

- Core 2 members are now Dual members
- Core 4 members are now Household members
- Premium 2 members are now Dual Plus members
- Premium 4 members are now Household Plus members

\*Please continue to use your current membership card and know that it will still be honored through your expiration date. At the time of your membership expiration we invite you to choose one of our new membership levels.

### **How are member benefits changing?**

You will continue to enjoy your current benefits but we have some new offerings.

All membership levels will receive:

- Free admission year round
- Invitations to exclusive member events
- Discounts on tours, programs, and events
- Discounts at the Museum Store and North & Clark Café, plus double discount days
- Member e-newsletter
- Access to member lounge at select events
- Access to members-only parking spaces

Individual Plus (\$100), Dual Plus (\$110), and Household Plus (\$130) will receive all the above benefits plus:

- Free parking during Museum visits
- Reciprocal benefits at over 800 participating museums across North America
- Subscription to *Chicago History* magazine
- 2 one-time use passes to share with family & friends

All Star members (\$250) will receive all of the above plus:

- An invitation to one "behind the scenes" tour per year

### **Can I still join or renew at the old levels?**

Every member will be switching over to the new levels on Monday, September 9.

### **When will my membership expire?**

Your membership expiration date will remain unchanged. Memberships are valid one year from the date of purchase. Additionally, you will continue to enjoy your current membership benefits.

### **Will the price of membership increase?**

Yes, you will experience a small price increase at the time of your membership renewal. The Chicago History Museum last raised its membership prices in 2013. Since then, costs have increased in nearly all areas of operating the Museum. This increase will ensure our continued excellence in exhibitions, care for collections, member programs, and educational programs.

### **Will I be receiving new membership materials?**

No, your old membership level will automatically transfer to one of our new levels. You will not receive a new card until you renew your membership.

### **I have other concerns and feedback, who can I talk to?**

For any additional membership questions or concerns, please contact [doyle@chicagohistory.org](mailto:doyle@chicagohistory.org) or call 312-799-2113.