

# Member FAQs

## PURCHASING A MEMBERSHIP

## MEMBERSHIP CARDS

### How do I download my digital card?

To download your digital membership card, find the email titled “Bok Tower Gardens, here is your Digital Membership Card.” Scroll down to “Download your digital membership card” and click the link. It will open in your default browser. Depending on your phone, click “Save to Google Wallet” or “Save to Apple Wallet.” Your card will then appear in your phone wallet.

If you haven’t received the email, contact us at [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or 863-734-1226.  
If you need help downloading your card, our Visitor Engagement Associates are happy to assist.

### I forgot my physical card, what do I do?

If you have forgotten your physical card, please show your ID at the gate. If you have an active membership, they will let you in. Once you are inside the Gardens, please head to the Visitor Center to receive a temporary card so that you can use your discounts at the Blue Palmetto Cafe and Shop at Bok.

### I lost my physical membership card.

Contact [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or call 863-734-1226. After verifying your information, we’ll send a replacement card.

### I haven’t gotten my physical membership card yet, when will it arrive?

Physical cards take 3 weeks to process. If it’s been longer, contact [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or call 863-734-1226.

### When will I receive my digital membership card?

You’ll receive your digital card within 7 business days of your purchase. If not, contact [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or call 863-734-1226.

## BENEFITS

### How do I get member pricing on tickets and programs?

Navigate to the event page and click REGISTER NOW. Sign in using your member email and password. After signing in and clicking CHECK OUT, your member pricing will be applied.

### How many people are allowed on my membership card?

- Individual: 1 adult
- Duo: 2 adults
- Family: 2 adults, 2 dogs, unlimited children
- Friends: 4 adults, 4 dogs, unlimited children
- Brass Door: 8 adults, 4 dogs, unlimited children
- Carillon Bell: 10 adults, 4 dogs, unlimited children

### Can I add more than two names on my card?

You cannot add more than 2 names to your membership. Any additional adult admission benefits are considered guest admissions.

### Does my member discount apply to mobility carts?

Yes! Simply show your member card at the Shop at Bok to rent a mobility scooter and enjoy your member discount benefit.

### Can I give my membership card to a friend/family member to use?

No. Memberships are nontransferable. A named member must be present to use benefits.

### Can I use my membership to visit other gardens or museums?

Yes!

- Individual & Duo: Visit gardens in the American Horticulture Association (AHS) network.
- Family & above: Visit gardens in AHS and museums in the North American Reciprocal Museum (NARM) network.

Visit our membership page for links to both reciprocal lists.

### How do I get a tour of the Tower?

Unfortunately, the Singing Tower is not open to the public, however Brass Door and Carillon Bell members can get a tour of the first level, the Founder's Room, as part of your benefits. If you want to request a full Singing Tower tour, you would need to become an Olmsted Vision Council member. The details about Olmsted Vision Council are linked here. <https://boktowergardens.org/annual-fund/>

To request a tour, contact [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or 863-734-1226.

## How long is a Bok Tower Gardens membership valid for?

Memberships are valid for one year from the end of the month of purchase.

Example: A membership purchased on 9/14/2025 is valid until 9/30/2026.

## VISITING THE GARDENS

### Can I lend my membership card to a friend or family member to use?

Unfortunately, you cannot lend your membership card to a friend or family to use. A named member on the card must be present to use member benefits.

### Do all my guests have to be in the car with me?

No but please ensure your guests are in the same car as you or in the car directly behind you.

### Can I leave and come back on the same day with my membership card?

Yes, you can leave and come back on the same day with your membership card.

### What are the members' exclusive experiences and events?

To view our members' only exclusive experience events, visit our website or check your email for members-only event announcements.

If you haven't received any, contact [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or call 863-734-1226.

### Do my guests get a discounted admission rate?

No, unfortunately guests do not receive a discounted admission rate.

## MISCELLANEOUS

### I am not receiving emails about your programs. How can I sign up?

If you're not receiving our program emails, you can easily sign up by visiting our website, scrolling all the way to the bottom, and clicking "CLICK HERE TO SUBSCRIBE." Fill in your name and contact information to join our mailing list.

Be sure to check your spam or junk folders, as our emails sometimes end up there, mark them as "Not Spam" to keep them in your inbox.

Unsubscribing will stop all future updates. If you've unsubscribed by accident, just follow the same steps above to resubscribe.

## My friend received a birthday discount coupon, but I did not. How do I get one next year?

We'd love to celebrate your birthday!

To receive a birthday discount coupon next year, please call us at 863 -734-1226 or email [philanthropy@boktower.org](mailto:philanthropy@boktower.org) with your full birthdate (month, day, and year). We'll add it to your record, so you don't miss out next time.

## I have comments or feedback I'd like to share. How can I do that?

If you have comments or feedback you'd like to share, we'd love to hear from you! You can submit your thoughts directly through our form [here](#). Just sign in and follow the prompts to leave your suggestions or report any issues.

## How do I update my contact information?

To update your contact information, please contact [philanthropy@boktower.org](mailto:philanthropy@boktower.org) or call 863-734-1226

## How do I use my membership at other Gardens?

To use your membership at other gardens, simply present your Bok Tower Gardens membership card at the entrance when paying admission.

*Important Note: We strongly recommend calling ahead to the garden you plan to visit. Each location has its own policies, schedules, and special events that may affect reciprocal benefits. Calling ahead ensures you'll be able to use your membership as expected and avoid any surprises.*