

# NĀ HOA KAI

## OCEAN FRIENDS

### FREQUENTLY ASKED QUESTIONS

#### GENERAL MEMBERSHIP

##### How can I join or renew my Membership?

There are 3 ways to join or renew Membership:

1. Online via our website [mauioceancenter.com](http://mauioceancenter.com)
2. In-person at the Front Gate during business hours 9am to 4:30pm daily
3. For personal service, contact Jordan Saribay, Marketing & Events Coordinator at [jsaribay@mauioceancenter.com](mailto:jsaribay@mauioceancenter.com) or 808.270.7059 (Monday through Friday 9am – 4pm)

##### How much does a Membership cost?

###### Visitors:

Individual prices:      Adult: \$110      Senior: \$100      Child (ages 4 – 12 years): \$95  
Family Pass:            \$275 (2 adults, 2 children)      Additional child: \$45

###### Kama`āina & Military:

These rates reflect a \$35 flat discount, with exception of additional child price

Individual prices:      Adult: \$75      Senior: \$65      Child (ages 4 – 12 years): \$60  
Family Pass:            \$240 (2 adults, 2 children)      Additional child: \$45 (no discount)

##### Do you offer Group discounts?

No. Due to the already discounted price, group discounts are not available.

##### When does my Membership expire?

Memberships are effective immediately and are valid for 1 year from date of purchase (ex. Purchase February 15, 2020 and valid through end of business day February 14, 2021)

##### How can I update my mailing address or contact information?

Please e-mail any updates to [jsaribay@mauioceancenter.com](mailto:jsaribay@mauioceancenter.com)

##### How can I check if my Membership is still valid?

To verify if your Membership is still active, please contact Jordan Saribay at [jsaribay@mauioceancenter.com](mailto:jsaribay@mauioceancenter.com) or 808.270.7059 from Monday to Friday, 9am – 4pm or by visiting the Front Gate in person 365 days, 9am to 4:30pm.

#### MEMBERSHIP CARDS

##### When will I receive my Membership card?

If Membership purchase at the Front Gate, cards will be provided immediately.

If Membership purchase is made on-line or via phone, Membership Cards will be available at the Front Gate for pick up within 48 hours of purchase. Valid photo ID is required.

Marketing will also be glad to mail the Membership card, on request of the purchaser.

### **Can I visit the Maui Ocean Center without my card?**

Yes, upon arrival, provide a valid photo ID and Front Gate employees can retrieve Membership information from the Membership Master List provided by Marketing.

If the Member has purchased their Membership within that month, Front Gate may need to contact Marketing for verification.

### **How many Membership cards will I receive?**

Individual Adult Members and individual child Members will receive one (1) Membership card per person. Family Flex Pass Members will receive one (1) card per family.

### **How can I request new Membership card?**

Replacement cards are available upon request to Jordan Saribay, Marketing & Events Coordinator at [jsaribay@mauiocenter.com](mailto:jsaribay@mauiocenter.com) or 808.270.7059 (Monday through Friday 9am – 4pm) and will be available for pick-up in person within 48 hours. Valid photo identification will be required for verification. Replacement cards may not be picked up by any other party and will not be mailed.

### **What if my card is lost or stolen, can someone use my Membership card?**

Valid photo identification is required when presenting a Membership card to verify that the person using the card is the person on the account.

## **MEMBERSHIP BENEFITS**

### **What discounts do I get with my Membership?**

- Exclusive Nā Hoa Kai Membership card  
(Front Gate will be utilizing existing Membership cards before a new logo reprint is made)
- Unlimited daytime admission 365 days a year with VIP entry (This includes The Sphere)
- Additional admission: 20% discount on admission for up to two (2) guests when Member is in attendance  
(20% discount calculated on General Admission or AquariumPlus, visitor or kāma`aina rate)
- Maui Ocean Treasures *\*exclusions may apply (ex. Already discounted items)\**
  - One (1) time free reusable bag  
(Bag redemption, 1 per Membership year)
  - 15% discount  
(As frequently as Members wish to visit)
- Seascape Restaurant & Reef Café *\*exclusions may apply\**
  - 15% discount on all menu items (excludes tax, gratuity, and alcohol)  
(As frequently as Members wish to visit)
- Exclusive pre-invitation & advance buying privileges to Maui Ocean Center Special Events (up to 4 tickets)  
(Members will be notified via their email on file)
- Monthly Hauaku e-newsletter (Member email will be automatically added to receive)
- Exclusive Nā Hoa Kai decal (will be available by end of February 2020 latest)
- 50% off admission at select aquariums and zoos (please refer to Master Reciprocity List attached. Also available at [mauiocenter.com](http://mauiocenter.com))
- A portion of proceeds will be donated in the Member's name to a non-profit organization dedicated to ocean conservation in Hawai'i (Member may not designate recipient)

In addition:

(All of the following external Membership Partners will require Member to present their Membership card to receive the discount. Reservations may be made on-line with discount provided on arrival. For those that require payment in advance, discount will be credited on arrival)

- Hula Cookies: 10% discount & one (1) free cookie with in store purchase \*valid one (1) per day [Hulacookies.com](http://Hulacookies.com)
- Pacific Whale Foundation: 10% discount on PacWhale Eco-Adventures [Pacificwhalefoundation.org](http://Pacificwhalefoundation.org)
- Tante's Fishmarket Restaurant & Bar, Mā'alaea: 10% discount on food menu (*excludes tax, gratuity, and alcoholic beverages*) [Tantesfishmarket.com](http://Tantesfishmarket.com)
- Ultimate Air Maui: 25% discount on Jump Pass [Ultimateairmaui.com](http://Ultimateairmaui.com)

#### **How do I redeem all of the Membership inclusions?**

- Show your Membership Card to receive your product or discount
- At Maui Ocean Center, if you do not have your Membership Card, it can be verified by the Maui Ocean Center Front Gate, Seascape/Reef Café and Maui Ocean Treasures staff.
- At external Membership Partners such as Pacific Whale Foundation, Tante's Fishmarket Restaurant Bar, Ultimate Air Maui and Hula Cookies, Membership Card *must* be presented.  
(Reservations may be made on-line with discount provided on arrival. For those that require payment in advance, discount will be credited on arrival)

#### **How often can Members enter the park?**

With a Membership, the Member can visit Maui Ocean Center as many times as they please. There are no restrictions.

#### **How many guests can I bring with my Membership?**

There are no additional guests included with the Membership, however we offer a 20% discount for up to (2) guests. Beyond (2), standard admission rates would apply. See below.

##### *Visitors:*

Additional admission: 20% discount on General Admission/AquariumPlus for up to two (2) guests when Member is in attendance.

##### *Kama`aina:*

Additional admission: 20% discount on Kama`aina Admission/AquariumPlus for up to two (2) guests when Member is in attendance.

#### **Do I have to be present for guest to use my entry discount?**

Yes. Members must be present and enter the Park when utilizing their additional guest benefit.

#### **Are adults interchangeable?**

Once a Membership is purchased, the Purchasers name is used as the Members name and there is no opportunity to change the name or transfer the Membership.

If the Membership is being purchased for another party, the Purchaser must provide that name at time of purchase. No name revisions are accepted after purchase is made.

#### **Are children interchangeable?**

Individual Membership cards for children are not interchangeable.

For Family Flex Membership, children are interchangeable (ages 4 – 12 years).

#### **Do caregivers for special needs children enter for free?**

Yes. Maui Ocean Center permits one (1) caregiver to enter with a child Member with special needs.

**Is there a student rate?**

No. Student rates are not available at this time due to the affordable Membership rates.

**Is entry to all special events included?**

No. Members will be communicated with via email on file should advance purchase privileges and/or discounted tickets be available to Maui Ocean Center sponsored special events.

Discount amount will be based on the event type.

Members will be required to present their Membership Card to purchase

**Do Members get discounts on Behind the Scene Tours and Shark Dives?**

No. Members do not get discounted rates for Behind the Scene tours or Shark Dive Maui.

**FOR FURTHER ASSISTANCE**

**I have more questions, who can I speak to?**

Please contact Monday through Friday, 9am – 4pm

Jordan Saribay, Marketing & Events Coordinator

Email: [jsaribay@mauiocenter.com](mailto:jsaribay@mauiocenter.com)

Direct Line: 808.270.7059