

Regional Parks Foundation Membership Program FAQ's

- 1. When does my Membership start? And, when can I begin using it?**

Your Membership starts when payment is received and processed by the Membership Department. Upon request, a temporary Membership receipt will be provided to use until you receive your permanent materials. A temporary receipt is also generated when you purchase your Membership online. Be sure that your email is typed in correctly. **Note** that only the Membership Department can issue a temporary receipt. Call the office at (510) 544-2220 or email us at membership@ebparks.org. Please provide your full name, mailing address and day-time phone number.
- 2. When can I expect my Membership materials to arrive in the mail once I purchase them?**

Once Membership applications are received by the Membership Department, you can expect to receive your Membership materials in about 14-18 business days. Please allow one extra week if you turn in your application the week before Thanksgiving or Christmas. Upon request, a temporary will be provided to use until you receive your Membership materials. (**See contact information above**)
- 3. What is the definition of Family for a Family Membership?**

For the purpose of a Family Membership, a family is defined as up to two named individuals (16 years or older) and children living in the immediate household (ages 1-17). **Child care centers, schools, or businesses do not qualify for Family Memberships.**
- 4. I can't always accompany my child to the Regional Parks. Is it OK to put my child's name on one of the Membership Cards?**

If your child is at least 16 years of age and has current picture identification, you may list your child as the 2nd named individual on a Family Membership. If your child is under 16 years of age, you may not list your child as the 2nd named individual. Children not listed as the 2nd named individual must be accompanied by the Member in order to use Membership benefits (e.g. swimming).
- 5. Is the purchase of Membership a charitable gift?**

Memberships are 100% tax deductible. The fishing and boat launch portion of the Angler Membership is not tax-deductible. **Tax ID #23-7011877**
- 6. What do I do if I haven't received my Membership material within 4 weeks?**

Contact the Membership Department at (510) 544-2220 or send an email to Membership@ebparks.org. Please provide your full name, mailing address and day-time phone number so that we can look into the matter and contact you appropriately.
- 7. What do I do if I lose one or more of my Membership card(s) or parking placard(s)?**

There is a replacement fee of \$10 for membership cards and placards. (**See #1 above for contact information**)
- 8. What do I do if I have 4 dogs?**

Please contact the Public Safety department by clicking [here](#) for Commercial/Professional Dog Walker information and permit.

9. **If I renew early, will I only get 11 months of Membership benefits with my renewed Membership?**
No. When you renew early, your current Membership is extended out a full 12 months. For example, if your Membership expires on December 31, 2017, and you call to renew on November 7, 2017, your new Membership expiration would be on December 31, 2018, giving you the full twelve months that you have paid for.
10. **If I have 4 people in my car, do I have to pay for all 4 people when I go to a park? Or, is there only one parking fee as I am only parking one car?**
Parking is charged per car and not per person. However, Ardenwood Regional Park is the only Regional Park that charges an entrance fee. Your Membership waives the entrance fee for you as a Member on non-event days. On event days, you will have to pay the price for that day. All others in your party not covered under your Membership (non-Members) will pay the entry fee. **Proof of Membership with valid photo ID is required.**
11. **What does "day-use parking" mean?**
A day-use parking fee is the fee charged to park your vehicle in a Regional Park parking lot for one business day; you must remove your vehicle from the lot the same day you paid your day-use parking fee. **Note** you cannot use your day-use parking placard at any of the overnight camping parking areas.
12. **How do I take advantage of the Black Diamond Mines Underground Tours?**
13. You must call [East Bay Regional Park District's Reservations Department at \(888\) 327-2757, option 2](tel:888-327-2757), in order to take advantage of this Membership benefit. Your Membership is only accepted during the months of July, August, or September for weekend tours. Individual Membership levels are eligible to receive (1) Hazel Atlas Mine Tour ticket, Family Membership levels are eligible to receive up to four (4) tickets per Membership. (**Must be at least 7 years of age to tour the mine.**)
14. **How do I take advantage of the camping discount? Are there any specific rules that I need to be aware of?**
Call the [East Bay Regional Park District's Reservations Department at \(888\) 327-2757, option 2](tel:888-327-2757), and inform them that you are a current Member while making your camping reservation. Discounts can be applied with no advance reservation if space is available, and can be applied to multiple camping reservations separated by at least two days. **Please note:** discounts can only be applied to reservations made by telephone.
15. **If I make camping reservations, will my Membership Cards cover the second car going into the campsite?**
No. Your Membership covers "day-use parking," which is different from the overnight parking fee for camping. Your camping reservation will cover the fee for one overnight car, but there is an additional fee for the second car.
16. **Can I use my Membership to the Regional Parks for other park agencies? In other words, are there reciprocal benefits?**
No. Unfortunately, we do not have a reciprocal program set up with any other park agency.
17. **Can I use Membership benefits at the Lafayette Reservoir, Mount Diablo, or San Pablo Dam?**
No. These places are not part of the East Bay Regional Park District. You can use your Membership benefits only at [parks in the East Bay Regional Park District](#).