



PLEASE READ THIS IMPORTANT MESSAGE

Dear valued members,

We want to thank you from the bottom of our hearts for your vital and continued support over the past 60 years. We announce that after a longstanding partnership spanning six decades, the City of El Paso has made the decision to sever ties with the El Paso Zoo Society for the time being. The El Paso Zoo Society has been the private 501 c3 non-profit support organization to the El Paso Zoo, providing the Membership and Volunteer programs, Zoo Society Summer Camp, fundraising events, sponsorship of Title 1 school field trips, capital projects, and invaluable support to the animals and zoo keepers over many years. While this marks the end of an era, it also signifies the beginning of a new chapter filled with opportunities for growth and innovation. We are still hopeful that we will be able to redefine our relationship with the City of El Paso in order to continue supporting our beautiful zoo and community.

THANK YOU to everyone who has purchased a membership, volunteered, participated in zoo camp, purchased a ticket, attended our events, sponsored, or donated.

What's going to happen with my Membership?

(Membership packages, prices, and policies subject to change)

- As of now, Zoo Leadership has not yet clarified or given direction as to how they are planning to manage or administer the membership program. **They did state that the El Paso Zoo will be honoring all ACTIVE memberships up to their expiration date.** Be aware that the Zoo's new membership program may require you to provide your information again during this transition.
- All ACTIVE members can still check in to the zoo with their membership e-card
- Your expiration date can be found on the bottom right corner of your membership e-card sent via e-mail

- **YOUR E-CARD WILL BE YOUR BEST FRIEND DURING THIS TRANSITION**
- **YOU MUST HAVE YOUR E-CARD AND ID TO CHECK INTO THE ZOO AS YOU MIGHT NOT BE ABLE TO BE LOOKED UP WITH JUST AN ID/YOUR NAME DURING THIS TRANSITION.**

Where is my e-card?

All e-cards were sent via e-mail to the e-mail that we have on file/was provided when you signed up

Click [HERE](#) to learn how you can find your membership e-card

I don't see my e-card, what now?

Unfortunately, the Zoo Society Membership Team will no longer have a way to be contacted as of 3/15/2024, but we have verified that every single membership e-card has been sent at the time of purchase

Continue reading for guidance on e-cards...

1. Check your spam folder
2. Check any other e-mail address that you may have or any other e-mail address that you may have provided us with
 - Many times, members don't realize that they provided a different e-mail than the one that they are checking
 - Keep in mind that there are 2 named adults on the membership. The e-mail provided that the e-card was sent to could've been the 2nd adult's e-mail. Make sure to share the e-card amongst all the named adults on the membership
 - For example: John Doe is the primary adult and filled out the application, but provided Jane Doe's e-mail, so the e-card was sent to Jane Doe. John Doe should ask Jane Doe to check for the e-card in her inbox.

We apologize for not being able to provide any further guidance at this point, we have not received any specific directive to relay to our members. We will be posting updates on our social media channels regularly to keep our supporters informed and up to date on any new developments.

Again, due to the City of El Paso and El Paso Zoo's decision, the El Paso Zoo Society team will no longer be reachable as of [3/15/2024](#)

Questions may be addressed to the Zoo Director

Read now

Send an e-mail

Let your voices be heard!

Help us by contacting your city representatives and those below to share your opinion on this matter.

Josh Acevedo (District 2/Zoo's district)
district2@elpasotexas.gov

Dionne Mack (Deputy City Manager)
mackdx@elpasotexas.gov

Cary Westin (Interim City Manager)
westincs@elpasotexas.gov

Tracey Jerome (Senior Deputy City Manager)
jerometb@elpasotexas.gov

Oscar Leeser (City Mayor)
mayor@elpasotexas.gov

The El Paso Zoo Society
membership@elpasozoosociety.org
915-212-0245



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