

Museum Pass Guidelines, Tips & Helpful Information

The Museum Pass Program is made possible thanks to collaborative funding by the City of Melrose, generous patron donations and the Friends and Trustees of the Melrose Public Library. These passes offer free or reduced admission to some of the Boston area's most popular institutions.

Who can use the passes:

Residents of Melrose may reserve passes up to four weeks in advance.

Staff and retirees of the City of Melrose who are not Melrose residents can check with library staff about setting up their library card to allow them to take out passes.

How to use the pass system:

Verify hours with the museum before making plans. Museum hours can change for weather, for special events or holidays.

Reserve your pass online, over the phone, or in person at the library. Patrons may reserve one pass per day. The same pass (Zoo New England for example) may only be reserved once per week.

Pick up your pass at the main desk of the library. Bring the library card under which the reservation was made (museums will not honor a confirmation email).

- Coupon passes may be picked up at the library any time after your reservation is made and do not need to be returned to the library.
- Returnable passes must be picked up at the library on the "day of use" or the day before.
- During "summer hours" be sure to pick up passes before the library closes for the weekend on Friday at 5 PM.
- Check the library website or call the library to check for special hours during holiday weeks. You may need to pick up your pass earlier than usual.

Don't lose the pass! There is no replacement for lost coupon passes. Patrons will be charged for lost returnable passes based on the fee charged by the museum.

Take the library pass to the museum. Pay the museum any applicable co-pay fee.

Bring returnable passes back before the library opens on its next scheduled day. You can use the bookdrop when the library is closed.

Cancel your reservation if you will not be using the pass so that other residents may take advantage of this service. You may do this in person or by calling the library at 781-665-2313, or by using the link in the confirmation email.

Disclaimer: The library and community cooperate to make the museum pass program work. Very occasionally, a problem arises in the administration of the program. The library is unable to compensate patrons for any unexpected inconvenience or expenses.

Helpful Tips& Useful Information:

Passes are good only for the date on the pass.

Museums may charge extra for special exhibits. Library museum passes generally do not allow for member's discounts at museum stores, for food or for parking.

The Massachusetts Department of Transitional Assistance in partnership with educational and cultural institutions offers clients free or reduced admission to many local museums upon presentation of an EBT card.

Each summer since 2010, Blue Star Museums have offered free admission to the nation's active-duty military personnel and their families, including National Guard and Reserve, from Memorial Day through Labor Day. For a list of Massachusetts museums visit <https://www.arts.gov/national/blue-star-museums#!MA>