



## PLATINUM MEMBERSHIP FAQ

**Q: How do I redeem my Platinum Perks?**

A: The instructions in order to redeem your perks are listed on the “Explanation sheet”, which can be provided for you at the front desk. You are also able to visit our website, and look for the “Explanation of Platinum Perks” sheet under the *Membership* tab.

**Q: Am I able to downgrade from a Platinum Membership to a Basic Membership?**

A: Yes, after the first 4 months of your Platinum Membership. If you choose to downgrade within the first 4 months of your Platinum membership, there will be a \$59 administration fee. You will come into our facility and complete a “Membership Change Form.”

**Q: If I have a Basic Membership, can I upgrade to a Platinum Membership in the future?**

A: Yes, just come into our facility, and complete a “Membership Change Form.”

**Q: I was told when signing up for my membership that I will receive \$200 of “SI Bucks” What are they? When do I receive them?**

A: “SI Bucks,” are money that you can use for select programs, services, or purchases here at Safari Island, including: personal training, specialty fitness classes, punch cards, swimming lessons, and birthday party packages and the purchase towards another person’s membership. You will receive \$50 upon signing up, and you can use the other certificates quarterly. Each \$50 gift certificate will expire within 3 months of each other. Multiple SI bucks certificates cannot be used together. Other terms and conditions apply. See back of cards for specific details.

**Q: I understand that I receive free childcare with the Platinum Membership. When are the hours? How do I sign my child up for childcare?**

A: Our childcare hours are in the mornings and the evenings. The morning hours are Monday-Saturday from 8-11am. The evening hours are Monday-Thursday from 4:30pm-8pm. In order to sign your child up for childcare, you will have to contact the front desk at 952.442.0695 or in person.

**Q: I have an adult Platinum Membership, do I receive the “Member” pricing for my children for swimming lessons?**

A: Unfortunately no, the pricing and sign up dates only apply if you have a Family Platinum Membership. The adult membership ONLY is covered by said adult; the children are not seen under the membership. You can still use your SI Bucks to pay for the swimming lessons though.

**Q: How does the free batting cage work?**

A: We will have designated days and times throughout the year where you will be able to reserve a 30 minute time slot where you can use the batting cage for free! On non-designated times you are more than welcome to rent the batting cage and pay the appropriate fees.

**Q: I understand that I receive 12 guest passes per year; do my friends have to be with me to redeem them?**

A: Yes, you have to be present with them in order to redeem the guest passes.

**Q: How does Free Friend Friday work?**

A: On Fridays, you can bring in 1 friend for free WITHOUT using any of your guest passes. If multiple friends are with you, you are able to use your free guest passes, or they can pay the daily admission rate.

**Q: As a platinum member I understand that I receive first priority when signing up my children for swim lessons, how do I know when the swim lesson registration begins?**

A: In order to see when the swim lesson registration begins, you are able to visit our website at [www.safariislandcommunitycenter.com](http://www.safariislandcommunitycenter.com) and then click on the Aquatics tab to see schedule. You are also able to contact our front desk at 952.442.0695 to receive the information.