

## Discovery Pass FAQs for Customers

- **How do I get a pass?**
  - Log into the Discovery Pass site with your library barcode and PIN/password. Browse passes by date or attraction.
- **How many passes can I have?**
  - 2 active reservations at time. Reservations must be from different organizations.
  - Customer may check out 4 passes per venue per year
  - If you reserve a pass and do not use or cancel your reservation, the unused pass counts towards your limit. Once you download or print your pass you cannot cancel your reservation.
- **Why can't I see any passes?**
  - No passes are currently available. Check back at the first of the month.
  - You already have two active reservations.
  - You have used up your pass allowance (4 passes per venue per year).
  - No passes available for your age (you are under 17).
- **When are passes for a new month available?**
  - Passes are released for events up to three months in the future.
  - On the first of each month at midnight, passes for the next 3 months become available.
  - For example, on October 1, customers will be able to make reservations for December (in addition to any remaining passes for October and November). 3 months (the current) and 2 future months are always in view. On November 1, January will come into view.
- **Why is my library card blocked?**
  - Fines over \$10.00
  - You are using a library card for a different library. You must log into the Discovery Pass for your library card: CCL/JCLD/DPL
- **Can I print my pass for free at the library?**
  - Yes.
- **I lost my pass. Can I reprint it?**
  - Yes.
- **Can I cancel my pass?**
  - Yes, if you haven't printed or downloaded it and it hasn't expired.
- **Should I cancel my pass if I'm not going to attend?**

- You should cancel your Discovery pass if you are not going to attend. Otherwise, once the date passes, the system will count it as a used pass. This also frees up the pass for others.
  
- **How do I cancel my pass?**
  - To cancel a pass that has not been printed or downloaded, log in to the Discovery Pass site and click "My Reservations" and then "Cancel Reservation."
  
- **I printed my pass. Can I cancel it?**
  - No.
  
- **Can I show my pass on a mobile device?**
  - Yes, if the attraction allows it.
  
- **What should I bring with my pass when I visit the attraction?**
  - Your photo ID.
  
- **Can I give my pass to someone else?**
  - No. The cardholder who reserved the pass must be present to redeem the pass.
  
- **Does my pass include free transportation or parking?**
  - No.