

## **Frequently Asked Questions**

### **How do I reserve a pass?**

Museum passes can be reserved online @ [www.grundylibrary.org](http://www.grundylibrary.org) using your library card and PIN. For further information contact the Margaret R. Grundy Memorial Library at 215-788-7891.

### **Is there a charge to reserve and borrow a pass?**

There is no charge to reserve and borrow a museum pass.

### **Who can reserve and borrow a pass?**

Valid Grundy Library Card or Bucks County Public Library Card holders with library accounts in good standing can reserve and borrow a museum pass.

### **How many passes can I reserve per day/month?**

One museum pass can be reserved per day per library card. Each museum can be reserved one time per month, and up to four different museums can be reserved in a calendar month.

### **How far in advance can I reserve a pass?**

Reservations can be made up to 60 days in advance.

### **How many people are admitted to a museum per pass?**

The membership conditions of each museum vary; to view these click on the "?" next to the museum graphic in the "Reserve Pass By Museum" view.

### **What is the "Day of Use"?**

"Day of Use" is the day you plan on visiting the museum. Passes may be picked up beginning at 2 p.m. the day prior to the "Day of Use" and need to be returned by 11 a.m. the day after the "Day of Use" (i.e. if the "Day of Use" is Friday the pass can be picked up beginning at 2 p.m. on Thursday through closing on Friday and returned by 11 a.m. on Saturday).

Note: The Margaret R. Grundy Memorial Library is closed on Sundays. If the "Day of Use" is Sunday, passes must be picked up between 2 p.m. and 4 p.m. on Saturday. If the "Day of Use" is Monday, passes must be picked up between 2 p.m. and 4 p.m. on Saturday or through closing on Monday.

### **How do I cancel my reservation?**

Reservations can be canceled any time before the "Day of Use." If the reservation is canceled on the "Day of Use" it will be considered a "No Show." You can cancel online @

[www.grundylibrary.org](http://www.grundylibrary.org) or by calling the Margaret R. Grundy Memorial Library at 215-788-7891.

### **What is a "No Show"?**

If you do not pick up your pass by closing on the "Day of Use" or if you do not cancel your reservation prior to the "Day of Use" it will constitute a "No Show." Because demand for passes is extremely high, a "No Show" will result in new reservations being blocked.

2nd "No Show" - existing reservations are canceled and new reservations are blocked for 30 days

3rd "No Show" - a \$20 fine is charged, existing reservations are canceled and new reservations are blocked for 60 days

### **Where do I pick up my pass?**

Passes can be picked up at the Margaret R. Grundy Memorial Library's Service Desk, no earlier than 2 p.m. the day prior to the "Day of Use."

Note: Select museums accept "Printable Passes" (indicated above the museum graphic by   ). Once reserved, "Printable Passes" can be printed at any time for the reserved "Day of Use."

### **Do I need my library card to pick up the pass?**

Yes, you must present the library card you used when reserving the pass to pick it up.

### **Where do I return my pass?**

Museum Passes must be returned to the Margaret R. Grundy Memorial Library's Service Desk or book drop by 11 a.m. after the "Day of Use" (i.e. if the "Day of Use" is Friday, return the pass by Saturday at 11 a.m.). If the library is closed, your pass will be due by 11 a.m. the next day the library is open.

Passes need to be returned on time so others may use them. Thank you for your consideration of others who are waiting to use the pass.

### **What is the late fee or replacement fee?**

The late fee for all passes is \$20 per day, with a maximum fine of \$100. If a pass is lost or damaged, the replacement fee is the cost of the pass.