

MEMBERSHIP

Guide For New Members



Welcome to the **Children's Museum & Theatre of Maine!**

As members, you are now a part of a community that values imagination, hands-on learning, and fun.

*The **Children's Museum & Theatre of Maine** is a 501(c)(3) non-profit organization that exists to inspire discovery and imagination through exploration and play.*

EVERYONE BELONGS AT CMTM.

CMTM is committed to ensuring our doors are open and accessible.

Read more about our access and initiative work in our Belonging Report:

<https://www.kitetails.org/belonging-report>



2022-23 Belonging Programs & Goals
Children's Museum & Theatre of Maine

WHO CAN USE YOUR MEMBERSHIP?

Your membership type determines the amount of people admitted at each visit. For example, for a Two Person membership, as long as the size of the party is two and one of the people on the membership is present, the second person visiting is completely up to you! The same is true for all other membership levels - as long as one of the members is present, including any of the children, they can bring up to the number of folks covered on their card per visit. Children are not named on the membership card, but we consider them members, able to use the membership to its full size just as the named adults can. We consider any adults they bring with them to be the children's guest(s).



SETTING UP/ REGISTERING YOUR ACCOUNT

Register your account and log in before reserving tickets at www.kitetails.org. Your membership is active upon purchase - you do not need to have your member card in hand to make use of your membership!

Members receive discounts on most CMTM activities. Registering your account and signing in before booking tickets will automatically apply your discounts at check-out.

To register your account visit: <https://25273.blackbaudhosting.com/25273/page.aspx?pid=218>

Please note that the information you input into the registration form must match the information you used when filling out your membership. The web form does not require you to know your member number, only the contact information that matches what we have on file (particularly name and email).

For assistance registering your account, please call the Bookings & Membership team at (207) 828-1234 option 3.

BOOKING TICKETS

Once you've registered your account, you are able to reserve tickets using your membership discount.

From the Plan Your Visit webpage, select "Reserve Museum Visit Tickets", then choose the intended date and time of your visit. Click the "Reserve Tickets" button to move onto the booking form. In the upper right hand corner of your screen you'll see an option to "Sign In". Enter in your membership username and password, then follow the prompts to complete your reservation. You must log into your account to apply your membership discount to a transaction.

The process is the same if you are booking theatre tickets - simply sign-in once you've reached the booking form and put full-price tickets in your cart. The system will then take your appropriate member discounts (up to the size of your membership).

Once you've successfully completed your booking, you'll receive an e-mail from CMTM's booking software confirming your reservation. A link to your scannable tickets will be included in this email.

On the day of your visit, check in at the Welcome Desk by showing your membership card or reserved tickets. CMTM Staff can also look up your membership by your last name.





GETTING HERE AND PARKING

Our address is 250 Thompson's Point Road in Portland, Maine. From 295 South, take Exit 5 onto the Fore River Parkway. Then turn left at the lights onto Thompson's Point Road. From 295 North, take Exit 5 and continue through the lights onto Thompson's Point Road.

Once on Thompson's Point Road, follow it around the first curve and across the train tracks. Drive past the first shopping complex (where Bissell Brothers Brewery is located) and continue past the Brick South event space. The road will curve again; the Depot Pavilion for waterfront concerts will be on your right, and our main entrance will be to your left. The Children's Museum & Theatre of Maine is the large grey and blue building with a yellow entrance.

PARKING

All parking on Thompson's Point requires payment 24 hours per day, 7 days per week, at \$2.00 an hour. The entirety of Thompson's Point is located within zone #1213. Please be sure to pay for parking each time you visit.

There are three ways to pay:

- 1) using the Passport Parking mobile app,
- 2) using a credit card at nearly all of the parking meter machines on Thompson's Point,
- 3) using the cash kiosk in Parking Lot 1 (in front of Brick North).

For more information about directions and parking, visit:

<https://www.kitetails.org/getting-here-parking>



MEMBER VISITS

Members are welcome to visit during all times when CMTM is open to the public.

MEMBER MONDAY

One perk of CMTM Membership is Member-Only visitation times. Member Mondays are special times for CMTM members from 10 am - 1 pm throughout the fall and winter. Many members visit CMTM week-to-week; these sessions offer a perfect opportunity to build community, foster friendships, and grow with CMTM. (The Museum & Theatre is generally open to the full public on Mondays when school is not in session, including throughout the summer, on school vacation weeks, and on holiday Mondays such as Martin Luther King Jr. Day. Be sure to check the calendar for information on specific Mondays.)

BLOCK OUT DATES

Member benefits extend to most visit dates, with the exception of select block out dates. There are days and events every year that are particularly popular with the entire community. To ensure that all visitors have a chance to visit on these special days and acknowledging that members often have increased flexibility on other dates, CMTM has marked these times as 'member block out dates'.

On these dates, members are welcome to attend but will receive a 10% discount instead of their regular free admission. Scholarship members can contact the Front Desk at 207-828-1234 or boxoffice@kitetails.org in advance of the date to reserve their complimentary tickets, pending availability.

HIGH-VOLUME DAYS

CMTM consistently sees high-volume visitation during school vacations, on holidays, and on days with inclement weather. If you are looking for a quieter visit time, we recommend Member Mondays, and weekday afternoons during the school year.

You can check CMTM's Google listing to see the building's visitation volume during your intended visit time!



EXHIBITS

At the Children's Museum & Theatre of Maine (CMTM), we use the word exhibit to describe the interactive experiences, spaces, and displays spread across three floors and immediately outside the facility. CMTM is home to over 15 exhibits, each designed to encourage experiential learning through open-ended play.

These interactive spaces are grounded in the science of play and the latest research on how children learn. Each exhibit is an opportunity for visitors of all ages to learn about their world through dramatic role play, hands-on exploration, navigating immersive environments, and taking safe risks.

The building features over 30,000 square feet of exhibits spanning three floors and the Outdoor Adventure area. These spaces reflect Maine's unique character and encourage exploration across a broad range of subjects, from STEM and the arts to the cultures and traditions that form the fabric of our community.

Explore CMTM's exhibits and learn more about these intentional spaces at:

<https://www.kitetails.org/exhibits>

CHILDREN'S MUSEUM & THEATRE OF MAINE | 250 Thompson's Point Road, Portland, Maine 04102
(207) 828-1234 | membership@kitetails.org



TIPS FOR VISITING

If you need to make changes to or cancel your reservation, please let us know! If you are within 30 days of the date of your initial booking, you're able to reply to your reservation confirmation email. Otherwise, please call the box office at (207) 828-1234.

Food and Drink are allowed on the 1st floor. There are a number of seating options available in the lobby, where visitors are welcome to eat. Food and drink are not permitted in **Maddy's Theatre**, or on the 2nd and 3rd floors (with exceptions for water and baby bottles). CMTM does not have a cafe where food can be purchased, so please plan ahead!

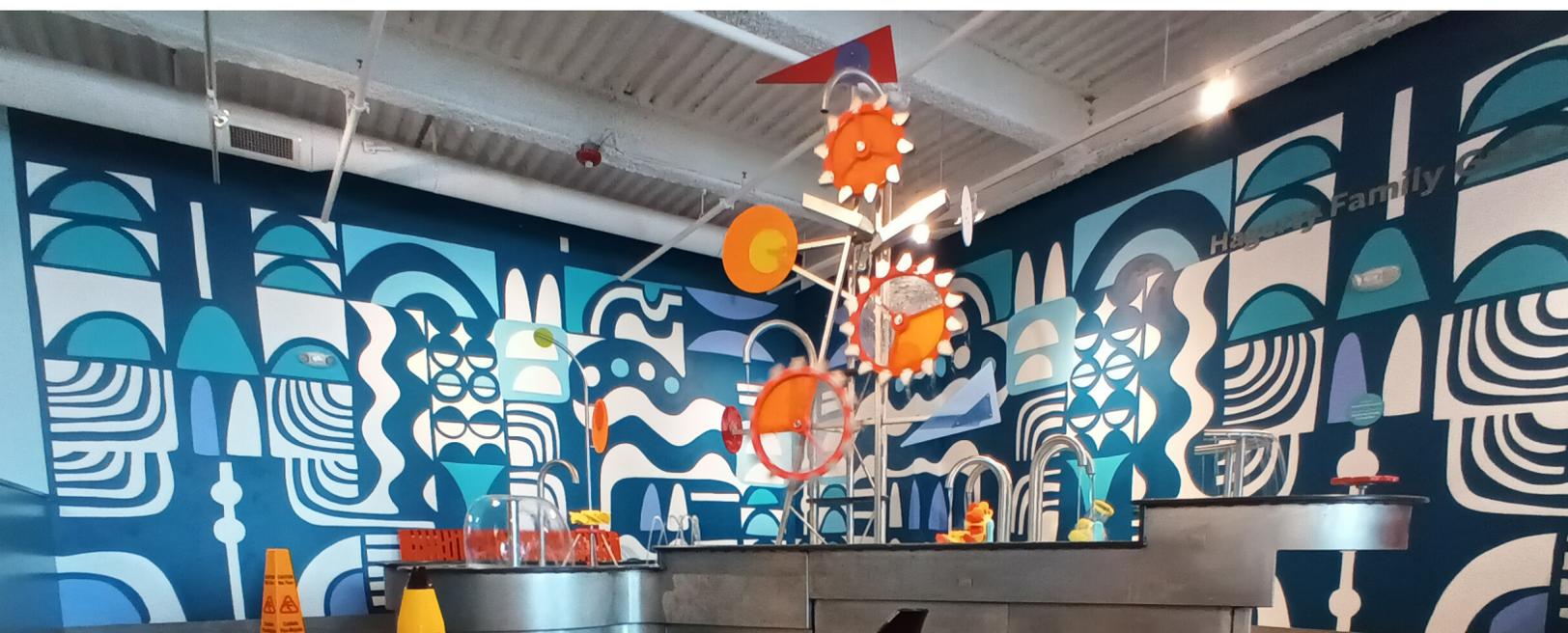
After checking in, head to the activity chalkboard to see the day's menu of activities and offerings. Daily activity areas may include creative project options and open studio in **MakerSpace**, Pop-up Performances in **Maddy's Theatre**, and visiting scientists in the **IDEXX STEM Learning HUB**. Most activities are included free with admission. Your membership will afford you a 10% discount on any ticketed activities.

Space for strollers is extremely limited and we recommend not bringing one, if possible. We recommend that only families with babies, young toddlers, and children with accessibility needs use strollers.

The **Go with the Flow** exhibit on the 3rd floor features a water table, where guests can splash and play. We recommend bringing a change of clothes, and shoes with good tread.

For a complete list of visitation tips, check out:

<https://www.kitetails.org/tips-for-visiting>



ADDITIONAL BENEFITS

Your membership is the key to many incredible additional opportunities! Below are some suggestions for making the most of your membership.

As a member, you receive a discount to all of our ticketed performances and programs. These include:

- ▶ **Museum admission.** A CMTM membership allows for unlimited FREE admission for the number of people of your membership level. Block out dates are excluded.
- ▶ **One-day workshops.** CMTM regularly offers single-day educator-lead workshops in the **MakerSpace**, **IDEXX STEM Learning Hub**, and **Theatre**. Members receive 10% off.
- ▶ **Mainstage Theatre Productions.** See a show in **Maddy's Theatre!** Members receive 10% off.
- ▶ **Drop-off Afterschool Experiences.** Hosted in the **MakerSpace**, **Aquarium**, and **Theatre**. These 6-12 week classes foster collaboration, empathy, critical thinking, and self-awareness skills for children ages six to fifteen. Members receive 10% off.
- ▶ **Evening Facility rentals.** Rent a single floor, or the entire Museum & Theatre! Members receive 10% off.



EVENTS AND PROGRAMS

There is always something fun happening at CMTM! Check out the Events & Program Calendar for details on upcoming programs, performances, special events, workshops, and activities.



You can find the calendar here:

<https://www.kitetails.org/event-program-calendar>

ACM UPGRADE: VISIT OTHER MUSEUMS

Enhance your membership with the Association of Children's Museums (ACM) Reciprocal Network benefit.

If you frequently travel and love children's museums, consider adding The Association of Children's Museums (ACM) Reciprocal Network benefit to your CMTM Membership. This program allows for a 50% discount for up to six people at all ACM sites. Find other children's museums, including reciprocal museums, at <https://findachildrensmuseum.org/>

ACM benefits can be added to pre-existing CMTM Memberships for an additional \$30.00 by contacting the Member and Bookings Manager at (207) 828-1234 ext. 231.

Learn more about the ACM Reciprocal Network here:

<https://www.kitetails.org/news-blog/acmnetwork>



STAY IN TOUCH

SOCIAL CHANNELS

CMTM has several social channels where we share news, updates, highlights, and real-time changes to daily operations. Subscribe to CMTM's channels at:

Facebook: [@kitetails](#)

Instagram: [@childrensmuseum_theatreofmaine](#)

LinkedIn: [Children's Museum & Theatre of Maine](#)

Twitter: [@playimagineact](#)

MEMBER EMAILS

CMTM also sends monthly updates to Members via email. These newsletters feature important information about hours, visitation, and upcoming events. They also give members first notice and registration access for specialty programming. Be sure to watch for your Member Newsletter!

If you are not subscribed to the CMTM Membership Newsletter and would like to be, please e-mail communications@kitetails.org.

CONTACT US

If you have questions about CMTM, or your membership, please contact the Bookings & Membership Team at (207) 828-1234 option 3.



children's
MUSEUM
+ THEATRE
of maine

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