

Steps for Membership Renewal Online

1. Click: "[Renew Pass](#)"
2. Enter: "Pass Number"
 - a. Look Up Pass

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User: Pass: [Login](#)

[RETURN TO MAIN](#) [CONTINUE SHOPPING](#) [RENEW PASS](#) [GUEST LOOKUP](#) [VIEW CART \(0\)](#)

Pass Renewal

To be eligible for renewal, the pass must have expired in the last 1 year(s).

Existing Pass Number: [LOOKUP PASS](#)

Enter your pass number here.

MARIO DAY
MEMBERSHIP - ADULT
Expires: 12/31/2017
Individual Member
P7006000

Your pass number is located above, it starts after the "P".

3. Click: Membership Type to renew

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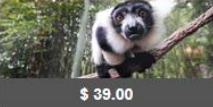
User: Pass: [Login](#)

[RETURN TO MAIN](#) [CONTINUE SHOPPING](#) [RENEW PASS](#) [GUEST LOOKUP](#) [VIEW CART \(0\)](#)

Top

Select Items

MEMBERSHIP RENEWAL

 \$ 39.00

Select your renewal type here.

- a. Price should show \$39 (Quarters for Conservation will automatically add \$1.00 to the total in the cart)
 - b. This will renew based of the data of the previous membership purchase (Family Max or Extended Family passes must be renewed in person.)
4. Page will display member information after selecting which membership to renew


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User: Pass: [Login](#)

[RETURN TO MAIN](#) [CONTINUE SHOPPING](#) [RENEW PASS](#) [GUEST LOOKUP](#) [VIEW CART \(0\)](#)


Top

MEMBERSHIP RENEWAL **Renewal For**

Danny The Dragon  Your name should be displayed here for renewal, once you verify, please click, "add to cart".

Price: **\$ 39.00**

Qty:

[ADD TO CART](#) 

Happy Hollow donates \$1.00 for each membership purchased to Quarters for Conservation. Your donation will be added at the checkout, thank you for donating!

Changing the Act of Visiting the Zoo into an Act of Conservation

Please pick up your membership cards at the membership windows.


5. Click: "Add to cart"
6. Click: "Proceed to checkout"


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User: Pass: [Login](#)

[RETURN TO MAIN](#) [CONTINUE SHOPPING](#) [RENEW PASS](#) [GUEST LOOKUP](#) [VIEW CART \(1\)](#)

Cart Contents

	Qty	Item	Guest	Date	Price
REMOVE	1	MEMBERSHIP RENEWAL	 Danny The Dragon		\$ 39.00
					Sale Total: \$ 39.00
					Discount(s): \$ 0.00
					Total: \$ 39.00

[CLEAR CART AND START OVER](#) [CONTINUE SHOPPING](#) [PROCEED TO CHECKOUT](#) 

7. You will now be prompted to change/set purchaser

Change/Set Purchaser

To change/set purchaser details you can click on a name in the cart above or click the "Change/Set Purchaser" button below to select a different person.

First Name
Last Name
Address
Address 2
City
State
Zip
Phone
Email
Country

CHANGE/SET PURCHASER ←

Here you will be able to change or add purchaser, if you are an existing guest, you will be able to click, "look me up" after clicking change/set purchaser which will be shown on the next bullet.

Purchaser Details Must All Be Completed (And Email Must Be Valid) Before You Can Process This Sale.

- a. You can as an existing guest, enter your email at this point: "Look me up"

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User: Pass: **Login**

RETURN TO MAIN CONTINUE SHOPPING RENEW PASS GUEST LOOKUP VIEW CART (1)

Existing Guests

Enter your email, then click the 'LOOK ME UP' button. If there are multiple matches, click the best match.

Email: ← Enter the email attached to your account for a quick look up.

LOOK ME UP

New Guests

Click the "Create New Guest" button to attach a new guest to this product.

CREATE NEW GUEST ←

If you have not created an account, please click here and follow the steps.

Logged In Guests

8. You will now select the correct member for purchaser

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User: Pass: [Login](#)

[RETURN TO MAIN](#) [CONTINUE SHOPPING](#) [RENEW PASS](#) [GUEST LOOKUP](#) [VIEW CART \(1\)](#)

Existing Guests

Enter your email, then click the "LOOK ME UP" button. If there are multiple matches, click the best match.

Email:

[LOOK ME UP](#)

3 Possible Matches Found. Please Select (Click On) The Best Match Below.

Name	Second Guest	Zip code - last four digits of phone#
Danny The Dragon		95121-7596

[CREATE NEW GUEST](#)

New Guests

Click the "Create New Guest" button to attach a new guest to this product.

Logged In Guests

Select the members name, that matches.

9. You will now be prompted to enter your password

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User: Pass: [Login](#)

[RETURN TO MAIN](#) [CONTINUE SHOPPING](#) [RENEW PASS](#) [GUEST LOOKUP](#) [VIEW CART \(1\)](#)

Guest Details

Please enter your password then click "Verify".

Password: [VERIFY](#)

[I forgot my password/I don't have a password](#)

[EDIT](#) [CONTINUE](#)

Here you will enter your password for your account once looked up, if you forgot your password, please select that tab.

- a. a. After entering your password, purchaser info should be set

Change/Set Purchaser

To change/set purchaser details you can click on a name in the cart above or click the "Change/Set Purchaser" button below to select a different person.

First Name	Danny
Last Name	The Dragon
Address	1300 SENTER RD
Address 2	
City	San Jose
State	CA
Zip	95121
Phone	408-794-7596
Email	DannyTheDragon@HHPZ.ORG
Country	

CHANGE/SET PURCHASER **EDIT THIS PURCHASER**

Verify that all information is correct, and then click, "change/set purchaser".

- 10. Enter: Payment information
- 11. Click: "Accept Terms and Conditions"
- 12. After this is complete, you will receive a confirmation email, to the email attached to the account

Enter Payment Information

Cards Accepted

Select Payment Option Pay with a gift card (In-House Cards): Pay with Givex Gift Card

Card Number & Expiration Expiration: -- Month -- -- Year --

Please review, and then check off our Terms and Conditions. Please review the Terms and Conditions and click the checkbox to continue once you have accepted the terms

FINALIZE SALE

Enter payment information here.

Lastly, finazlize sale, once you have done this, you should receive a confirmation to your attached email.