



Frequently Asked Questions

When is COPIA open? NEW!

10:00 a.m. to 6:00 p.m. every day

We are closed for these holidays: Thanksgiving Day, Christmas Eve Day, Christmas Day and New Year's Day.

Is a COPIA membership just for one person?

ALL memberships include benefits for two (2) people. The Family/Reciprocal and higher levels of membership include benefits for two adults plus any number of children up to 18 years of age.

Do I need my cards to visit COPIA?

Yes please bring your cards to speed your entry. Also, if you are going to be shopping in the COPIA Store, it's helpful to present your card to the sales staff to ensure you receive your discount. *When dining in Julia's Kitchen*, please present your card when checking in with the hostess. If you do not have a card available, please make arrangements to get a temporary card from the Information Desk or Membership Department.

What if I've lost my card or want to change my name/address etc?

Please contact our membership hotline by calling 707-265-5938 or email us at membership@copia.org and let us know you need a replacement.

Can my friends/relatives/houseguests use my membership cards?

Membership cards are non-transferable. Membership cards can be labeled "MEMBER NAME and Guest" by request. In those cases, the card-holding member must accompany the guest using the card during their visit to COPIA.

How do I renew my membership?

Three easy ways: **1.** By mail. We send out renewal notices monthly. **2.** Online. Go to www.copia.org and click on the link to renew. Your transaction is secured by VeriSign. **3.** By phone. Call the Membership Department at **707-265-5938** to quickly renew over the phone.

If you have a change of address or a new email address, be sure to call us right away. We send reminders in advance of your expiration date at 90, 60 and 30 days. If you would like to help us *and* help the environment, renewing early and online is quick and easy and it saves paper!

Do I get new cards every year? No, your cards are permanent, please keep them! They remain valid as long as your membership is kept current from year to year.

Are there events just for members?

Yes! Our annual Member Appreciation and Holiday Party is FREE for all members and includes appetizers, wine, entertainment and a bigger than usual discount in COPIA'S Store. This event is usually the last week in November. Plus there are Exhibition openings when we change our galleries – these receptions usually have some small bites and complimentary wine as well. Be sure to RSVP promptly for these events.

When are your Plant Sales?

We have two large plant sales – in the Spring and Fall. Members are invited to shop an hour earlier than non-members and get the best pick of plants; everything from our own COPIA tomato to espaliered apple trees.

How do I find out what is going on?

So that we can do our part for the environment, information about COPIA'S upcoming events will primarily be emailed. Be sure we have your email address to receive **e-vine** the member newsletter, and our frequent email updates on events.

Dinner in Julia's Kitchen at COPIA...

Members enjoy a **10%** discount off of any lunch or dinner menu selection (excluding wine and cocktails) with no corkage fee on the first bottle of wine, then waived equal to every bottle purchased. This offer is good for up to four in a party. Dinner hours are 5:30 – 9:00 pm. Call 707-265-5700 or visit www.opentable.com for reservations.

How do I redeem my Festival passes?

Premier level and above memberships come with 2 Festival Passes, good for select festivals. Tickets must be reserved in advance by calling the ticketing office at 707-265-5733. Please bring your passes with you on the day of the program or event.

Do I receive a discount in the COPIA store?

Yes. Your membership entitles you to **10% off**. **If you are a PREMIER or higher lever member, your discount is 15%**. At the time of purchase, present your membership card to the cashier to receive your discount.

For more information:

Membership Hotline	707-265-5938
Membership Fax	707-265-9008
Ticketing Office	707-265-5831
General Info (toll free)	888-512-6742
Julia's Kitchen Reservations	707-265-5700
COPIA Store	707-265-5800