

norfolk botanical garden

Frequently Asked Questions

General:

Is the Norfolk Botanical Garden (NBG) a non-profit?

Yes, NBG is a nonprofit 501(3)(c) organization supporting our community and inspiring environmental stewardship. Your member, donations and purchases help sustain the operations of the Garden and its dedicated team of staff and volunteers.

PLANT SALE FOCUSED:

Is there a disclaimer about the NBG sale of plants and trees?

Yes, all plants, are subject to availability and based upon completion of online sale transaction. Items left within online carts cannot be guaranteed. All purchases required a scheduled pickup between Thursday April 29th and Sunday May 2nd (10am – 4pm). Orders cannot be shipped. All sales are final.

We do strive to be accurate in our descriptions and labeling of all our products including our trees and plants. That noted, the height, color and bloom time are approximations and can vary depending on weather and planting location.

Do Norfolk Botanical Garden members receive a discount?

Yes, for those who wish to use their member discount, a code will be emailed 48 hours prior to the exclusive members only sale. The code needs to be entered at the point of check out with your online cart to process your discount. If you haven't received your code please contact our member services desk (757) 441-5830.

Do I get to select the specific plant or tree I want?

You can choose the species and variety via our online store, but staff will be packaging your selections so they are ready for you the morning of your scheduled pickup.

May I become a member now to buy plants?

Yes, you can purchase a [membership online](#) to gain early access to the online store. A link to the online store will be emailed to you by 10 a.m. two days prior to the sale. If you run into any issue please call our member services desk (757) 441-5830.

How does the online plant sale work?

Simply place and pay for your order online and you will receive an email receipt after placing the order. During your order process, you will be asked to schedule a pick-up day the week following the sale - Thursday April 29th and Sunday May 2nd (10am – 4pm) at NBG.

What items will be sold at the NBG Sale?

A variety of plants will be available but some are in limited quantities – so place your order early. Please see the detailed descriptions for each item including current estimated size.

Note: due to the limited quantities of some plants, guest must check out with payment to ensure they secure their full order. Our apologies but, **items left in the cart are not guaranteed until payment is processed.**

Will the Garden gift shop be open?

The Garden Gift Shop is open every day from 9 AM – 5 PM with extended hours in the summer. A new addition to your shopping experience is that now you are able to purchase many of the items from our gift shop online while purchasing your trees.

What happens if a plant I ordered are no longer available?

Although we don't foresee this as an issue, if a plants in your order are not available at the time your order is prepared, you will be automatically issued a refund for those items, along with an email notification. Please allow several days for a credit to appear on your statement.

How do I pay for my order?

You will be prompted to enter your credit card information to complete your online order. Credit and debit cards are the only accepted forms of payment. Cash and check are NOT accepted.

May I use a gift card or garden credit for my order?

Yes, you may apply your e-gift card at the point of check out.

Can I call in my order?

The tree sale is online sale only requiring a scheduled pick-up day.

Will I be able to shop in person?

For the full selection of plants they must be ordered online. However, a limited number of plants maybe available in the Gift Shop the week following our online sale.

When will my order be ready?

Orders will be available for a scheduled pick-up window beginning Thursday April 29th and ending Sunday May 2nd, 10 AM – Noon and 2PM - 4PM.

Where do I pick up my order?

Orders will be available for pick up in the main parking lot nearest the airport berm.

What do I need to say or show to pick up my order?

Once you arrive, you will be assisted by a staff member based on your first and last name and phone number on your order and confirmation.

Can a family member pick up my order?

Yes, a member of your family may pick up your order, by giving your first and last name on the invoice. NBG would also require you to present a copy of the invoice.

What if I am not available during the pick-up day assigned to me?

If you or a family member are unable to get your order during the assigned time, please call 757-441-5830 ext. 324.

Where does the money go from the NBG Tree and Plant sales?

As a non-profit, all funds from this sale support the ongoing operations of the Garden and our organizational mission to immerse visitors in a world of beauty, lead through environmental action, and inspire though education and connection to nature.

I don't want the plants I ordered. What is your refund policy?

Plants will not be refunded after your order is placed. If a particular item is not available at the time your order is fulfilled, you will be refunded for that item.

Where do I get information about the plants I purchased?

Detailed information about each plant is listed on the online store. For planting and care tips, we recommend reaching out to askaplantquestion@nbgs.org. Please allow 1-2 business days for a response as our staffing is currently limited.

What efforts are the Garden taking in order to make sure this operation is safe?

Staff will wear gloves, masks and practice social distancing where possible. Pickup of plants will be scheduled and outdoors. All visitors in our buildings are required to wear a mask as per guidelines per the Virginia Department of Health.

I never got my exclusive member sale invitation?

Invitations to the all our plant sales will be sent to the active email of the membership card holder 48 hours prior to the sale - if you don't receive by 10 AM, please call 757.441.5830, ext 324.

Thank You for Shopping!

Every purchase you make supports the Norfolk Botanical Garden. NBG is a nonprofit 501(3)(c) organization supporting our community and inspiring environmental stewardship.

Go forth and plant a better world.

