



Booking your field trip online:

Step 1: Visit <https://www.niabizoo.com/education/field-trips/>
Here you can review rates and trip options.

Step 2: Click on “Login Here and Reserve Your Field Trip Now” at the bottom of the webpage once you have decided on how you would like to plan your visit. This will direct you to our online booking system.

Step 3: Select the date or date range that you are interested in visiting Niabi Zoo and click Search. Click the red box with the shopping basket in the middle to add the field trip to the cart.

Step 4: If you are a returning patron, login by entering your username and password. If you are a **first-time** user, please click **New Account? Click Here** which is underneath the red Login box. ***It is important to create the account under the school/organization name and not the group leader's name. The first name should be “School” and the last name should be the name of the school. If you forgot your username/password, please email the organization name and email address associated with the account to groups@niabizoo.com.***

Step 4: Complete the required information to create a new account. If our system notifies you that you already have an account this is likely because your address, email address or phone number has already been used by another class at your school or another group leader from your organization. Please contact groups@niabizoo.com if you have an issue.

Step 5: If you are a returning group, you may login and make your reservation. If you created an account, you will need to wait for a system verification - (**you will need to stop here temporarily**) There is a one-time validation step for new accounts, be prepared to stop here until your group type is validated by our Group Booking Department. This is a onetime waiting period, you will not be allowed to proceed until this step is completed by zoo staff. This will ensure that you see the correct rates applied to your group. If you need immediate validation during zoo business hours, please call 309-799-3482 ext. 224 or email groups@niabizoo.com. Once this has been done, you will be able to proceed to the next step. If you are unable to proceed past entering your headcount, your account is not yet validated.

Step 6: Once you have received confirmation that your account has been validated via email, you can log into your account. Click the Field Trip picture link. To select your field trip date, select the date in the **Field Trip Begin Date Range** box and **Field Trip End Date Range** box and click search. Select your visit date by clicking on the red box with the shopping basket in the middle. Enter your group details to complete the reservation process. You are not required to make a payment at the time you make your reservation. You can simply enter \$0.00 in the amount paid today field at checkout. However, you must complete the check-out process for your trip to be confirmed. You will receive an invoice with your trips details. This is your reservation confirmation. If you did not make your payment in full at the time of reservation, please note that payment in full will be required 1 week before your visit date. **Payments must be made online.** If you have booked an Education Tour, you will receive a separate email with those details shortly after booking.

Step 7: Please contact us to arrange ticket pick-up once your invoice is paid in full otherwise your tickets will be waiting for you at the time of your arrival.

Note:

- **There will not be a walkup field trip discount. If there are additional parent chaperones joining the group at the zoo that are not included in the group reservation, they will be charged the regular admission rates. Online tickets can be purchased at www.niabizoo.com.**

*Please note that reservations with less than two weeks' notice will **not** be accepted online or over the phone. Patrons are always welcome to visit the zoo at any time they choose, however groups arriving without a prior reservation will be admitted through our general admission lines at our general admission rates. Group booking discounts are available Monday - Friday only.*

Thank you for bringing your group to the zoo!

Niabi Zoo Group Bookings 13010 Niabi Zoo Road Coal Valley, Illinois 61240 309-799-3482 extension 224