

Registration FAQs

What do I do if I do not know the exact number of students or attendees?

We do understand that field trip and group trip attendance may fluctuate. The best thing to do is to book your trip with your best estimate on the number of people you will be bringing. 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. You however **MUST** complete the check-out process for your trip to be confirmed. If you have not received an invoice via email you might not have completed your transaction. Please call or email us for assistance if you are unsure.

What if my group has guests meeting us at the Zoo?

If your organization has parents that are meeting at the Zoo separate from the group and their admission and parking is **not** covered by the organization, they will need to purchase their tickets at the regular admission rate. We suggest the parents pre-purchase their tickets online at our website prior to the scheduled field trip date.

Do I need to make a payment when I book my trip?

Payment is required a minimum of one week prior to your visit date. Although you do not need to make a payment at the time of making your reservation. You will be prompted to pay for your order in full at the time of check-out. If you are not ready to make a payment in full, enter \$0.00 and click process.

Can I make changes or updates to my order?

Once you have completed your reservation you are always able to change to your reservation numbers or add additional tickets. Please email your updated group numbers to groups@niabizoo.com and we will update your reservation and email you an updated copy of your invoice. Reminder, payment is due 1 week prior to your field trip date.

I am only seeing a white screen, what do I do?

Our website may display differently depending on the browser and device you are using to access our online portal. If you are seeing a screen that is mostly white you can try clicking in the middle of the page or the header to see if a menu will appear. Both new and returning customers should look for the word "Login" and click there to create or sign in to their account. You may also see three horizontal lines in the upper left hand corner of your screen. Clicking on those lines should also allow you to see a menu of options.

Do we need to wear a face covering at the zoo?

Yes, please bring your face covering. They will still be required inside animal buildings and during any of the feedings (this also includes while standing in line to wait for a feeding).

Masks will be available for purchase at each admission booth. Guests who refuse to wear masks where required, will not be able to enter the buildings or participate in the feedings.

Special Notes:

- You will not be able to make a group booking less than 2 weeks prior to your requested visit date.
- For those who are visiting the zoo without a reservation, you are still welcome to visit us, but you will need to enter through our general admission gates and will be charged general admission rates. Please prepare for a longer entry time if this is the case.
- **Field trips must be pre-registered in order to receive the field trip pricing. Any guests that are attending the field trip that are not covered by the school/organization will be charged the regular admission rates.** Online tickets can be purchased ahead of time at a cheaper rate than at the gate the day of the field trip.