

## Field Trip Registration FAQs

### Account Help

**I already have an account, but forgot my username or password.**

Select "Forgot Username/Password" on the login page to reset your information.

### Booking & Payment

**I don't know my exact number of students yet.**

Please enter your best estimate when booking.

Payment is not required at the time of booking. If you are not ready to pay, enter \$0.00 in the "Amount Paid Today" field and complete checkout to hold your reservation.

If you do not receive an email invoice after checkout, your reservation may not be complete. Please email [groups@niabizoo.com](mailto:groups@niabizoo.com) for assistance.

**Do I need to make a payment when I book?**

No. Payment is due one week prior to your visit. You may submit payment at any time before that deadline.

### Group & Guest Policies

**Should parent chaperones be included in the reservation?**

Yes. All parent chaperones should be included in your reservation to ensure they can enter the Zoo with your group.

**Some guests are meeting our group at the Zoo.**

Guests not included in your field trip reservation must purchase tickets separately at regular admission prices and will enter the Zoo separately from your group.

**What if my group has fewer than 15 students?**

Field trip discounts apply to groups of 15 or more students. Smaller groups may wish to visit on one of your Free Admission Days later in the season.

### Changes & Updates

**Can I make changes to my reservation after booking?**

Yes. You may update attendance numbers or add tickets at any time after booking. Email your group name and updated numbers to [groups@niabizoo.com](mailto:groups@niabizoo.com) and an updated invoice will be sent via email.

**Please remember: final payment is due one week before your field trip date.**

### Important Reminders

Field trip reservations must be made at least two weeks in advance.

Only pre-registered groups receive field trip pricing

Guests not included in the reservation will pay regular admission rates