

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 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 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