

# Field Trip Registration FAQs

## **What if I already have an account created, but I forgot my username and password?**

If you already have an account created, but forgot your username/password, please email your organization name and the email address associated with the account to [groups@niabizoo.com](mailto:groups@niabizoo.com) and we will reset your password.

## **What should 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 email [groups@niabizoo.com](mailto:groups@niabizoo.com) 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. Any guests not included in your online reservation, will be required to enter separate from your registered group.

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

No you do not need to make a payment at the time of making your reservation. However, payment is required a minimum of **one week** prior to your visit date. 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 in the amount paid today field at checkout and click process.

## **Can I make changes or updates to my order?**

Once you have completed your reservation you are always able to change your reservation numbers or add additional tickets. Please email your registered group name and updated group numbers to [groups@niabizoo.com](mailto: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?**

No, face coverings are no longer required unless your group has purchased giraffe feeding tickets in which masks are required for the safety of our giraffes. Masks will be available for purchase at the admission booth and the gift shop. Guests who refuse to wear masks, will not be able to participate in the giraffe feeding.

## **Special Notes:**

- Field trip reservations are required to be made at least 2 weeks prior to your requested visit date.
- 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** included in the field trip reservation made by the group leader will be charged the regular admission rates. Regular admission tickets can be purchased online prior to the day of the visit or at the admission gate upon arrival.