

# 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 use the forgot password/username link on the login page.

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

We do understand that field 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.

## **Should parent chaperones be included in the field trip reservation?**

Yes! We highly recommend including parent chaperones in your reservation. This will allow parent chaperones to enter the zoo with the rest of the group.

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

If your organization has guests that are meeting at the Zoo separate from the group and their admission and parking are **not** covered by the organization, they will need to purchase their tickets at the regular admission rate. 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.**

## **What if my group has less than 15 students?**

At this time, we offer a discount for groups of 15 or more students because it helps us keep the trip affordable for everyone. While we can't offer discounts on tickets for groups under 15, we offer Free Admission Days towards the end of our season that many groups take advantage of due to cost.

## **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.