



Field Trips: Planning and Registration

Thank you for your interest in visiting San Antonio Zoo and joining us in securing a future for wildlife! Field Trips to San Antonio Zoo can inspire a student's love of nature for a lifetime and are a wonderful way to take learning outside of the classroom.

This document is intended to assist with frequently asked questions about planning for your field trip. Field trips must be registered at least 10 days in advance to secure the school discounted rate. If you have not yet registered, please visit our website: <https://sazoo.org/education-programs/field-trips/>.

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Planning Your Field Trip

Prior to your arrival to the zoo, please be sure you have completed the following:

- Register your group for an Education Program or a Self-Guided Tour by visiting the zoo website: <https://sazoo.org/education-programs/field-trips/>.
 - *When you are registering, only add 1 field trip to your cart, you will enter your attendance numbers on the next page of the registration.*
- Confirm that you have registered an appropriate number of chaperones: 1 for every 10 students.
- Arrange for payment. *Purchase Orders are not accepted for admission.* Please see below for details.
- Download a map at <https://sazoo.org/map/>.
- Plan your itinerary for the day and review with your students and chaperones:
 - Remind chaperones that all school groups will enter and exit through at the Education Center.
 - Establish a time to eat lunch, if desired.
 - Establish where and when will your group meet before exiting the zoo.
- Review the School Group Expectations with your students and chaperones.
- Make sure you will have a way to contact your bus driver(s).

Education Programs

What is the difference between an Education Program and a Self-Guided Tour?

- Education Programs include a 60-minute program of your choice - either a Zoo Connection Class or a Wild Walk – as well as zoo admission to explore on your own following your program. You do not need a separate registration for a Self-Guided Tour.
- Self-Guided Tours only include admission to explore the zoo on your own.

How many students and chaperones can I bring for an Education Program?

- Education Programs are best suited for groups that are predominantly students, following chaperone-to-student ratio guidelines of 1 chaperone for every 10 students.
- Staffing for your program is based on your registration numbers; we may not be able to accommodate more participants or volunteers than you register for. Please ensure you update your programs numbers with us by contacting the Education Center at Education@sazoo.org or by calling (210) 734-7184.

When will my Education Program start?

- Unless otherwise arranged, your Education Program will be scheduled to start 15 minutes after your expected time of arrival listed in your registration. This will allow you time to check-in, have a bathroom break, etc. before beginning your program.

- In the event that your group is not able to arrive on time, your program may be amended based on staff availability.

Will my group be split up into smaller groups for the duration of the program?

- Yes, you can expect that your group will be split into smaller groups that will be brought back together at the end of the program. For the best program experience, groups of 25 to 35 participants are ideal for Zoo Connection Classes and groups of 10 to 15 participants are ideal for Wild Walks.

What are School Safari Days?

- Weekdays, November 28th to December 16th, the zoo will be closed to the public until 11:00 a.m. Monday – Thursday and 12:00 p.m. (noon) on Fridays, allowing just school groups to visit the zoo in the morning.
- School groups are welcome to remain in the zoo when it opens to the public and enjoy all the amenities the San Antonio Zoo has to offer.

Please note: All concessions, restaurants, gift shops, and experiences (train, carousel, Lory Landing, Giraffe Feeding, Project Selva 4D Theater, Kangaroo Crossing, etc.) open at 11:00 a.m. Tuesday – Thursday and 12:00 p.m. (noon) on Fridays.

Payments

How do I receive my invoice?

- When you have completed registration, you will receive a confirmation email and an initial \$0 invoice. Once zoo staff processes your registration you will receive an updated invoice from 'noreply@active.com.'
- Registration must be completed at least 10 days in advance of your planned visit.

Who receives the discounted school rate?

- Groups qualifying for discounted school admission rates include:
 - Public, private, religious schools
 - Colleges, universities, and trade schools
 - Home school groups
 - Preschools
 - Daycares
 - After-school programs
 - YMCA/YWCA
 - Boys & Girls Club
- All participants that are associated with your registered school group qualify for the discounted school rate: students, teachers, student teachers, nurses, paraprofessionals, bus drivers, parent volunteers, etc.
- Groups that did not register 10 days in advance of their visit are not eligible for the discounted school rate. Unregistered groups can purchase full-price tickets at the zoo's main entrance.

When is payment due?

- Payment is due upon check-in at the zoo. School and School District checks or credit cards are accepted. Purchase Orders and personal checks are NOT accepted for admission to the zoo.

Can I pay in advance?

- Payment can be made in advance with a credit card via your online account or by calling the Education Center, (210) 734-7184 – option 3, then option 2 on the menu.
 - Account login: <https://campself.active.com/sanantoniозoo>
 - Advance payment can also be made by a check received at least 2 weeks in advance of your visit.
 - Mail checks to:
San Antonio Zoo
ATTN: Finance Dept. - Education
3903 North Saint Mary's St.
San Antonio, TX 78212

What if we overpay and I need a refund?

- Overpayments of \$25 or more paid by check and all overpayments that were paid by credit card will be refunded. Overpayments of less than \$25 paid by check will not be refunded.

How do I receive my final receipt?

- Final receipts are delivered by email on the day of your visit, when final numbers are entered, and payment is received. Final receipts are sent from 'noreply@active.com.'