

Children's Aquarium at Fair Park Field Trip and Classroom Program FAQ

Q: I downloaded the paper Children's Aquarium Field Trip Request Form earlier this year. Can I just send the form in?

A: We are currently transitioning to the online portal for booking field trips and will only be accepting reservations through this system. You can complete your field trip reservation [here](#) and if you are using LearningPartners funding, [here](#). If you need assistance, please contact the Education Reservations office, education@dallaszoo.com or 469.554.7300.

Q: I filled everything out, is my field trip booked?

A: If you are booking a Self-Guided field trip you will receive an email with your confirmation information and invoice for your trip after completing your reservation. Sometimes these emails do get sent to spam folders. If you do not receive your confirmation email, contact the Education Reservations office. If you have requested a Classroom Program or Guided Tour you should receive your program and field trip confirmation in 3 – 5 business days.

Q: I am using LearningPartners to fund my Field Trip. How do I make a reservation?

A: **You MUST have both your voucher number and approval code prior to booking your field trip.** Any reservation with incomplete or unverifiable information and/or entered as a regular field trip will be cancelled. LearningPartners is booked very similar to a regular field trip, but you will start by clicking the LearningPartners link instead. You will go through the process and enter your voucher number, approval code, and amount approved in the designated field.

Q: How do I book a Classroom Program or Guided Tour?

A: Classroom Programs and Guided Tours are a great low cost, add-on that will enhance your field trip. To learn more about the programs we have available for your grade level and their fees click the classroom programs description in the general info section of the Aquarium website.

All Classroom Programs must be requested at least two weeks in advance and are subject to availability. You will need to complete the Classroom Program request form, found [here](#). **If you are using LearningPartners to fund your program you will need to provide the voucher number and approval code when you submit your request.** Once you submit this form, we will work quickly to find which of your dates will fit into the schedule of classes. Once our team has booked your program, you will receive a confirmation for your field trip and your classroom program. If you do not receive these emails within one (1) week of submitting your request please contact the Education Reservations office.

Q: I am not sure how many students will be attending the field trip. What should I do?

A: In order to book, you must at least enter an estimated amount. This is so we can have a ballpark idea of how many students we should be expecting for that day. You are welcome to email the Reservations Office at education@dallaszoo.com if you need to make a change to your attendance after you have booked your field trip.

Q: While entering my information, it will not let me proceed because my email address already exists in the system. What should I do?

A: Please follow the prompts to either create or reset your password.

Q: How do I reschedule or cancel a field trip?

A: Let us know as soon as possible. Please send us your request via email to education@dallaszoo.com for us to begin processing. First reschedules are free, but each additional reschedule will be \$25.00. If you have a classroom program, fees will not be refunded if the cancellation occurs within 1 week of the scheduled date.