

BUTTERFLY HOUSE FIELD TRIP & GROUP VISIT

Booking Guide



Rules & Reminders

This step-by-step guide will walk you through the field trip and group visit booking process, and is intended to answer frequently asked questions.

GENERAL REMINDERS

- Field trips and group visits can be booked throughout the year but there may be days that are unavailable.
- A reservation must be made **at least one week in advance** to qualify for the reduced rate.
- Arrival times are available on the hour, 10 am through 2 pm.
 - **Groups must leave an hour after the scheduled visit time.**
- Field trips and group visits are self-guided, led by teachers and chaperones.
 - Due to the capacity of our facility, **groups will be limited to 30 kids (with their adults)** in the building at one time.
 - If your group has more than 30 kids, you will need to split up your group and plan additional activities in Sertoma Park or elsewhere.
 - Teachers and chaperones are responsible for rotating groups through the facility within your scheduled visit time.



DO YOU QUALIFY FOR A REDUCED RATE?

- **Is your organization a school, daycare, or college?**
 - Yes - you qualify for the school field trip rate!
 - No - standard admission pricing in effect.
- **Is your group of 20 or more people an afterschool program, summer care/camp, large family, or scout group?**
 - Yes - you qualify for the group rate!
 - No - standard admission pricing in effect.

Step One

Sioux Falls Zoo & Aquarium utilizes an online webstore to reserve field trips and group visits. **This is NOT an automated system.** Our Education Department approves each user individually and will reach out in regards to your request within three (3) business days.

ARE YOU A NEW OR RETURNING USER?

- **Returning User:**
 - If you have booked a field trip with us using your email address, you have an account with us!
 - Your username will be your email address.
 - If you do not remember your password, please select “Forgot Password” to receive an email with directions to reset it (be sure to check spam and junk folders if you do not see any emails from the webstore).
- **New User:**
 - If you have never booked with us before, you can start the process by requesting an account.
 - You will receive an email either confirming your request (be sure to check spam and junk folders if you do not see any emails from the webstore).

The screenshot shows the 'GROUP VISIT RESERVATION' page. At the top is a navigation bar with links: Product Groups, Products, Cart, Checkout, and Confirm. The main heading is 'GROUP VISIT RESERVATION'. Below it, instructions state: 'Enter your provided username and password, then press [Sign In] to start your group reservation.' A paragraph follows: 'If you already have a log in for Field Trips and Group Visits for either the Great Plains Zoo or the Butterfly House and Aquarium, you do not need to request a new customer account. You can use your existing log in to book a visit to either location.' Another paragraph says: 'To request a login, click **Request a New Customer Account** link below to submit your request. The Education Department will follow-up on your account request within three (3) business days.' There are two input fields: 'Username (Optional)' and 'Password (Optional)'. Below these are two buttons: 'Sign In' and 'Forgot Password'. At the bottom, a link reads: 'Request account to reserve your field trip or group visit'.

Product Groups Products Cart Checkout Confirm

GROUP VISIT RESERVATION

Enter your provided username and password, then press [Sign In] to start your group reservation.

If you already have a log in for Field Trips and Group Visits for either the Great Plains Zoo or the Butterfly House and Aquarium, you do not need to request a new customer account. You can use your existing log in to book a visit to either location.

To request a login, click **Request a New Customer Account** link below to submit your request. The Education Department will follow-up on your account request within three (3) business days.

Username (Optional)

Password (Optional)

Sign In Forgot Password

[Request account to reserve your field trip or group visit](#)

Step Two

Please remember that this is NOT an automated system. Our Education Department approves each user and organization individually to ensure there are no duplicates and that you are assigned the correct customer type. **If you are a new user that just requested an account, a member of the team will reach out to you regarding your request within three (3) business days.**

ONCE YOU LOG IN...

- Select your requested **date and time**.
- Enter your **estimated number of guests**.
- Enter your **organization or group name** under “Group Description”.
- Select “Continue”.

Press [Continue] to advance to the next page.

ARRIVAL DATE*

November 2025						
SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Arrival Time*

9	00	AM
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Expected Group Size*

-	1	+
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Group Description*

→ Continue

Step Three

ANSWER THE SHORT QUESTIONNAIRE

- Please note that **animal encounters** are available **ONLY** at the **Great Plains Zoo** campus upon request.

☰ Product Groups

📦 Products

🛒 Cart

📦 Checkout

🔒 Confirm

QUESTIONNAIRE

◆ What is the School Grade?

◆ Animal Encounter Experience?

→ Continue

Step Four


BEGIN CHECKOUT PROCESS

- Start by **selecting your date and time**.
 - Only available arrival dates and times will be shown.
- Enter your **estimated number of adult and student** attendees.
 - Please note that due to the size of our facility, only groups of up to 30 will be allowed in the building at a time.
- Click “**Add to Cart**”. Your tickets are now in your cart and you are ready to proceed to check out.

FIELD TRIP ADMISSION

Field trips are available for schools with students of all ages. School rate applies to all guests coming with the school group. Memberships not valid for group visits.

Additional Information

 Select Date for: Field Trip

Adult

\$8.50

- 10 +

Field trips are available for schools with students of all ages.

Requires Date/Time

Student

\$8.50

- 0 +

Requires Date/Time

 Add To Cart

Step Five

PAYMENT OPTIONS

- You do not need to enter any payment information during this step.
 - Make sure that the “**Pick Up at Zoo/Pay Upon Arrival**” and “**Use my saved billing information**” options are selected.
- If the “Pick Up at Zoo/Pay Upon Arrival” option is not available, please call the Education Department to update your account.
- When you are ready, click “**Submit Reservation**”, and you will receive email confirmation of your booking.

REMINDERS

- Everyone entering the facility is required to pay admission.
- Only those included in the single payment from the organization qualify for the reduced rate.

Delivery Options

All tickets will be provided upon arrival at zoo
Pickup at Zoo

Purchaser Information

☒ Use my saved billing information

☐ Update my saved information (will also update any memberships associated with your account)

☐ Enter new billing information, just for this transaction

Payment Information


☐ Pay By Business Credit Card (Not required)

☒ Pay at Zoo Upon Arrival (Recommended)

Purchase Order Number (Optional)

☐ I accept and agree to the [Terms & Conditions](#) for this purchase.

☐ I'm not a robot


reCAPTCHA
[Privacy](#) • [Terms](#)

Submit Reservation

Payment Details

FINAL DETAILS & REMINDERS

- Once your reservation is submitted, you will receive a confirmation email.
 - Please read over all the details in this email to ensure a smooth and successful check-in process and visit.
 - Share this email with all the teachers who will be visiting day-of as there is important information included.
 - **This email also serves as your invoice.** Please check your spam and junk folders if you do not receive the confirmation email.
- Field trips and group visits must be paid for in a single transaction.
 - Payment methods include cash, credit card, checks, and purchase orders.
 - Tax exempt organizations must provide their tax exempt form each year.
 - Tax exempt payments must be credit card or check. Cash payments are not permitted.
- Payment must be made upon arrival unless arrangements to be invoiced are made prior to your visit.
- Memberships are for family visits and cannot be used for field trips.

Commonly Asked Questions

FAQ	Answer
How long can we stay?	Field trip reservations are booked on the hour. Due to the volume of field trips, you must leave an hour after your designated check-in time - even if you arrive late. For example, if you arrive at 10:15 am for your 10 am reservation, you will need to exit the facility by 11 am. Only 30 students (plus their adults) are allowed into the facility at a time.
What should we wear?	The butterfly conservatory is very warm and humid year-round, so we suggest visitors leave outerwear in buses and/or vehicles.
Will there be staff there to provide educational programming?	Field trips are self-guided by school staff and chaperones.
Can we bring food or drink into the facility?	Food and drinks are not allowed in the facility. Please leave all beverages and water bottles in buses and/or vehicles.
Will we get to meet or touch any of the animals?	There may be a regularly scheduled animal encounter in Ambassador Alley, but it is not guaranteed.
Will we be able to rent butterfly feeders to use in the conservatory?	Due to the volume of visitors, butterfly feeders are not available for field trips and group visits.
Is there a space to wait for our bus or eat inside if it is raining?	There is not an indoor space to accommodate waiting for buses or for eating.