

GREAT PLAINS ZOO 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 ONLY available during regular zoo hours.
- Field trips and group visits are self-guided, led by teachers and chaperones.



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 (REQUIRED)*

<

December 2025

>

SU	MO	TU	WE	TH	FR	SA
30	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	31	1	2	3
4	5	6	7	8	9	10

Arrival Time*

9

00

AM

Expected Group Size (Required)*

-

1

+

Group Description (Required)*

undefined (Optional)

→ Continue

Step Three

ANSWER THE SHORT QUESTIONNAIRE

- Please note that **animal encounters are available ONLY at the Great Plains Zoo campus** upon request.
 - Due to staffing availability and animal needs, **selecting an animal encounter does not guarantee it as part of your field trip.** A member of the Education Team will reach out if there is availability for an animal encounter.
 - Varied availability year-round:
 - Limited availability April - May
 - Not available June - August
 - Animal Encounters are a 20 - 30 minute experience with two ambassador animals and **requires an additional \$2 per person** fee.
 - Encounters are limited to 40 people (multiple sessions may be available).

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.
- Click “**Add to Cart**”. Your tickets are now in your cart and you are ready to proceed to check out.

School Field Trip (Ages 2+)

\$8.50 - 0 +

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

Select Date/Time

Add To Cart

SELECT A DATE

December 2025

SU	MO	TU	WE	TH	FR	SA
	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	31			

Wednesday, December 3, 2025

Start Time	Status	Option
10:00 AM - 11:00 AM	On Sale	Field Trip
11:00 AM - 12:00 PM	On Sale	Field Trip
12:00 PM - 1:00 PM	On Sale	Field Trip
1:00 PM - 2:00 PM	On Sale	Field Trip
2:00 PM - 3:00 PM	On Sale	Field Trip

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
What does a field trip include?	Your reduced rate is only for admission to the zoo. Additional programming can be requested but is not guaranteed. Education staff will reach out to confirm if we are able to do additional programming. Animal encounters are available for an additional cost of \$2 per person in Spring (April - May) and Fall (September - October) based on staff availability. Animal encounters are limited to 40 people, however, multiple sessions may be available.
Can we bring lunch into the zoo?	No. The Great Plains Zoo campus does not allow outside food on grounds. You are welcome to eat at Sherman Park next to the zoo before or after your visit. You may also arrange re-entry with admissions. The zoo is unable to store lunches.
How long do we have to visit the zoo?	Reservations require a check-in time, but you can stay as long as you would like. Typically, groups take around two hours to see the entire zoo.
Will all the animals be viewable?	Due to weather, temperature, construction, or veterinary exams, some animals may not be viewable. Outdoor reptiles are typically viewable after Memorial Day.
What if it is raining?	The zoo is open rain or shine! There is no penalty for cancelling a field trip due to weather. We will reschedule if possible.
How many chaperones/adults should we bring?	Groups should have a 1:10 adult to child ratio. Anyone entering the zoo will need to pay admission. The reduced rate is only for those included in the single payment from the organization.
Will the Splash Pad be open?	Typically, the Splash Pad is open Memorial Day through Labor Day.