



Booking policies & Procedures

Please share this information with each teacher attending trip

Field trips take place rain or shine. Please come prepared for the expected weather.

To book your field trip, contact the Education Department by phone: 954.473.2955 ext. 115 or

email: Education@flamingogardens.org

Payment

- 20% non-refundable, non-transferrable deposit and signed confirmation are due within 14 days of making reservation.
- Failure to pay deposit by the deadline is subject to cancellation of reservation.
- Resource packets are emailed once deposit and confirmation have been received.
- Final count and full payment due 14 days prior to date of scheduled field trip. School/organization is responsible for paying for the number of attendees provided in the final count. No refunds will be given for no-shows.
- Payment Methods: Cash, check, money order, credit cards.

Cancellation and Rescheduling

- Cancel within 14 days of scheduling field trip without penalty.
- Rescheduling must be made 14 days prior to field trip date.
- NO SHOW, NO REFUND

The Day of Your Visit

- Field Trips take place rain or shine. We strongly recommend:
 - Individual water bottles (small bottles are fine, they can be refilled at the water fountains)
 - Insect repellent (especially on wet days)
 - Sunscreen (even on overcast days)
 - Rain ponchos (especially during the summer)
- Please arrive 15 minutes prior to program start time.
- If you are running late, please call: 954.473.2955 and tell the receptionist your estimated time of arrival.

Where to go

- **School buses** arrive at Flamingo Gardens Main Entrance. Flamingo Gardens staff will greet you and direct you to the appropriate area for the students to disembark. Look for the **blue** shirts.
- Bus Drivers can enter Flamingo Gardens at no charge.
- **Cars and vans** proceed to the general parking area.
- **Check-In:** Give a count of students and chaperones per group (class).
- One guide will be assigned to each group (class) of 15-25 students.
- **No refunds will be given for no-shows.**

Chaperones (Any teacher/adult (18 and older) accompanying the group)

- We allow 1 complimentary chaperone per 10 students. Additional chaperones will be charged at a reduced education rate of \$16.00.
- Assign chaperones a specific group of children.
- Chaperones **MUST** always stay with their group to ensure the safety and order of the children throughout the program.
- Inadequately supervised groups or groups causing disturbances will be asked to leave without a refund.
- Schools/organizations are responsible for collecting money from chaperones to pay in one transaction.
- Parents/Adults arriving separately must park in front parking lot and pay general admission through the gift shop.
- **We do not interrupt field trips for parents arriving late.**

Flamingo Gardens membership benefits are not applicable on group reservations, field trips or classes.