

NEW Booking policies & Procedures

Please have the following information ready when calling to make your Field Trip reservation:

- Program and option.
- Select at least three possible field trip dates.
 - Verify your dates with school administration and transportation.
- Determine the number of classes, students and estimated chaperones.
 - Reservation *Minimum: 15 students* per group for most programs. If your group is 15 or less, you will still be responsible for payment for 15 students.*
 - *Note: some programs have a higher minimum.*

MAKING YOUR RESERVATION:

- Call Flamingo Gardens at 954.473.2955 x115 /or email education@FlamingoGardens.org to check date availability and make your reservation.
- We will need the following information:
 - Grade level, class/student count
 - School name, address, email, phone & fax number
 - Bookkeeper & contact teacher's name, phone number & email address
 - Whether your group will be eating lunch/snack on premises.
 - Flamingo Gardens is happy to provide accommodations for children with special needs; let us know at the time of reservation (wheelchairs, additional chaperones, etc.)
- A non-refundable & non-transferable 20% deposit or a Purchase Order is due within 14 business days of reserving your program.
- Flamingo Gardens *membership benefits are not applicable on group reservations*

Flamingo Gardens is an approved site for Supplemental Arts and Sciences Program Funds. Check with your principal or bookkeeper for details.

Chaperones

- A chaperone is any teacher or adult accompanying the group.
- Assign chaperones a specific group of children. Adult chaperones MUST stay with their group at all times to ensure the safety of the children and completing the program.
 - Remind the chaperones that they are present to assist teachers in maintaining order and keeping students together.
- Inadequately supervised groups or groups causing disturbances will be asked to leave without a refund.
- We allow 2 chaperones per class/group (grades 1-12) or 1 chaperone per 7 children (pk-k) at no charge. All chaperones that fall within this ratio are not charged admission. Any additional adults over the grade ratio will be charged at a reduced education rate of \$15.00.
- Schools/organizations are responsible for collecting money from chaperones to pay in one transaction. Individual payments not accepted.
- Flamingo Gardens *membership benefits are not applicable on group reservations.*

RESERVATION CONFIRMATION - Look for your Program Confirmation from Flamingo Gardens within 5 days of making reservation.

- Fax/email signed confirmation/invoice letter. Fax # 954.473.1738 or scan and email to education@FlamingoGardens.org
- Tip: Call 954.473.2955 x115 if you do not receive your confirmation/invoice letter within three days of making your reservation.

Payment, Cancellation & Refund Procedures/Policies

- 20% Deposit or a Purchase Order is required within 14 days of making reservation
 - DEPOSIT - Pay 20% non-refundable deposit within 14 days of making reservation with check, credit card or money order.
 - Your deposit is non-refundable so plan your trip carefully. If you fail to pay your deposit by the deadline, your reservation is subject to cancellation.
- Purchase orders are accepted in lieu of 20% deposit. A fully executed PO is due within 14 days of making a reservation.
- FINAL HEADCOUNT - 10 days before visit, call Flamingo Gardens at 954.473.2955 x115 to give the final headcount.
- 10 days before visit, a final invoice will be sent to you, reflecting the final reported headcount. Tip: Make sure you are submitting an accurate final headcount as you are guaranteeing payment for that number.
- FINAL PAYMENT - Mail check for final payment so Flamingo Gardens receives it 3 days prior to visit. Notate invoice number on check. Purchase orders are accepted.
- If paying by credit card, call Flamingo Gardens to provide credit card account information 3 days prior to visit.
- If final payment is not made by the deadline, your reservation is subject to cancellation and you will forfeit your deposit.

Payment Methods: cash, checks, money orders or credit cards (Visa, MasterCard, American Express or Discover.) Purchase orders are accepted. Make your check out to Flamingo Gardens. Mail to Flamingo Gardens/Education, 3750 Flamingo Rd, Davie 33330.

Rescheduling Fee: If you need to reschedule your visit date, you will be charged a \$25 rescheduling fee. Please note that rescheduling cannot be guaranteed due to limited availability.

Cancellation and Refunds:

- If you cancel your reservation within 14 days of booking your visit, there will be no penalty.
- If you cancel your reservation 15 days or more after booking your visit, you will forfeit your 20% non-refundable deposit.
- If you cancel less than 7 days before your scheduled visit, no refund will be issued.
- no-show -no refunds

Food/lunches:

Bringing Lunches: Groups are welcome to bring their lunches; eating areas must be reserved in advance. We allow 30 minutes for lunch

- Pack all lunches in closed coolers, zipped cooler bags (best options) or boxes/bags.
 - You and your staff/chaperones are responsible for getting lunches off the buses and moving them to the storage area.
 - If students are carrying their individual lunches, we will provide carts.
- Due to limited facilities, we suggest bringing sanitizer/wipes to expedite pre-lunch hand washing.
- Picnic areas are limited in space and time, so reserve early.

Ordering lunches from Flamingo Cafe: 7 days before visit, email lunch order to education@flamingogardens.org.

Do not bring food/snacks to be eaten while on the program tour. This creates a problem with the wild birds that inhabit Flamingo Gardens.

Lunches may be eaten upon arrival or at the end of your tour, (not in the middle of your program tour.) These arrangements must be made upon booking your program date/choice. If your class has an earlier lunch at school, you may want to consider scheduling lunch upon arrival.

No matter where your school/group is assigned to eat lunch, it is important that students cleanup after they eat lunch; straw wrappers, plastic wrappers, etc. are hazardous to the birds and wildlife living at Flamingo Gardens.

The Day of Your Visit

Day of trip: Plan to arrive at least 15 minutes prior to program start time to allow enough time to off-load students and lunches.

- If your transportation is running late, CALL 954.473.2955 x115. We will try to accommodate your lateness, if possible.

Staffing: We assign a staff-guide/interpreter to each group. We work with groups of 15-30 students to make sure that students can see, hear and learn as much as possible.

Resources: We have prepared a packet for each of our program options. It includes vocabulary, suggested reading, writing/conversation prompts, citizen science ideas, etc. We email this to you, for you to share with your fellow teachers.

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.
- Bus Drivers can enter Flamingo Gardens at no charge.
- **Cars and vans** proceed to the general parking area.
- Greeting: A Flamingo Gardens Guide will meet your group at the bus. All students/school personal will remain in the off-loading area, until the lunches and children are completely unloaded. Flamingo Gardens guides will direct you to the appropriate area.
- Check-In: Give a count of students and chaperones per class/group.
- No refunds will be given for no-shows.
- School group is responsible for paying for the number of attendees booked as of seven (7) days prior to visit.
- In the event of a remaining balance, you may pay via check, money order or a credit card, Visa, MasterCard, American Express and Discover. Purchase orders are accepted for BCPS.

Suggested Dress: To help your students be prepared for a comfortable trip, we suggest: Closed-toe, comfortable walking shoes (lots of walking), shirts with sleeves, brimmed hat, appropriate dress for the expected weather.

- Students should come prepared with sunscreen, insect repellent and water to drink.

Last Thoughts for a good experience:

- **Give your students a snack prior to leaving school, as lunchtime at Flamingo Gardens is usually later than at your school site.**
- Share the day's program information with your fellow teachers, so they will know what to expect.
- Forward the resource packet to your fellow teachers in advance of the scheduled trip. This will enable them to prepare their students for their experience.