

Booking Help and FAQs

Thank you for your interest in reserving a field trip with Canyon County Parks! This document is intended to help you through the online booking process. If you have additional questions, or need direct assistance, please contact Juli McCoy (jmccoy@canyonco.org), or call 208-455-6022.

1. PLANNING AHEAD

Due to the popularity of our educational programs, our field trips are typically booked at least a year in advance. In recent years, we've had more requests for field trip programs than we have dates available. We are not able to accommodate every group that requests a field trip, but we strive to make our programs accessible to as many schools and students as possible. **By booking your field trips early, you increase your chances of finding a date that works for you.** To facilitate advance reservations, our booking calendar is programmed to allow reservations up to 3 years in advance.

We do NOT typically accept last-minute reservations, due to staffing considerations. Our booking calendar is set to display dates within 20 days of today as "unavailable." If you would like to inquire about our availability within that time period, send an email to jmccoy@canyonco.org, specifying the date(s) you're interested in and your anticipated number of students.

We also do not accept cancellations if less than 20 days remain until your field trip, except for under extenuating circumstances. Contact us directly with any questions regarding this policy.

2. MAKING YOUR ONLINE RESERVATION

- Visit www.canyonco.org/field-trips to access our online booking calendar: Please make sure to **carefully read all the information provided** about your intended field trip program before proceeding to make your reservation.
- *Select a field trip program:* Once you select your field trip program from the drop-down box, it will generate a calendar showing available and unavailable dates for that specific program. If you are booking an Archaeology or Wildland Fire field trip, these share the same booking calendar—but make sure to specify which program you are requesting when you fill out the booking form!
- *Select a date:* Click on an available date to start your booking.
- *Provide 2 contacts:* We require names and email addresses for 2 contacts from your organization in order to process your booking.
- *Number of students:* Refer to the capacity listed in the field trip tabs to the left of the booking form. **If your group exceeds capacity, you will need to make two separate reservations** (for two separate dates), so that you can split your participants and bring a smaller group on each date. **If the number of students increases or decreases after your booking is made, it is critical that you inform us of this change**, so that we can adjust our staffing!
- *Workbooks:* Free student workbooks are currently offered for the Archaeology, Wildland Fire, and Lake Lowell field trips. We mail or deliver these to your school in advance of the field trip, in order to help you prepare your students for this experience. Make sure to request a few extra copies as teacher versions. We submit print requests for these workbooks several months in advance of our spring and fall field trips, so we may not be able to provide workbooks to schools that book within this timeframe. Again, it is imperative that if your anticipated number

of students changes that you let us know ASAP, or we will be unable to adjust the amount of workbooks we deliver to your school. Our staff try to deliver the workbooks to you at least 2 weeks in advance of your scheduled field trip.

- *Deliver to:* Please enter the address for your school. If you're requesting workbooks for a homeschool group, please enter the mailing address to which we should send the workbooks.
- *Bus scholarship drawing:* The bus scholarship fund is intended to help defray the cost of travel to and from Canyon County Parks' field trip locations **for schools who would otherwise be unable to attend**. Please do not enter the drawing if you are able to fund your field trip travel on your own. More bus scholarship information can be found on our Field Trips webpage.
- *Notes:* Use the notes box to elaborate on any special circumstances (late arrival time, early departure time, participants requiring ADA accommodations, participants with relevant allergies or medical concerns) or other details.
- Make sure to enter the date on your own calendar for future reference!

3. WHAT TO EXPECT

After you submit your request, your reservation will be set as "pending." Our staff will review your booking to make sure all necessary information has been included, and will then either approve it or contact you for clarification. We will also contact you if we need to cancel your booking due to a staffing or scheduling conflict.

Once your booking has been approved, you will receive an email informing you of its new status. If you selected the Archaeology, Wildland Fire or Lake Lowell field trip, you will receive a reminder email several months in advance of your field trip—as well as your workbook package at least 2 weeks in advance of your field trip. You can access lesson plans and teacher information on our website at any time, or email jmccoy@canyonco.org with questions.

4. SPECIAL PROGRAMS REQUESTS

If you would like to reserve a Canyon County Parks field trips but don't see a program that meets your organization's needs (either in terms of offered dates, timeframe, or activities provided), contact jmccoy@canyonco.org to learn about possible activities and options. Our staff will then help you create a Special Programs booking request.