FREQUENTLY ASKED QUESTIONS & ANSWERS

Who pays for field trip tickets?
Student tickets are funded through instructional funds, which can be used for field trip admission costs. However, adult and extra guest tickets must be purchased using personal funds.

My student no longer has instructional funds. Can we still register and pay with out-of-pocket funds?
Yes, students who no longer have instructional funds may still attend trips and purchase tickets with out-of-pocket funds.

We can no longer attend the field trip. How can I cancel my order?
Orders can be canceled and refunded in Boomart on or before the registration deadline. For orders that need to be canceled after the deadline, please email field.trips@springscs.org to notify us.

The original registered guest(s) can no longer attend the field trip with my student(s). Can I edit my order and have a different chaperone attend?
Yes, orders can be edited in Bookmart on the menu bar under MANAGE REGISTRATION.

Upon registration, I only purchased one adult, but I now want to bring an additional adult. Can I do that?
As long as tickets are available, additional guests and students may be added to the order. To do so, edit the order in Bookmart on the menu bar under MANAGE REGISTRATION.

The field trip we want to attend is sold out. Is there a waitlist?
Unfortunately, there are no waitlists. Please check the field trip in the mornings, as there are often cancellations, which will free up attendance spots.

I've registered and paid for my field trip. Now what?
A reminder newsletter with essential field trip details such as the address, meeting location, check-in start time, and program start time is usually sent out one week before the scheduled trip. Please check your junk or spam for this newsletter or contact the field trip coordinator at field.trips@springscs.org with any questions.