

Tour Reservation Tutorial Transcript

0:02

Hi there, my name is Molly Shea.

0:04

I oversee the education programs that happen at the Nimbus Fish Hatchery.

0:08

I'm here today to walk you through a video tutorial of how to use our new self-serve calendar reservation system for booking guided tours at the hatchery.

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Now these guided tours are for school and community groups.

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For folks who are have groups smaller than 15 people or are individuals looking to get a guided tour of the hatchery, we offer those regularly on the weekends, especially during peak season.

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And so I'd encourage you to keep an eye on our Facebook page for more information about those public tours.

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But for guided tours, I am going to walk you through the process of booking the tour on the website.

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So I'll share my screen now.

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So this is the web page through the system we're using called Register Ed.

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You may be familiar with this if you've ever booked one of our Fishing in the City clinics as they use the same system.

1:01

And so here you'll see a list of upcoming events and these are all going to be the guided tours at Nimbus.

1:07

At the top, it'll have a brief overview of the tour itself and what you can expect.

1:14

The find events near you, you can ignore because all of the tours are hosted at the Nimbus Fish Hatchery and won't have a different location.

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So starting in August 2024 is when we're using this system going forward.

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And because these first couple dates are close to when I'm recording this video and the registration will be closed because we ask that you register, I believe it's two weeks prior to the tour date.

1:43

So we have enough time to schedule everyone that will be leading your tour.

1:48

So but you'll see here each day has a slot for both the morning tours, 9:30 to 11:00 and the afternoon tours, 12:00 to 1:30.

2:00

And this is zero of three seats remaining.

2:03

And the important thing to know within the system is that seats is going to basically stand for tour slots.

2:09

So one tour slot would be great for a group that's between 15 and 35 participants.

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So you'll see here again that the registration is closed because these dates are close to this video and these are considered non peak season tours.

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So anytime between March and October is that non peak season, whereas November through December is peak season for salmon tours and January through February is peak season for steelhead tours.

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Those peak season tours will become available at the staggered start dates that are found on our website, with a priority going to Title 1 public schools, then following non Title 1 public schools, and then community groups and home schools.

2:58

So I'm going to go forward a couple pages to get to some dates that are available to register for.

3:06

So you'll see about two weeks out from now, August 9th here.

3:11

Our registration is open.

3:12

So I'm going to go ahead and book a tour for that day.

3:16

So I'll click view event and here's what'll give me some additional more detailed information about the tour, what I can expect, for example, during the non peak season tour, the address again, the date and the time of my tour.

3:32

So this is a great place to confirm that you selected the right date and that you didn't select something that falls perhaps on a school holiday or other closure related to that.

3:44

Here there are the required files we ask you to download prior to booking your tour, and these will be available a few times throughout the confirmation process of booking the tour.

3:57

And then the map of where the tours are located, which is at the hatchery itself, and then that same overview you saw before.

4:05

So I'm going to go ahead and register now and here's where we're asking you to fill out this registration information so that we have everything we need from you in terms of, you know, how big your group is, what your school name is, etcetera.

4:20

So I'm going to fill this out as if I am a teacher requesting a tour.

4:26

So we'll do first and last name.

4:29

My school and organization name is just going to be Test Elementary.

4:34

Here is where we asked to know if you were the instructor or a field trip organizer.

4:39

So I'm going to go ahead and say instructor.

4:41

I'll say yes, that I am a Title 1 school, 25 students in my group.

4:47

Again, here's a little clarifier that says it must be between 15 and 35 students.

4:53

If you have more than 35 students, I'll give you an opportunity below to register another tour slot.

5:02

So I'll say my grade level is second here.

5:05

If your group has multiple grade levels, please choose all that apply.

5:12

I'll say I have 5 chaperones and that one student is a wheelchair user.

5:21

That way our guides know to accommodate those accessibility needs when leading your tour.

5:28

Anything else you need to add?

5:29

You know you can say anything here.

5:32

First time at the Nimbus Fish Hatchery, which would be an exciting thing.

5:38

So we'd love to hear if you have anything else you'd like us to know.

5:43

Mailing address.

5:44

This is going to be for the school or the organization I'm registering.

5:47

I'm just going to put the Nimbus Fish Hatchery address and then e-mail address will be for me as the organizer of the group and then phone number saying this is just in case anything comes up in terms of changes that need to happen or if we need to contact you.

6:26

So I'll go ahead and hit next.

6:28

It'll give me a suggested address.

6:30

So just go ahead and use that suggestion.

6:32

And then here's where if you are trying to book tours on the same day at the same time for multiple groups.

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So for example, if I had another second grade teacher at my elementary who was trying to go to the hatchery at the same time as me, I could book that tour for that person at the same time as I'm booking my tour.

6:56

So here's where I would add that other person.

6:58

It'll pull up the same registration field that asks you to fill out the first time, but you'll just do that for the other classroom or group.

7:06

So for mine, I'm just going to say I have one group with the 25 students.

7:11

So I'll review and confirm and that'll take me to a little pop up window that says please download the following files.

7:20

So these are the pre trip guidelines we ask you to review.

7:26

So you can go ahead and click those and those will download to your computer as PDF files.

7:30

The field trip guidelines looks like this.

7:32

So this has lots of information about your arrival, what you can expect, where you can eat lunch, etcetera.

7:39

And then the second files are chaperone tips.

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And this is a new document we created this year in hopes of giving you all information about how you can best prepare the adults that are accompanying your group and what they can do to ensure your students have a successful field trip.

7:56

The second page is a map of the area with some of the main portions of the field trip highlighted.

8:04

And it can be a great resource for you and your chaperones to be on the same page about when you're arriving.

8:10

If you're having lunch on site, you know what, as the teacher, your top

priorities are for your students so that those chaperones can help guide some of those priorities.

8:21

So you will download those.

8:23

And then you can say, I understand that I must take all the downloaded forms to the event and you don't have to print both of those and bring them with you.

8:30

But if that's helpful to you, we encourage it.

8:34

So this is, you know, I'm not quite done yet.

8:36

I just have to confirm and review all of the information I provided was correct.

8:41

Again, I have one more opportunity here to add another registration for the same date and time if I'd like.

8:48

We're going to go ahead and check the box that I understand the policies listed above.

8:52

And I can confirm that my e-mail that I listed is correct because that's where the confirmation will be sent.

8:59

And then I'll go ahead and complete the registration.

9:02

And at that point, you should get a confirmation e-mail and you'll have here additional information.

9:11

The thing that is new here is this "Tools to Help You Teach Salmon."

9:16

So some of you may be familiar with this if you've come to a field trip with us

before, but this is a great resource that includes materials for all grade levels that can be a really awesome way for you to prepare for your field trip to the hatchery and teach your students or group members about salmon.

9:36

Again, opportunity to download those files if you haven't already.

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And at that point you have confirmed your registration.

9:44

So if at any point you need to update something or cancel your registration, we ask that you do that in a timely manner 1 so that the updates come through to us as quickly as possible.

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But also especially if you cancel your tour, someone on the wait list can get to that slot in a timely manner.

10:03

And so you can do that by going to the same you did to book the tour.

10:08

And then in the top there will be these two buttons, the update registration and cancel registration.

10:13

And when you click those, it'll ask for your e-mail address and it'll look up your profile then and send you the information about how to update or cancel your registration.

10:24

So I will also post written instructions on our website that you can refer to as well if you don't want to watch this whole video again.

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But I appreciate you hanging in there and watching this tutorial.

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If you have any questions, please don't hesitate to reach out to me.

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And I encourage you to do so sooner rather than later as things will start to get busy once the peak season's tours start.

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So we look forward to seeing you this season.

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Thanks.