

Field Trip Frequently Asked Questions for Lily Pad Springs
6200 Farmington Rd, West Bloomfield, MI 48322

(248) 451-1900 | WEATHER HOTLINE: (248) 451-1940 | <https://registration.wbparks.org>

Thank you for your interest in Lily Pad Springs, located in West Bloomfield, Michigan. Please read the questions and answers below covering Field Trips at Lily Pad Springs.

A complete list of Lily Parks Springs facility information and rules can be found at: wbparks.org/lilypadsprings.

Who is eligible to book at field trip to Lily Pad Springs? Teachers or day camp administrators can make a group reservation to bring their class or camp.

What is the cost? \$7 per camper/student. For every 10 camper/students, one staff member gets their admission fee waived.

When can I reserve my requested date(s)? Please see website for dates. Requests will be processed on a first come, first serve basis.

What days are available for group reservations? On Wednesdays, depending on availability, Thursday - Fridays, 11am - 1pm ONLY. Please see website for specific dates.

What does a group reservation include? Use of the tent space to put lunches, backpacks, towels etc. and admission for the 11:00 am - 1:00 pm session.

What is the campers/students maximum? 200 is our max capacity.

Will my group camp mix with the public? Depending on your group size, your group may be mixed with the public.

How do I inquire? Email the Lily Pad Springs manager (see website) to inquire about group pricing, availability and bus parking. One of our Lily Pad Springs managers will reach out and follow up. Please include two or three date options in priority order. Also include the best days/times to reach you via phone during 8am-4:30pm, Monday-Friday.

When will I know if I get my requested date? When a Lily Pad Springs manager reaches out to confirm numbers and availability they will collect payment over the phone during that same phone call. Please note, the requested dates are not fully reserved until payment is received.

How long do I have to complete my payment? You will have two business days (M-F) after WB Parks has reached out to collect payment. If two full business days pass without receiving payment, then the next person with your requested dates will be contacted. Please be sure to include a daytime phone number.

What if I do not know the total amount of my group size I will have for the requested date? We will take payment for a minimum number of campers/students estimated to attend. Additional campers/students may be added by the Monday prior to the day of your reservation and paid for on-site. Note: There are no partial refunds.

What if I have less students/campers than my original payment? There are no partial refunds.

What time can I arrive and start setting up? You can have access to the tent no more than 15 minutes before the start of the session at 10:45am. No exceptions.

What is the latest we can be there? You will have access to the group tent area until 1:30pm and that is a firm time. No exceptions.

What is the expected communication after I have fully reserved my spot? Once your date is reserved and paid for, we will send a confirmation email. A WB Parks representative will call a week before the requested date to confirm and answer any questions.

What if there is inclement weather on the day of my Field Trip? We will reach out the day before to discuss options. Options may be: Transfer reservations to another date, depending on availability. If Lily Pad Springs is closed due to inclement weather, a full refund will be issued within 3-5 business days.