



Field Trip and Events FAQ for Virtual Academy Students (VLA)

Questions? | Email

events@sageoak.education

- Please share that you are in the **VLA program** and which field trip you are inquiring about

IMPORTANT

For each VLA Field Trip:

- **Free VLA student tickets must be reserved** in order to attend
- **An adult ticket must be purchased** to accompany any student attending (at least one adult per family)
- **All School Field trips** can accommodate tickets for the entire family, including siblings.

- **Grade Level Field trips are limited to ONE adult per VLA student.** Unfortunately, Grade Level field trips usually cannot accommodate additional adults or siblings. Extra ticket requests might be able to be accommodated on an as needed basis. Please see [Waitlist Instructions](#)

Field Trip Support Page

- **Click above link to see:**
 - Current school year release dates
 - Current PLA field trip preview doc
 - Practice Field trip: Trip to the Moon!
 - Tips for Successfully Signing-Up for a Field Trip
 - Website Tutorial Videos

Sign-Up FAQs

- **Can I preview field trips?**

Yes! Field trips are posted on the website for preview several days before sign-up begins. A preview document with direct links will be updated weekly until one week before release. (See [Field Trip Support Page](#))
- **When can I sign up for field trips?**

Sign-up dates are announced in Sage News and posted on the website. Field trips are released in batches, and each trip has a "release date" indicating when sign-ups open. (See [Field Trip Support Page](#))
- **What is a field trip sign-up window?**

After release, there is a limited window to reserve tickets before sign-ups close.
- **Who can sign-up for a field trip?**

VLA students, parents/guardians, and siblings can sign-up for a field trip unless otherwise specified on the field trip post.

- **Family Sign Up Guidelines**

In order to allow as many VLA students to attend the field trips as possible, sign ups are limited to immediate family members only (parent/guardians and children). If an extended family member is attending the field trip in lieu of the parent/guardian, this is allowed, and their ticket would be purchased as a parent/guardian ticket. However, they cannot attend in addition to the parent/guardian.

- **Student Attending with Another Family**

If a student wishes to attend a field trip with another family, the parent/guardian of that student must reserve the ticket for the student through our school website and list the adult who will be taking them under “accompanying adult” when reserving the ticket. The parent/guardian will only reserve a student ticket and will then ensure that a Sage Oak parent is transporting and being held responsible for the student.

Field Trip Sign Up Tips

[Step by Step: How to reserve Field Trip tickets](#) (5 min video)

1. Use a computer. Avoid signing up on a cell phone.
2. Create a Pretix account.
 - [Register here](#). Need help? Watch this [short tutorial](#).
 - You only need ONE field trip account for all of your Sage Oak Students
 - Test your account with the [Trip to the Moon!](#) practice trip.
3. Follow a written step-by-step guide with pictures. Click [here](#).
4. You may sign up for one trip at a time: Check out your #1 choice first—tickets are held for 30 minutes.
5. Log into [PayPal](#) before adding tickets to your cart.

6. Parent email: Use an email you check often. All field trip updates will be sent there. (See image below)

Checkout

Before we continue, we need you to answer some questions.
You need to fill all fields that are marked with * to continue.

Contact information

E-mail*

E-mail

Make sure to enter a valid email address. We will send you an order confirmation including a link that you need to access your order later.

Phone number*

+1

Phone number

7. Email confirmation: If you don't receive confirmation, your purchase didn't go through. (See sample image below)

Sage Oak Trip to the MOON! (PRACTICE FIELD TRIP SIGN-UP)

Your order: C0A7A

Hello,

We successfully received your order for Sage Oak Trip to the MOON!
(PRACTICE FIELD TRIP SIGN-UP) with a total value of \$10.00.

You can view your order details at <https://events.sageoak.education/sage-oak/trip-to-moon/order/C0A7A/bqebxc4hokg00i6h/open/1e85f876b/>

This is a practice field trip and we will unfortunately not be able to go to the moon this year. However, generally, you will receive an email approximately a week prior to the field trip with more details about the event.

Questions? Please email events@sageoak.education. We are looking forward to seeing you there!

Best regards,

Your Sage Oak Trip to the MOON! (PRACTICE FIELD TRIP SIGN-UP) team

You are receiving this email because you placed an order for the following event:

Event:	Sage Oak Trip to the MOON! (PRACTICE FIELD TRIP SIGN-UP) Dec. 30, 2024 08:00
Order code:	C0A7A (2023-11-12)
Details:	1x PLA Student (Instructional Funds payment) & Adult (out of pocket)

- [More Field Trip Tips & Resources](#) (PowerPoint)

Student SSID Numbers

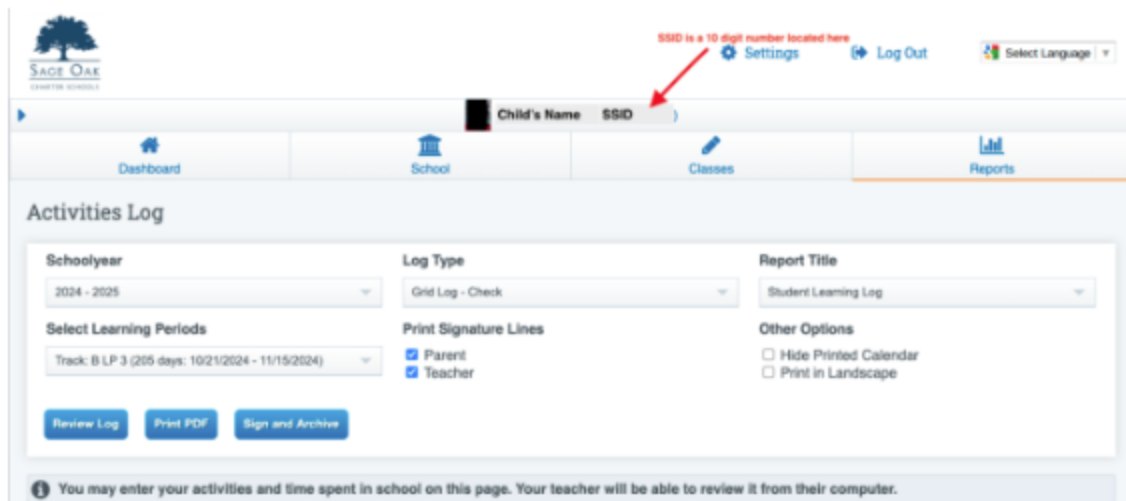
NEW! Student 10-digit SSID#s will be Required to Purchase Student Tickets.

Make sure you have your student's SSID# handy when you are ready to purchase field trip tickets.

STEP 1: Access your student's 10-digit SSID# by logging into the SIS Parent Portal.

The screenshot shows the Sage Oak Charter Schools website. The top navigation bar includes links for 'ABOUT', 'ACCOUNTABILITY', 'PROGRAMS', 'RESOURCES', 'ACTIVITIES', and 'NEW'. A red arrow points to the 'STUDENT & PARENT LOGIN' button in the top right corner. Below the navigation bar, a banner reads 'Student & Parent Login'. A text box below the banner says 'Click here to access the Student & Parent Login page'. Below the banner, the text 'Student & Parent Login' is displayed. A yellow box contains the text: 'This is NOT the login for field trips. There is no need to login before signing up for field trips.' Below this, a link says 'Click here to view Field Trips.' The login form has a label 'Enter Teacher Name' and a text input field. A red arrow points to the 'Log In' button at the bottom left of the form. A text box next to the arrow says 'Click here to Login to the SIS Parent Portal'.

STEP 2: Take note of the SSID# at the top of the page next to your child's name and keep it handy for field trip sign-up day.



Please reach out to your teacher if you need help locating your student's SSID#.

[Website Tutorial Videos](#)

Purchasing Tickets

Administrative Fee

All field trip ticket prices include a \$3 administrative fee. This administrative fee offsets the costs of facilitating Sage Oak field trips (chaperone mileage and parking, venue administrative fees, ticket printing, postage costs, etc.).

Tickets that cost over \$70 will only have a Paypal fee applied to the Out of Pocket purchased tickets (no \$3 administrative fee).

All School Field Trips

Generally speaking, for VLA all school field trips (these usually happen once a month), you may purchase as many tickets as you'd like until tickets run out.

- If tickets run out please place yourself on the waitlist directly from the field trip posting on the Sage Oak Website (directions below in “Waitlist” section)

Grade Level Field Trips

VLA grade level field trips are designed to help students bond with their classmates in a smaller, more focused setting. To accommodate this, tickets are limited based on the venue’s occupancy and the grade level participating.

- **Ticket Limits:**

- Typically, each VLA student can bring **ONE** adult to ensure that all students in the grade have the opportunity to attend.
- If the venue allows, an additional two tickets may be available per family, for a total of one student, one adult, and two additional attendees.

- **Focus on Students:**

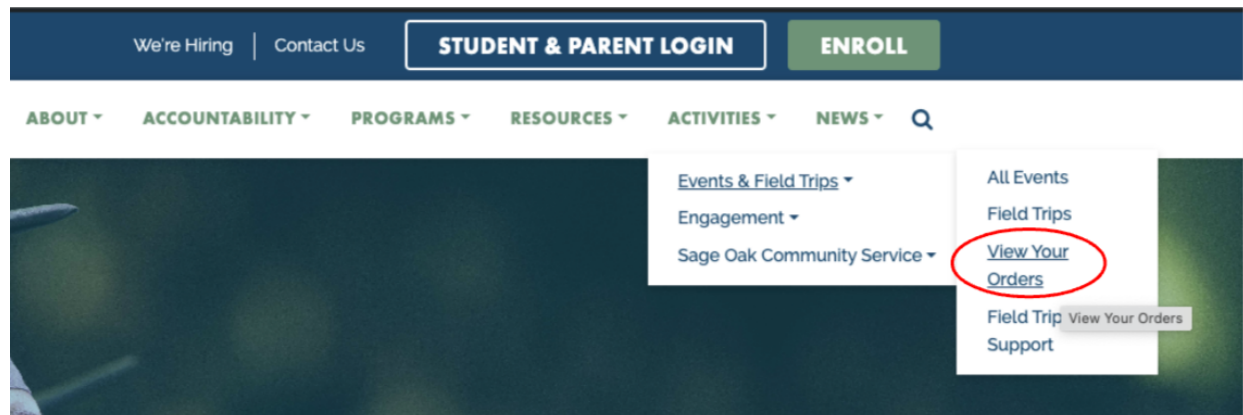
- These trips prioritize the student experience and their opportunity to bond with classmates. *Families are asked to limit tickets to one adult per VLA student unless absolutely necessary, and additional tickets should only be for immediate family members (those living in the household).*
- By keeping these trips small, we can ensure a meaningful and enriching experience for students. Thank you for your understanding and cooperation!

- **Sibling Policy:**

- Only the VLA student in the designated grade attends free of charge. Any siblings, including other VLA students, must purchase an “out-of-pocket sibling” ticket.
- For example, on a 2nd-grade Discovery Cube VLA field trip, only the 2nd-grade VLA student’s ticket is free. Any other siblings, regardless of grade, will need to purchase tickets.

Finding existing ticket orders

- Go to the [Sage Oak Website](#). Click on Activities > Events & Field Trips > View Your Orders



- "Paid": Tickets that are confirmed & purchased are "paid"
- "Pending approval": Tickets are on the waitlist (you will receive an email asking for payment if tickets become available) (see image below)

Orders						
Memberships Addresses Attendee profiles						
Order code	Event	Order date	Order total	Positions	Status	
C0A7A TEST MODE	Sage Oak Trip to the MOON! (PRACTICE FIELD TRIP SIGN-UP) Dec. 30, 2024	11/12/2023 8:55 p.m. 🕒	\$10.00	3	Paid 	Details
W0DAZ TEST MODE	Sage Oak Trip to the MOON! (PRACTICE FIELD TRIP SIGN-UP) Dec. 30, 2024	11/12/2023 8:45 p.m. 🕒	\$10.00	2	Approval pending 	Details

Waitlists

[Waitlist Ticket Process](#) (2 min Video)

- How many tickets will there be for each field trip?**

Each field trip varies. During the field trip release, when you click on the field trip, you will see a full description of the field trip as well as the number of available tickets remaining.

- **Will field trips be offered more than once a year?**

Yes. Some field trips will be offered more than one time per year.

- **What if the field trip is sold out?**

When a field trip sells out, the waitlist will become available the following morning.

You can then join the waitlist directly from the field trip posting on the Sage Oak website. However, being on the waitlist does not guarantee you will be able to purchase tickets. (see image below)

The screenshot displays a list of field trip ticket options. The first five options are marked as 'SOLD OUT' in red. The sixth option, 'Waiting List', is circled in red. Below this, there are four 'Waiting List' options for different ticket types. To the right of these options is a quantity selector with a minus button, a text input field, and a plus button. The input field contains the number '1'. A red circle highlights the quantity selector and the 'Buy' button below it. The 'Buy' button is a dark blue rectangle with white text.

Ticket Type	Price	Status
PLA Student (school purchase order payment)	FREE	SOLD OUT
PLA Student (out of pocket payment)	USD 10.00	SOLD OUT
PLA Student (school purchase order payment) & Adult (out of pocket payment)	USD 10.00	SOLD OUT
PLA Student (out of pocket payment) & Adult (out of pocket payment)	USD 20.00	SOLD OUT
Sibling (out of pocket payment)	USD 10.00	SOLD OUT
Waiting List		
PLA Student (school purchase order payment) - Waiting List	FREE	
PLA Student (out of pocket payment) - Waiting List	USD 10.00	
Adult (out of pocket payment) - Waiting List	USD 10.00	
Sibling (out of pocket payment) - Waiting List	USD 10.00	

Quantity: 1

Buy

Here's how the Waitlist process works:

- **Pending Approval:** When you request a waitlist ticket, your entire order will be marked as **PENDING APPROVAL**, and you will not be charged. If additional tickets become available and your order is approved, you will receive an email and text message from the events team asking you to complete payment.

- **Approval Criteria:** Waitlist tickets are only approved if extra tickets are secured for the field trip. Parents will be notified via email and text message in the order they joined the waitlist.
- **Confirmation Emails:** Receiving a confirmation email marked "approval pending" is not a ticket to the field trip. It simply confirms you have been added to the waitlist. You will only be charged if you are offered a ticket and complete payment within the specified timeframe.
- **Notification Timeline:**
 - Families on the waitlist will typically be notified of any available tickets within one week after sign-ups close, as purchase orders are finalized during this time.
 - After this period, tickets will only become available if someone cancels their reservation. In such cases, the event manager will contact waitlisted families no later than five days before the field trip.
- **Important Waitlist Notes:**
 - There is no guarantee that extra tickets requested on the waitlist will be accommodated.
 - Refunds cannot be provided for any out of pocket tickets that were already purchased through Sage Oak.

Payment Options: Step by Step

- [Purchasing using Debit/Credit card](#) (1 min)
- [Purchasing using Paypal](#) (1 min)
- [Purchasing using Paypal Pay Later](#) (3 min)

Field Trip Permission Slips

Parents must complete a field trip permission slip at least 48 hours before the field trip for their child(ren) to attend. A link to the **online digital permission slip will be included in the field trip information email**, sent one week before the trip, as well as in a reminder email the day before. We strongly encourage you to complete the permission slip as soon as possible to avoid any delays.

Field Trip Photography

Please note that during school field trips and other school-sponsored community events, photos and videos may be taken where students could appear in group settings. While we make every effort to respect media preferences, students may sometimes be captured in the background or within group shots in public spaces. If your child does not have media consent on file, they will not be the main focus of any photo or video. We do not highlight or identify individuals without prior consent.

Difference between VLA, PLA, & High School

Personalized Learning Academy (PLA)

- PLA is our TK-12th grade independent study program. Students meet with their teacher once per learning period.
- All high school students are enrolled in the PLA program.

Important Details for PLA Students:

- ✓ Check Instructional Funds with your teacher!
- ✓ Insufficient funds = your student may not attend the field trip
- ✓ No IF's left? Don't worry - ALL field trips have the option to purchase student tickets out of pocket

Virtual Learning Academy (VLA)

- VLA is our TK-8th grade program, where students meet with an online teacher for live instruction on Tuesdays, Wednesdays, and Thursdays.
- VLA field trip tickets are included as part of the program but must still be reserved for each event to attend.

Key Points for VLA Students:

- ✓ VLA does not use instructional funds in the same way as PLA.
- ✓ VLA student field trip tickets are provided via the VLA program but must be reserved for every event in order to attend.

PLA vs. VLA Field Trips:

- PLA students generally cannot attend VLA field trips.
- However, if a PLA student has a sibling in VLA, they may purchase an out-of-pocket sibling ticket to attend the trip.
- Instructional funds cannot be transferred between programs (e.g., you cannot use PLA funds to pay for a VLA student ticket and you cannot sign up a PLA student to reserve a free VLA student ticket).
- The following two videos that can help explain a little further:
 - [Using Instructional Funds](#) (1min)
 - [Difference between PLA & VLA field trips](#) (2min)

Cancellations

In the event that you can no longer attend a field trip, please contact our Events Team at **events@sageoak.education** (attention: Nayeli) as soon as possible. **Please note, Sage Oak policy dictates that there are no refunds given upon cancellation.**

Non-Signed Up Families

Families and students are not allowed to attend a field trip unless they have signed up and purchased tickets through the proper process. If a family or student arrives at a field trip without completing the required sign-up and ticket purchase, they will not be admitted to the event.

[Sage Oak Field Trip Policies](#) (Detailed)

Troubleshooting Q & A

Field Trip Sign-Ups

I signed up for an account, but I have not received the confirmation email yet. Where should I look?

- Check your junk mail or spam folder for the email first. If it is not there, please contact the events team (events@sageoak.education)

I am having trouble using the Paypal feature. What should I do?

- Make sure you are purchasing ticket using a computer, not a cell phone
 - This can cause issues during checkout. Often, the website may time out when using a cell phone. However, glitches can occur regardless of whether you're using a cell phone or computer.
 - When this happens, PayPal may place a temporary "hold" on the payment, but the transaction does not go through. This will appear as a "pending" charge on your bank statement, which typically disappears within a day or two.
 - The only way to confirm a successful purchase is by receiving a confirmation email, which is usually sent immediately after the transaction. If you do not receive a confirmation email, it means the payment timed out, and your tickets were not reserved.
- Open a new browser and try again. Often if one browser is not working, another browser will.

I have already checked out, but I just realized that we have a conflict with one of the trips. Can I cancel and receive a refund?

- Once you have checked out, there are no refunds of personal funds or student funds.

Contact

Meet the Events Team



Laura Rosenkranz
Events Coordinator



Nayeli Reyes
Events Manager



Codilee Duaz
Events Manager

Email events@sageoak.education

- Please share that you are in the **VLA program** and which field trip you are inquiring about.

Call [\(888\) 435-4445 Ext. 6](tel:(888)435-4445)

- Please note, due to a high volume of phone calls on field trip sign up/release days, we may not be able to answer the phone immediately.
- Please leave a message and the events team will return your phone call as soon as possible.
- Please share that you are in the **VLA program** and which field trip you are inquiring about.

