

## **TO DETERMINE FACILITY AVAILABILITY**

Select the **“Facility Calendar”** button above, which will bring up today on the [FACILITY CALENDAR](#). This calendar displays all recreational activities and facility reservations for the day. The word **“Reserved”** indicates the facility listed is reserved for the day. Use the Calendar Filters, located at the top of the page to narrow your facility search. Set the filter for the facility or facilities you would like to reserve, by using the drop-down menus, as follows:

- Set **“Facility”** to the park you wish to have your reservation. Leave the filter at **“Facility”** if you wish to check multiple parks.
- Set **“Room”** to **“Enclosed Shelter”** or **“Open Pavilion”** of the park, in which you wish to have your reservation. Leave the filter at **“Room”** if you wish to check multiple shelters.
- Set **“Facility Type”** to **“Park”**
- Set **“Room Type”** to **“Park Shelter”** for an enclosed shelter or open pavilion. Contact the Recreation and Parks Office at 247-6100, ext. 235 to reserve an athletic field.

Select the **“Search”** button to the right of the filters to narrow your search.

You may change the calendar view by selecting the **“Day”**, **“Week”** or **“Month”** buttons. You may view specific dates by either selecting the arrow buttons on either side of the listed date or clicking on the **“Jump to” date**, which will provide you a drop-down calendar, from which you may select the date(s) you are interested.

Once you have determined a possible date and facility for your reservation, select the green **“Reserve Facility”** button, which will reopen the **“Facilities”** web-page. Scroll to the bottom of the page.

You must have an **ACCOUNT** on file to request a facility on-line. [Click here to set up a New Account](#) or select the **“Sign In”** button at the top of the page if you already have an account.

Select the **“+”** of the park you are interested in reserving and a drop-down menu will appear directly below the park name. Select the **“info”** button to pull up general information on the park. Select the calendar icon to view availability of the selected facility on the selected date. Select the blue **“Reserve”** button to open the **“Enter Reservation Details”** page to begin the reservation request process for the park.

Select the **“Primary Contact:”** and **“Event Type:”** from the drop-down menus, enter an **“Event Title:”** for the reservation, the approximate number of people you expect in the **“# of People Attending this Event:”** and any **“Additional Notes that apply to your request:”**. Please take note that if your reservation request is granted, the **“Event Title:”** on the **“Facility Calendar”** will read **“Reserved”**, and your party is responsible for setting up and taking down your own tables and chairs (please do not request this in the **“Request Note:”**). Select the **“Next”** button, which will bring up the **“Enter Rental Dates / Times”** page.

Select the **“Rental Date:”** from the drop down calendar and enter (from the drop down menus) the **“Start Time:”** you wish to get into the shelter (earliest time is 9:00 AM) and **“End Time:”** you plan on being out of the shelter. The latest time listed on the drop down menu is 9:30 PM, but you are allowed to have the facility until 9:45 PM. Please take into consideration your set up and clean up times when indicating your **“Start Time:”** and **“End Time:”**. Select the blue **“Add Rental Date(s)”** button, which will bring up a drop down menu at the bottom of the page with the reservation request details.

Select the **“Edit”** button if you would like to edit the **“Start Time”** or **“End Time”**. Select the **“Next”** button when the information is correct, which will bring up the **“Accept Terms and Conditions”** page.

Read the Terms and Conditions of the reservation, check where indicated at **“I agree to ALL terms and conditions for this reservation.”**, and enter your full name where indicated. Select the **“I Agree”** button, which will bring up the **“Review & Submit”** page.

Review the information presented. Select the **“Previous”** button to make any necessary corrections to your request. Select the **“Submit Request”** button if all the information is correct, which will submit the request to the Gates Recreation and Parks Office and will bring up a pop-up window stating the request has been submitted. Select **“Ok”**, which will bring up your **“Customer Family Profile”** page, and you will receive a confirmation e-mail. You will need to **“Sign out”** from your account.

To finalize your reservation, you will receive a second e-mail indicating if your reservation request has been approved or rejected. If approved, you will be asked to come into the Recreation and Parks Office within 5 business days with proof of residency and payment.

Please read carefully the park guidelines, refund policy and the acceptance of responsibility, on the [Parks Reservation Information and Rules](#), located on **“FORMS”** page.