

Online Reservation System Instructions

Getting Started

1. Creating your account
 - a. Click Create an Account button under Account Log In
 - b. Fill out New Account Information
 - i. Red items are required
 - c. Save and follow on screen prompts
2. Search for an available picnic area or facility
 - a. Select your desired rental on the Home screen or by clicking Search on the green bar at the top of your screen
 - b. Search for a date, location, rental type, or time by adjusting Facility Search Criteria at the top of the search page, and then clicking Search
 - i. Remember, reservations must be made at least 2 weeks in advance
 - c. Select an available (green) time block and Add to Cart
 - i. Fees are based on a three-hour reservation except for Cullen Running Trails Center rentals which are one-hour, and the Croquet court
3. Process your permit
 - a. After you Add to Cart, answer the questions in red text (required)
 - i. Facility Headcount: how many people do you expect?
 - ii. Reservation Purpose: Event name
 - iii. Applicable additional items: this will help us determine if other permits will apply to your event
 - iv. Alcohol: You are allowed to consume alcohol in Memorial Park, but you may be required to pay a refundable deposit or have a security officer present depending on the size of your event. No glass containers are allowed.
 - v. Nonprofit: we offer a nonprofit discount to organizations that submit their tax letter
 - b. Agree to the Terms & Conditions and click Continue
 - c. Review your shopping cart and click Proceed to Checkout
 - i. No fees will be applied until your permit is approved by MPC
 - d. Approve billing information and click Continue.
4. Upload Additional Documents if applicable.
 - a. Select the My Account tab on the green bar at the top of your screen

- b. Under the update section, click Documents
 - i. Upload Option: Select Link to Household
 - ii. Enter a description for this File: (Example: Memorial Park Conservancy Amplified Sound Document)
 - iii. Document Category: Select the additional document you are uploading
 - iv. File to Upload: Upload your document here.
 - c. Click Upload
 - d. Repeat process if you have multiple documents to upload
5. Your permit is submitted and under review! You will receive an email with your permit-in review. Once your permit is approved, you will receive another email with instructions on how to pay for and finalize your reservation
6. Paying for your reservation
 - a. Login to account.
 - b. Select My Account on the top green bar and Pay Old Balances under History & Balances
 - c. Click the check mark of the reservation that you'd like to pay for
 - d. Click Proceed to Checkout
 - e. Select payment type and complete household information
 - f. Fill out Payment Page (credit card portal) & Click Submit
 - g. You will receive a receipt via email to confirm your reservation! Please keep that receipt with you during your event as it will act as proof of your reservation