



City of San Antonio Parks and Recreation Department

Frequently Asked Questions (FAQs) About Reservations

GENERAL RESERVATIONS

What is the difference between a Special Event or other reservation?

A special event is a large group (over 75 people) event such as a rally, fun run, festival or corporate event utilizing a park or pavilion. Please contact our special events coordinator at SAParksSpecialEvents@SanAntonio.gov.

Is there a maximum number of people per facility?

Yes. Limitations are based on the size of the facility. If you anticipate a large group gathering or special event, please enter the number of people attending in Maximum Number of Guests, and the system will select facilities that have enough space to meet your requirement.

How do I make a reservation for a city park?

To reserve a facility, [Start Your Reservation](#). You will need to create an account with a Login Name and Password -- an email address is required. Select an event type, submit a description and input the maximum number of guests. Search for your facility by Facility Type and select the facility you wish to reserve.

How do I know which facility to reserve?

To learn more about park facilities, please refer to [View Facility Details](#). This provides details including location, contact information, capacity and hours of operations.

I don't know the name of the facility. How can I find it?

Try searching by park name or street, or you can use [Find-A-Park](#).

Why don't I see any availability for reservations?

There are many reasons why parks or facilities may not be available:

- the capacity of the facility may not be able to accommodate your group size
- the day or times you requested may be outside of regular reservation hours
- you have not provided enough advance notice before your requested date (this varies depending on the type of facility)
- the facility may be reserved by someone else
- the facility may be under construction or used for City program activities

How far in advance can I make reservations?

For most facilities, reservations can be made up to one year in advance of the reservation date.

Facilities have varying advance notice requirements:

Community Center (all rooms and gyms) = 4 day minimum

Pavilions = 2 day minimum

Sports Fields = same day minimum

Clubhouses = 4 day minimum

Mass Picnic Facilities = 2 month minimum

Camp sites = 1 week minimum

Where can I find the rental fee information for park facilities?

Information on fees can be found at [Reservation, Permit, and Deposit Fees](#).

Can I search for a reservation using different criteria?

Yes. You can search by:

Event type:

- Campsite
- Gymnasium
- Indoor Event Space
- Indoor Event Space – Alcohol Allowed
- Indoor Event Space – Downtown Area Only
- Outdoor Event Space – Downtown Area Only
- Outdoor Event Space – Mission Marquee
- Pavilion or Gazebo
- Pavilion or Gazebo – Alcohol Allowed
- Sports Field
- Sports Field – Alcohol Allowed

Park location – use name of park

Facility type

- Entire Facility
- Gymnasium
- Multi-purpose Room – 25 or less
- Multi-purpose Room – 26-50
- Multi-purpose Room – 51-100
- Pavilion
- Gazebo
- Field – Baseball
- Field – Football
- Field – Multipurpose
- Field – Soccer
- Field – Softball

Date – select the date you request

I mixed up the dates for my reservation. Can I change them?

Yes. Changes may be made in person at the reservations office located at 5800 Enrique M Barrera Parkway or through email at SAParksReservations@sanantonio.gov. Hours of operation are Monday-Friday, 8am-5pm. You will need to bring your permit and appropriate identification in order to reschedule changes.

What are my methods of payment?

For online reservations only major credit cards are accepted. At the Reservations Office we accept cash, personal checks and major credit cards. Payments other than cash require appropriate identification.

Is security required for my event?

Security is required at an event if any or all of the following apply:

75+ people

Amplified music (DJ/Live Band)

Alcohol (if facility or park allows alcohol according to City ordinance)

Contact Park Police at (210) 207-2166 for security arrangements at least two weeks in advance of reservation.

Can I have music at my event?

Yes. Amplified music (DJ/Live Band) will require security. Contact Park Police at (210) 207-2166 for security arrangements at least two weeks in advance of reservation.

Who do I contact to check on inclement weather conditions that might cause total or partial closures of parks?

Information on park closures can be found at www.saparksandrec.com

In the event of inclement weather will I receive a refund or can I reschedule?

Rescheduled event reservations can be requested within three (3) business days in person at the reservations office located at 5800 Enrique M Barrera Parkway or through email at SAParksReservations@sanantonio.gov (for credits to be applied to your account). Hours of operation are Monday-Friday, 8am-5pm. You will need to bring your permit and appropriate identification in order to cancel your reservation.

Can I cancel my reservation online?

No. Changes may be made in person at the reservations office located at 5800 Enrique M Barrera Parkway or through email at SAParksReservations@sanantonio.gov (for credits to be applied to your account). Hours of operation are Monday-Friday, 8am-5pm. You will need to bring your permit and appropriate identification in order to cancel your reservation.

What is the latest that I can cancel my reservation and are there fees for cancelling reservations?

Reservations can be cancelled at any time prior to the reservation. Refunds are based according to our cancellation policy. All permit fee charges for the use of the facility shall be refunded if the reservation is cancelled prior to ninety (90) days before the date of the event. If the cancellation occurs between 30-89 days prior to the event, half of the fee will be refunded. Cancellations made less than thirty (30) days before the event will not be refunded. Users will be able to reschedule use of the facility.

When will my damage/clean-up deposit be returned?

Normally, the deposits will be returned within two weeks after your reservation. If there are issues or concerns with refunding the deposit, then staff will notify you.

Can anyone request the damage/clean-up deposit?

No. Only the person who paid the security deposit is authorized to receive the deposit.

PARK AND PAVILION RESERVATIONS**How does *First-Come-First-Serve* work?**

If a person arrives at a park, sports field, or pavilion and there is no paid reservation they may use the facility free of charge. Keep in mind not all facilities require a reservation, however if someone arrives with a paid permit then the facility must be vacated.

May I bring a moonbounce or other items to my picnic?

Yes. A permit is not required, but here are rules regarding their use in parks.

- Vendor must provide the reservation holder with a State inspection with current certification.
- Reservation holder may not connect to City electrical outlet – bring your own generator.
- Moonbounce must be smaller than 15' X15'.
- Moonbounce may not have a water slide attachment
- If you want to bring any other items – additional moonbounce, pony rides, special set up with tables and chairs, etc. then you will need to contact our Park Reservation Office for a Special Use Permit – contact our park reservations office at SAParksReservations@sanantonio.gov.
- If this is for an event open to the public, please contact our special events coordinator at SAParksSpecialEvents@SanAntonio.gov.

Can I bring my pet to a city park? Are there restrictions?

The City of San Antonio is pet friendly. Pets must be on a leash at all times.

Can I drink alcohol in a city park?

Not all parks allow alcohol. Consumption of alcohol in City parks is governed by an ordinance passed by City Council, which designates which parks will permit alcohol. The listing in the park directory contains information on each park and whether alcohol is permitted: [A-Z list of Parks and Facilities](#). If alcohol is allowed, reservations may require security through Park Police. You should contact Park Police at (210) 207-2166 for security arrangements at least two weeks in advance of reservation.

Is charging admission / selling concession allowed? Are additional fees required if charging admission or having concession?

Any admissions, vending or sales must be coordinated through the Reservations Office. Additional fees, deposits, and requirements may apply. Please email SAParksReservations@sanatonio.gov for information on admissions, vending or sales.

Is a health permit needed for allowable food concessions?

Yes. Please contact Metro Health at 210-207-0135 for information on health permit requirements.

May I camp in a city park?

Camping is allowed only at Medina River Natural Park by permit only. Permit must be completed at least one week in advance.

COMMUNITY CENTER AND GYMNASIUM RESERVATIONS

How are Community Centers reserved?

Rooms are rented individually. For example, if you want to use both the gym and a meeting room, you will need to reserve both spaces. If you reserve all available rooms, the rate is discounted. Kitchen spaces may not be reserved and may not be available for use. Not all facilities are available for reservation.

What are the hours that a community center/gymnasium can be reserved reservation?

Generally community centers and gymnasiums are available for reservations outside of operating and program hours. Reservation availability hours at most facilities are:

Monday – Thursday	9:00pm – 11:00pm
Friday	7:00pm – 11:00pm
Saturday	5:00pm – 11:00pm
Sunday	8:00am – 11:00pm

Woodlawn Gymnasium reservation availability hours are:

Monday	8:00am – 5:00pm; 9:00pm – 11:00pm
Tuesday	8:00am – 11:00pm
Wednesday & Thursday	8:00am – 5:00pm; 9:00pm – 11:00pm
Friday	8:00am – 11:00pm
Saturday	8:00am – 11:00pm
Sunday	8:00am – 11:00pm

Is there a deadline to make changes / add additional time to a community center/gymnasium reservation?

Yes. There is a minimum of 4 business days prior to date of the event.

What happens if the event goes over the reserved time?

The damage/clean-up deposit will be forfeited.

What is the refund policy if I plan to cancel the event?

All permit fee charges for the use of the facility shall be refunded if the reservation is cancelled prior to ninety (90) days before the date of the event. If the cancellation occurs between 30-89 days prior to the event, half of the fee will be refunded. Cancellations made less than thirty (30) days before the event will not be refunded. Users will be able to reschedule use of the facility.

Is the damage/clean-up deposit refundable if I cancel the event?

Yes. The damage/clean-up deposit will be refunded in full.

Are moon bounces / petting zoo allowed in the gym?

No. Moon bounces, petting zoos, etc., are not permitted in the gymnasiums.

Is alcohol permitted at Community Centers?

No. Alcohol may not be served, sold, or consumed at community center facilities.

Are tables and chairs available at the community center?

Yes. Tables and chairs are available at community centers for the size for the room reserved as follows:

Room Type	Tables	Chairs
Multi-purpose Room (Up to 25 people)	5	25
Multi-purpose Room (26- 50 people)	9	50
Multi-purpose Room (51-100 people)	17	100
Small Gymnasium	1	2
Large Gymnasium	2	4
Dance Room	5	25

Can additional tables and chairs be brought into the center?

Yes. Check with center on available space for additional tables and chairs. Space may be limited.

Can tables and chairs be set up in the gym?

Yes. If you are reserving the gym for an event, not a practice. Only 2 tables and 4 chairs are provided.

Is security required for a reservation?

Security is required for specific types of reservations at Community Centers:

- Events with more than 75 people
- Events with amplified sound (DJ or live band)

Contact Park Police at (210) 207-2166 for security arrangements at least two weeks in advance of reservation.

Are kitchen facilities available?

No. Kitchen facilities may not be available at all facilities. Some facilities have kitchen amenities as part of rooms that may be reserved by other parties. In other cases, kitchen amenities may have to be shared among multiple reservation parties. When kitchen facilities are available, stoves or microwaves may only be used to warm up food. Limited refrigerator or freezer space may be available for storing food items that may melt or spoil.

What is the decorations policy?

Generally decorations are permitted; however, decorations may not be attached to walls. (No tape, tacks, staples or nails are allowed.) Balloons must be tied to prevent them from rising to the ceiling. Tablecloths and chair coverings are permitted. Only battery operated candles are permitted (No open flame).

Do I have to clean up?

All food, prep items and trash must be removed at the end of the rental. Permit holder is responsible for clean-up of entire facility to include: hall/room, gym, kitchen, restrooms, patio and parking area.

What happens if I don't clean-up?

The damage/clean-up deposit will be forfeited.

Will extra time be allowed for decorating / cleaning up?

No. The reservation time includes the time needed for set-up, decorating, and clean-up.

Will extra time be allowed for setting up and taking down volleyball nets for volleyball events?

No. Reservation time must include the time for volleyball net set-up and take down, which could take up to 30 minutes for each.

What is included in Gym rentals?

Only 2 tables and 4 chairs are provided. Score clocks are not provided.

Is a Gym rental different for practices?

Gym rentals are only for practices unless otherwise requested. Food and drinks are not permitted for practices. Please answer questions on the reservation screen to ensure you are obtaining the correct permit.

SPORTS FIELD RESERVATIONS

Is there a deadline to make changes / add additional time to a reservation?

Yes. Sports field reservations must be changed at least one day in advance. Changes may be made in person at the reservations office located at 5800 Enrique M Barrera Parkway or through email at SAParksReservations@sanantonio.gov (for credit card payments to be paid online). Hours of operation are Monday-Friday, 8am-5pm. You will need to bring your permit and appropriate identification in order to cancel your reservation. It is recommended that changes or additional time be added as soon as possible in order to ensure availability.

Can a field be used if no one has a reservation?

If a person arrives at a sports field and there is no paid reservation, they may use the sports field free of charge. Keep in mind not all facilities require a reservation, however if someone arrives with a paid permit then the sports field must be vacated.

What is the rain / inclement weather policy?

Rescheduled event reservations can be requested within three (3) business days in person at the reservations office located at 5800 Enrique M Barrera Parkway or through email at SAParksReservations@sanantonio.gov (for credits to be applied to your account). Hours of operation are Monday-Friday, 8am-5pm. You will need to bring your permit and appropriate identification in order to cancel your reservation.

What is the refund policy if I plan to cancel the event?

All permit fee charges for the use of the facility shall be refunded if the reservation is cancelled prior to ninety (90) days before the date of the event. If the cancellation occurs between 30-89 days prior to the event, half of the fee will be refunded. Cancellations made less than thirty (30) days before the event will not be refunded. Users will be able to reschedule use of the facility.

Is charging admission / selling concession allowed?

No. Admission and concessions are not allowed at sports fields.

Can tournaments be conducted at the fields?

Yes. Fields may be reserved for tournaments.

How often are fields maintained?

Fields are maintained on a periodic basis including mowing, treatment for ants, replacing lights, or other general maintenance tasks. The field is reserved as is. Any chalk lining, bases, etc. are the responsibility of the party making the reservation.

Who is to be notified for maintenance issues?

For any maintenance concerns, please submit a work request at [Submit Work Order Request](#).

Do all fields have lights?

No. Not all of the fields have lights. Fields with lights are listed below:

- Softball: Arnold, Concepcion #1, Copernicus, Father Benavides, Harlandale, Kenwood, Lambert Beach, Las Palmas, Lincoln #1 & #2, Monterrey #1 & #2, Normoyle #1, #2, & #3, Palm Heights, Palo Alto Terrace, Pittman Sullivan, Rosedale, Rusty Lions #1 & #2, South Side Lions #1, Tony Martinez, West End, and Woodard
- Soccer: Olmos Basin #5 & #6, Rainbow Hills, San Juan Brady
- Multi-Use: Olmos Basin #1

Do the lights automatically turn on?

Yes. Fields with lights have automatic timers for lights to come on and turn off.

What if someone is on the field that we have reserved?

Contact Park Police for non-emergency at 210-207-SAPD.

Is security required for a reservation?

Security is required for specific types of reservations at Sports Fields:

- Events with more than 75 people
- Events with amplified sound (DJ or live band)

Contact Park Police at (210) 207-2166 for security arrangements at least two weeks in advance of reservation.

Is alcohol allowed at the sports fields?

Not all parks allow alcohol. Consumption of alcohol in City parks is governed by an ordinance passed by City Council, which designates which parks will permit alcohol. The listing in the park directory contains information on each park and whether alcohol is permitted: [A-Z list of Parks and Facilities](#).

Sports fields that do allow alcohol are: Lambert Beach, Rusty Lions, and Olmos fields.

If alcohol is allowed, reservations may require security through Park Police. You should contact Park Police at (210) 207-2166 for security arrangements at least two weeks in advance of reservation.