

City of San Antonio Parks and Recreation Department

Reserving a Gymnasium On-line

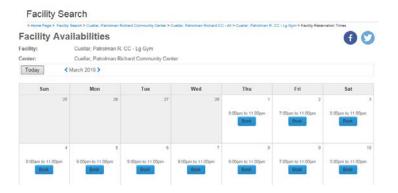
Start at SAParksandRec.com - Reservations: How To

Start Your Reservation

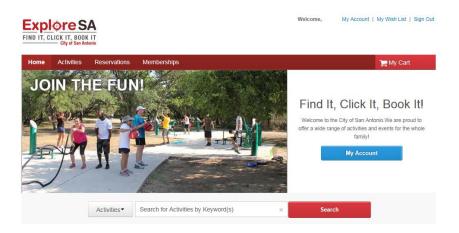
or visit the individual facility page and select view availability

| Amenity | Details | Availability |
|-----------------------------|-----------------------|-------------------|
| Community Center - All | ■ <u>View Details</u> | View Availability |
| Gym - Small | ■ View Details | View Availability |
| Gym - Large | ■ <u>View Details</u> | Tiew Availability |
| Multi-Purpose Room - Medium | ■ <u>View Details</u> | View Availability |

Then select "Book It"



You will be directed to this screen



- All individuals requesting a Gymnasium must first create an account. In order to create an account, please click on 'Create an Account' and complete all required fields.
- When creating your account, the email address you list will be used as your login name for future online use. During account creation, you will also be required to provide a password that will be used with your email address when logging in.
- Once your account has been created, please follow these steps to reserve a Gymnasium online.

Start by selecting 'Reservations' from the Tab Menu



Click on 'Book or Request Reservation'



• If you are not already logged in to the site, you will be prompted to do so at this time by entering your email address (login) and your password.

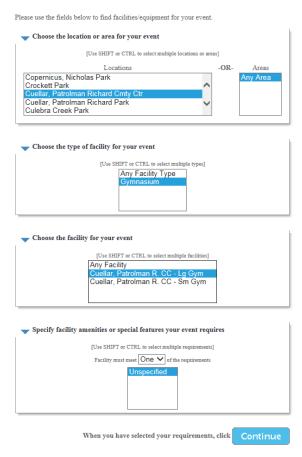


After logging in (or creating an account), you will need to select 'Gymnasium' as the Event Type, type in a Description for the event (Example: Team Practice), and type in the Number of Guests that will be participating. Then click on 'Continue'

Reservation Event Information Welcome to the Reservation Request Site! Reservation Please provide the following information about the event for which you want to reserve facilities and/or equipment. All fields are required. Event Type Gymnasium Description Team Practice (e.g., Johnson Wedding) Maximum Number of Guests Continue

You will then be directed to the 'Reservation: Facility/Equipment Search' page. This is where you will narrow down the search criteria to select the specific facility you want to request. To proceed once the search criteria have been selected, click 'Continue'.

Reservation: Facility / Equipment Search



 You can filter down your selections, by highlighting a location, area, facility type, or specific facility. You may also highlight multiple selections

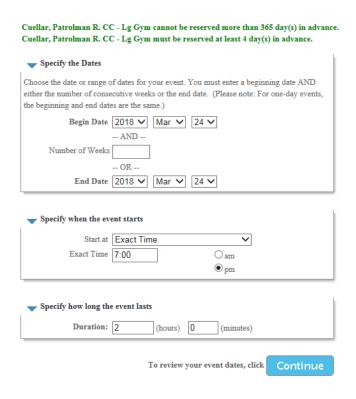
 if you do, you will need to hold down the CTRL button before clicking on your next selection. Once you have completed highlighting your selections, click on 'Continue'.

On the next screen below, you will need to check the box under 'Select' and then click on 'Continue'.



On the next screen, you will be prompted to select the date range that you would like to request the facility, by selecting the 'Begin Date' and 'End Date'. To proceed at this point, click 'Continue'.

Reservation Event Dates



- Once typing in the beginning and ending date, you will need to specify the time you would like to request the facility. DO NOT CHANGE THE 'START AT' DROP DOWN SELECTION – PLEASE LEAVE IT AT 'EXACT TIME'
- Type in the time that your gym requests will begin and select 'am' or 'pm' (Ex: 5:00 pm).
- After typing in the time, select the 'Duration'.
 This is how long you wish your facility request to be. For example, if you want your request to be from 5:00 7:00 pm, you would enter 2 in the 'hours' field. Note: All gymnasiums require a two hour minimum reservation.
- Once you have entered the 'Duration', click on 'Continue'.

The next screen will give you an opportunity to review the dates that you have requested at the specific facility. These dates will be highlighted in yellow. This is also an opportunity for you to change the time to any of your requested dates or add new dates to your overall request. Please note that the highlighted dates are just the dates you have identified as your requests — at this point in the process, the system has yet to identify whether or not your selected facility, date, and time are available. To proceed, click 'Continue'.



Once you have reviewed all of your highlighted dates on the calendar (and made any necessary adjustments), click on 'Continue'. When directed to the next screen, if you see a red 'X' (as shown below) there is a conflict with the dates or times you have requested. This means that this facility is already reserved in the system for the dates/times you have selected.



At this point, you would need to select different dates, times, or a new facility. To do this, you can click on the drop-down field (shown below) to select which step you would like to go back to.

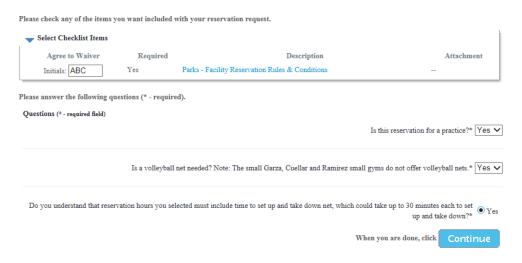


If the facility is available on the dates and times you selected, then you will see a screen like the one shown below. The checkbox will be checked next to the facility you've requested. If the facility is available, you will not see the red 'X'. To proceed at this point, click 'Continue'.



You will then be prompted to review and acknowledge the waiver. To review the waiver, click on 'Parks – Facility Reservation Rules & Conditions' under the 'Description' heading. Once you have reviewed and agree to the waiver, you will need to type in your initials under the 'Agree to Waiver' heading. On this screen, you will also be required to answer the below custom question by selecting your answer from the drop down selections. To proceed at this point, click 'Continue'.

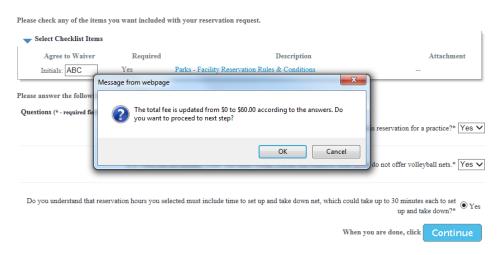
Reservation Checklist / Questions



- For gymnasium reservations, questions must be answered.
- You must acknowledge if the reservation is a practice or not. (No food and drink permitted with practices.)
- You must acknowledge if the reservation is for volleyball.
- You must acknowledge that for volleyball reservations, your reservations time must include time for staff to set-up and take-down the volleyball net. This could take up to 30 minutes for each.

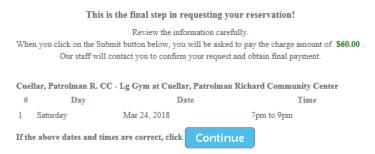
A pop-up box will appear confirming the fee for the reservation based on your responses to the questions. Click 'OK' to proceed.

Reservation Checklist / Questions



The last step in the process is to review the dates you have requested and click on 'Continue'. By clicking on 'Continue', your reservation request is finalized.

Reservation Review



You will be directed to the Payment Information screen where you can enter credit card information. Click 'Continue' to process payment.

| Payment Information |
|--|
| ▼ Payer Information |
| Name: Billing Address: SA, TX 78211 |
| Total Charges: \$32.00 |
| Form of Payment |
| Credit Card Credit Card Type Card Number XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX |
| ACT* or Active Network will show up on your credit card for this payment. Card Expiration Month Y Year Y |
| Security Code XXX What is my Security Code? Save this Credit Card for My Future Transactions |
| ✓ I am 13 years of age or older (Federal law prohibits anyone under the age of 13 from submitting payment.) |
| Confirm your payment information, then to complete your order click Continue |

You will be directed to the receipt page where you can review your receipt.



Once you see your receipt, your reservation is complete. Please print a copy to have with you at the time of your reservation.