

Online Reservations for Athletic Complexes Coming Soon!!

What do you the customer need to do?

Create an account as soon as possible. Starting November 1st 2011 we will be entering all rentals into the new computer program. Hold times will be longer than normal if you do not have an account created. Online reservations will begin November 14th, 2011.

Start today and create your account before November 1st, 2011!!!

<http://parks.columbus.gov>

- Click on create account on the right side of the screen and fill in all of the blanks.
- This is a department wide program so you will be asked for more information than you currently provide
- This will only need to be done one time.
- Remember your password!
- In the field for “recreation center you associate with” you can select Permit and Rental Services.
- At the bottom of the screen you must scroll through the terms and conditions before you can accept them.
- There will be a link to “Reserve Facility” starting November 14th, 2011 and this is where you will make reservations.

What changes will be made to CRPD policies?

Starting November 1st, 2011, all athletic complexes will be reservable 10 days in advance. No reservations will be taken less than 3 days in advance. This will still give you one week to reserve. Those of you used to making reservations the day you play will need to plan further ahead. All rentals will open at 12:00AM (Midnight) ten days in advance. Starting December 1st we will no longer be accepting reservations over the telephone for Athletic Complexes. You can reserve online or in person at our office at 1111 East Broad St.

Why make the change?

The Columbus Recreation and Parks Department is making this change for a variety of reasons. A primary goal is to make the process easier on you, the customer. This will reduce waiting times on the phone, allow you to reserve on your own time, and will remove the human error from our reservation process. There is a processing fee for online reservations. This fee is \$3.13 for one court reservations. This fee will be paid by the permit holder. Please understand that this is not a price increase for the rental. You can still reserve in person at our office at 1111 E. Broad Street if you are not comfortable making reservations or payment online. Reservations made in our office will not be charged the processing fee.

When will online reservations begin?

Online reservations will be available starting November 14th, 2011. Please have your account created before November 1st, 2011.

How to make your reservation online.

- Go to the website <http://parks.columbus.gov>
- There will be a link to click called “Facility Reservation” (starts 11-14-11)
- The next screen you will click reserve now
- For “Facility/Equipment Group” select “Basketball/Volleyball Rental”
- Select the date you wish to reserve (10 days in advance to 3 days in advance)
- Select a time slot you would like or you can search by the entire day and click “Check Availability
- Under “Event Name” simply type your name
- You will see a question that asks how you would like the nets set. This is for volleyball net heights. If you are playing basketball select N/A
- Go to the court and time slot you want and check that box
- Type the number of participants in the box labeled attend
- Click “Calculate Charges”
- Read and accept “Rules and Policies”
- Click “Facility Reservation”
- Enter Payment Information
- Click “Continue”
- Print your permit

This will be much clearer once the site is in use. We wanted everyone to have enough time to create an account and at least have a list of the instructions prior to implementation.

Questions?

If you have questions about these changes please contact the Permit and Rental Services Section at 614-645-3337. We ask for your patience during this transitional period and thank you for your patronage.