



Park Shelter Reservation Guide

1. Sign into your Harrisonburg Parks & Recreation account at webtrac.harrisonburgva.gov.
2. Need an account? Follow the steps on the website to request your account. Forgot your password? Follow the steps on the website to request a new password. Still having issues logging on? Contact the front desk at 540-433-2474.
3. Once you are logged in, you will see the main online registration page. Under **Quick Links**, select **Shelter Reservations**.



4. From here, you will select the **Date** and **Park Location** you are looking to reserve under the **Facility Search Criteria**. Once you've done that select **Search**.

The screenshot shows the top navigation bar of the City of Harrisonburg Virginia website. The header includes the city logo and the text "THE CITY OF HARRISONBURG VIRGINIA". Below the header is a navigation menu with links for Home, Search, Tee Times, Shelter Reservations, My Account, and Contact Us. The main content area features a "Facility Search Criteria" section. This section contains two input fields: "Date" with the value "04/11/2022" and "Location" with a dropdown menu. The dropdown menu is open, showing a list of locations: "All Locations", "Dream Come True Playgr", "Hillandale Park", "Morrison Park", "Purcell Park", "Ralph Sampson Park", and "Riven Rock Park". Below the search criteria are two buttons: "Search" and "Reset".

5. Once you've selected **Search**, your search results will appear. If there are multiple shelters at a Park Location, they will be listed under the search results.

6. You can now book the shelter for your specific date. To do this, you will select the box that says, **'10:00am-6:00pm Book Now'**.

* Shelter permits are only issued for the entire day from 10:00am-6:00pm. The time cannot be adjusted on the shelter permit. *

Search Results

Showing 1 To 1

Total Results (1)

Dream Come True Playground Shelter

Shelter is first-come, first-serve until April 10. Reservations available April 11- October 31.

Dream Come True Playground Shelter has approximately 4 metal tables and 5 wooden tables (1 being handicap accessible). This shelter has no lighting, electricity, or grills. Due to safety concerns, we do NOT allow the use of outside grills on the property.

A Dream Come True Playground is a totally accessible/inclusive playground with many unique and one-of-a-kind features. The playground has separate equipment for 2-5 year olds and 5-12 year olds plus more fun and exciting equipment. Features include a rock, rainbow arches, shade structures, roadway, hammock swing, draw wall, pavilion, and family comfort stations that are fully accessible.

	Location Description	Date	Price		
+ 10:00 am - 6:00 pm Book Now	Dream Come True Playground	04/11/2022	\$35.00/\$35.00		View Map

7. After this is selected, a box will appear at the bottom of the screen. If you are using a phone, you may have to scroll down to the bottom of the page. When the box appears, select **Add to Cart**.

Dream Come True Playground Shelter (SHLTR_DCTP_DCTPS): 04/11/2022 @ 10:00 am - 6:00 pm

[Add To Cart](#) [Clear Selection](#)

8. After **Add to Cart** is selected, you will be asked to provide a **Facility Headcount**. This is where you will type in an estimate of how many people will be at the shelter. Once you type this number in, select **Continue**.

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[Home](#) [Search](#) [Tee Times](#) [Shelter Reservations](#) [My Account](#) [Contact Us](#)

Facility Headcount: *

[Continue](#) [Cancel](#)

9. After **Continue** is selected, a list of family members in your account will appear. This is where you check the park shelter box under your name. Once you've checked the box, select **Continue**.

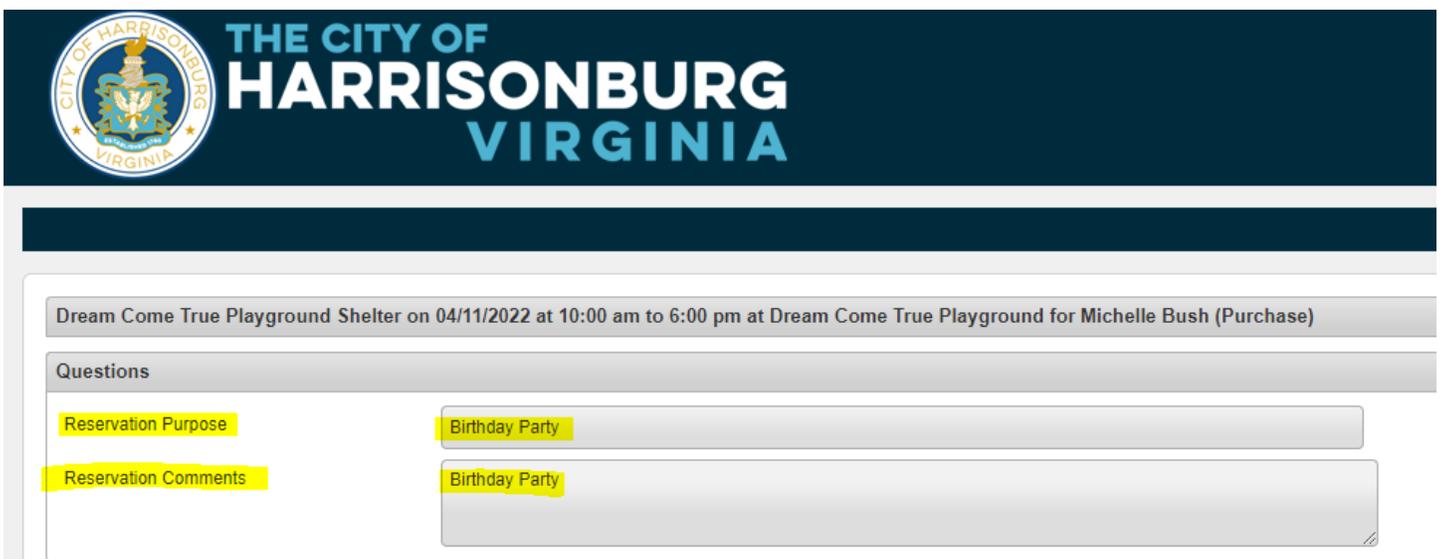


The screenshot shows the top navigation bar of the City of Harrisonburg website with the logo and the text "THE CITY OF HARRISONBURG VIRGINIA". Below the navigation bar are links for "Home", "Search", "Tee Times", "Shelter Reservations", and "My Account". The main content area displays a list of family members:

- Michelle Bush**: Dream Come True Playground Shelter
- TEST 1 Bush**: Dream Come True Playground Shelter
- TEST 2 Bush**: Dream Come True Playground Shelter

At the bottom of the list are two buttons: "Continue" and "Cancel".

10. After selecting **Continue**, a park shelter reservation *Questions, Waivers, and Rules and Regulations* will appear. From here, you must first fill out the **Reservation Purpose** and **Reservation Comments** under the Questions box.



The screenshot shows the top navigation bar of the City of Harrisonburg website with the logo and the text "THE CITY OF HARRISONBURG VIRGINIA". Below the navigation bar is a dark blue header with the text "Dream Come True Playground Shelter on 04/11/2022 at 10:00 am to 6:00 pm at Dream Come True Playground for Michelle Bush (Purchase)".

The main content area displays the "Questions" section with two input fields:

- Reservation Purpose**: Birthday Party
- Reservation Comments**: Birthday Party

11. After you've completed the **Reservation Purpose** and **Reservation Comments**, you must read the **Park Rules and Regulations, Cancellations/Refunds Policy**, and the **Facility Use Policy Agreement**.

Once you have read over those rules, regulations, and policies, you will select your signing method, type your name, and sign using your mouse.

From here, you will select **Continue**.

Waivers

Park Rules and Regulations

Groups using the park facility will comply with the laws of the State of Virginia, the City of Harrisonburg, and any and all rules set forth by the Parks and Recreation Department. Failure to do so may result in the removal from the park/facility as well as any additional charges applicable to local or state laws.

1. No gambling, alcoholic beverages, or illegal drugs are permitted on the premises.
2. No admission fees may be charged or concessions sold in any City of Harrisonburg facility or park.
3. No bounce houses or other inflatable structures are permitted on the premises.
4. No loudspeakers, public address systems, sound amplification systems, or loud musical instruments are permitted on the premises.
5. All paper, debris, and garbage must be collected and deposited in trash containers.
6. Wood/charcoal is not provided for park grills. All fires must be out before leaving the premises.
7. It is the responsibility of the rental party to leave the park shelter in a clean and orderly condition. City property is not to be moved.

Cancellations/Refunds

Cancellations and refund request must be submitted in writing 14 days prior to the reservation date and will be reviewed by a Facility Supervisor. Request received in less than 14 days notice will forfeit all fees paid.

Facility Use Policy Agreement

The undersigned hereby acknowledge that a copy of the [Facility Use Policies](#) containing the rules and regulations for use of facilities owned and/or managed by the City of Harrisonburg Parks and Recreation Department has been read and understand and agrees to abide by these rules and regulations governing the use of the facility being rented.

Select your signing method *

Typed name of adult signee below *

Sign here *



Undo last stroke

Continue Cancel

12. After selecting Continue, you will be brought to your Shopping Cart. The shopping cart will have the description of your reservation and the \$35 fee associated with the reservation. If everything looks correct, select **Proceed To Checkout**.

Please double check that your reservation is correct. You can double check the date and shelter in your shopping cart before processing your payment.

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Welcome, Bush #37622 | Logout | Shopping Cart (1) | Wishlist (0)

Home Search Tee Times Shelter Reservations My Account Contact Us

✓ New Charges In Shopping Cart

Shopping Cart

Showing 1 To 1 Total Results (1)

Description	Name	Total Fees		
<input type="checkbox"/> Dream Come True Playground Shelter on 04/11/2022 at 10:00 am to 6:00 pm at Dream Come True Playground (Firm)	Michelle	\$ 35.00	<input type="checkbox"/>	<input type="checkbox"/>
Grand Total Fees Due		\$ 35.00		
Total Old Balances Not in Shopping Cart		\$ 0.00		

13. After selecting, **Proceed To Checkout**, the Summary of Charges and Billing Information will appear. Everything highlighted in the red boxes should auto populate. If you need to change anything in those red boxes, you can do so by typing in the new information.

After looking over the summary of charges and billing information you can select **'Continue'**.

Summary of Charges	
Summary of Charges	
New Charges In Shopping Cart:	\$ 35.00
Old Balances In Shopping Cart:	\$ 0.00
Total Balance for household:	\$ 35.00
Minimum Amount Due Today:	\$ 12.25
Maximum Amount Due Today:	\$ 35.00

The Following Information is Required to Complete Your Transaction	
The Following Information is Required to Complete Your Transaction	
Amount To Be Paid Today: *	\$ 35.00
Using This Payment Method: *	Visa/MC/Discover

Billing Information	
Billing Information	
First Name: *	Michelle
Last Name: *	Bush
Home Phone w/area code: *	(540)433-2474
Email: *	michelle.bush@harrisonburgva.gov
Re-Enter Email:	michelle.bush@harrisonburgva.gov

Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt.

Click 'Continue' to initiate the payment authorization process and generate a confirmation receipt.

Continue Back To Cart

14. After selecting Continue, the Payment Page will pop up. This is where you will enter in your credit card information. Please check that your billing information is correct and that the email address you have on file with us is updated.

Having issues paying? Do not use the auto filled feature and enter your card in manually. You can also try clearing your cache.

Payment Page

Invoice Number	2022033100000095054
Customer #	37622
Total Amount Due:	\$35.00

Payment Info

Card Number *	<input type="text"/>
Expiration Date *	<input type="text" value="MM"/> <input type="text" value="YYYY"/>
Security Code (CVV) *	<input type="text"/>



15. After entering in your credit card information can will select **Submit Payment** at the bottom left-hand corner of the page. Once you select **Submit Payment**, your receipt will be sent to you.

Park Shelter Reservation signs are posted on the park shelters by Harrisonburg Parks & Recreation staff. We do ask that you keep a copy of your receipt and have this on hand the day of your reservation should any issues arise.