



## Online Facility Rentals - Frequently Asked Questions

### General Questions

**Q:** What City facilities are available to rent online?

**A:** Most park shelters, along with rooms in City recreation centers and senior centers, are available for rent online. Certain park shelters may not be available for rent if they are closed for maintenance or in a location that is not conducive to reserved functions. Please contact the Public Works Permit Office at 412-255-2370 if you cannot find a particular facility you are interested in renting.

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**Q:** Where can I find more information about the location and amenities associated with facilities that are available online?

**A:** Click on the View Facilities button to browse available shelters and city facilities. Click on the plus symbol to the left of a park or facility name to view all rentable shelters or rooms. To view details about the shelter or room, click the Info button.

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**Q:** Can I still rent facilities in person at the Public Works Permit Office?

**A:** Yes, although most rentals are now booked online, we are still happy to help you with your rental. For assistance, please either call the Public Works Permit Office at 412-255-2370 or come in during the hours of 7:00 AM – 3:00 PM Monday – Friday.

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**Q:** I tried to create a new account online but I get a message that my email is already in the system. What should I do?

**A:** If you have rented a shelter from the City before, there's a chance we may already have your email address in our system. In this case, click the Sign In button at the top of the screen then use the Reset Password link on the Login Page to reset your password. You will then be able to log into your account and proceed with the online rental process.

## ***Payment Questions***

**Q:** What payment options will the City accept for rental of City facilities?

**A:** For online rentals, available payment methods include credit or debit transactions using Visa, MasterCard, or Discover. Those paying with a credit or debit card will incur a 2% + \$0.25 service fee. These fees are charged by the City's payment processor, JetPay, for all transactions.

For those paying in person at the Department of Public Works Permit Office, the City will also accept money orders and business checks in addition to the payment options listed above for online transactions. Please note that the service fees for credit/debit cards apply for those renting at the Permit Office as well as those renting online.

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**Q:** Why am I being charged a service fee for the use of a credit card?

**A:** The City of Pittsburgh contracts with JetPay to provide the convenience of credit and debit transactions for a variety of City services. These fees are charged by JetPay as part of processing payments on behalf of the City. In addition, the City still accepts money orders and business checks if rentals are made at the Public Works Permit Office.

## ***Park Shelter Permitting Questions***

**Q:** What is the process for renting a shelter online?

**A:** Citizens who wish to rent a shelter online will first need to navigate to <https://registerparks.pittsburghpa.gov> and create a new account. Once a new account has been created, users can search for available shelters, complete required rental information, and pay for the shelter permit. As long as the shelter is available on the desired date, users are able to complete the entire rental process in minutes without the need to get additional approval from the City of Pittsburgh.

Once the rental is completed online, the registered user will receive an email with their payment receipt and the shelter permit. Shelter permits must be printed and displayed in the designated display location at the shelter on the day of your event.

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**Q:** When is the shelter available for me to use on the day of my event?

**A:** Most shelter permits are valid from 11:00 AM – 9:00 PM on the day of your event. Please note that some weekday rentals are valid only from 1:00 PM – 9:00 PM to accommodate CitiParks programming in certain locations. If you need time to prepare for your event, please plan accordingly since access to the shelter prior to the start date specified for the selected facility and date is not permitted. Similarly, the facility must be cleaned and vacated prior to the 9:00 PM end time.

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**Q:** What if I only need to rent a shelter for several hours? Can I get a reduced permit fee since I won't be using the shelter for the entire day?

**A:** All rentals are for the standard time period. Public Works schedules park employees to clean shelters to ensure they are ready for all rentals at the designated start time. However, we are only able to accommodate one rental for each shelter on a given day. As a result, the full permit fee applies regardless of whether you will be using the shelter for the full time period or only for a portion of the day.

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**Q:** Can I change my rental after I pay for the shelter and a permit is issued? For example, can I add an alcohol permit if I didn't get one originally?

**A:** You will not be able to make changes to a completed permit using the facility rental website. If you need assistance with an already issued permit, including the addition of an alcohol permit or other changes, please contact or visit the Public Works Permit Office.

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**Q:** I cannot find the permit that was emailed to me. Is there a way for me to get a copy of my permit?

**A:** Yes, first login to your account at <https://registerparks.pittsburghpa.gov>. Click the My Account link and then click on the Rentals link located under the History section of the My Account page to view all of your facility rental permits. From this page you can either email or print a copy of the permit.

**Q:** How far in advance am I able to rent a shelter?

**A:** Shelters are available for rent up to 365 days in advance on a rolling basis. All shelter rentals are available on a first come first serve basis. Shelter rentals must be completed 72 hours before your selected date; after this time, the shelter will no longer be available to rent online. If you wish to rent an available shelter but the 72 hour deadline has passed, please contact the Public Works Permit Office to see if it is still possible to get a permit for the shelter.

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**Q:** Will the City refund my permit fee if my plans change?

**A:** The City will provide a refund if we receive cancellation notice more than 30 days in advance of your permitted date. In these instances, the City retains a \$10.00 processing fee but will refund all other fees associated with the rental.

### ***Recreation and Senior Center Permitting Questions***

**Q:** Why am I required to submit a request to rent a room in a senior center or community center before I can pay for the rental and receive my permit?

**A:** Unlike the process for renting park shelters, the City needs to first ensure that staff is available at the selected senior or recreation center facility before confirming that a permit can be issued for a particular date and time. This process can still be completed online using the registration website.

To request a City senior or recreation center rental, login to your account on the registration website, select the desired facility, and submit a request. Once your request is reviewed, you will receive an email confirming whether the facility is available at the selected date and time. If approved, you will then be able to complete the rental, submit payment and receive your permit using the online facility rental site.

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**Q:** How far in advance am I able to rent a Senior Center or Recreation Center room?

**A:** City Senior Center and Recreation Center rental requests may be submitted up to 90 days in advance of your selected date. Rental requests must be submitted more than 14 days in advance of your selected day.

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