



## Online Facility Rentals - Frequently Asked Questions

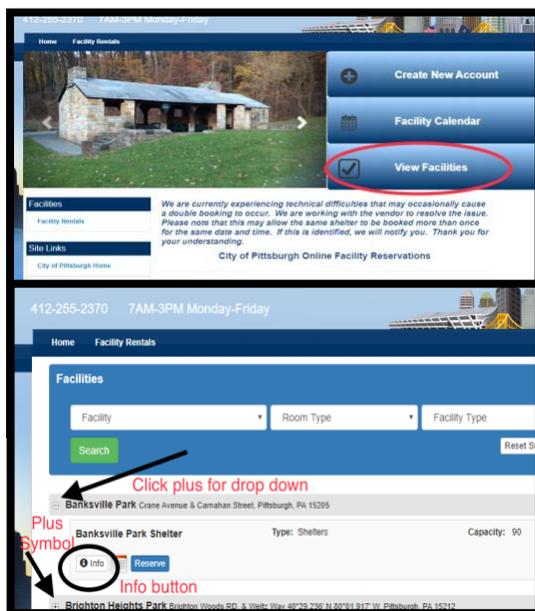
### General Questions

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

**A:** Most park shelters 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. Many of our shelters are open from the beginning of May – 2<sup>nd</sup> week of October (weather permitting), while others are open year round (please refer to shelter info.). Please contact the Public Works Permit Office by emailing [allison.botti@pittsburghpa.gov](mailto:allison.botti@pittsburghpa.gov) or calling 412-255-2366 if you cannot find a particular facility you are interested in renting.

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

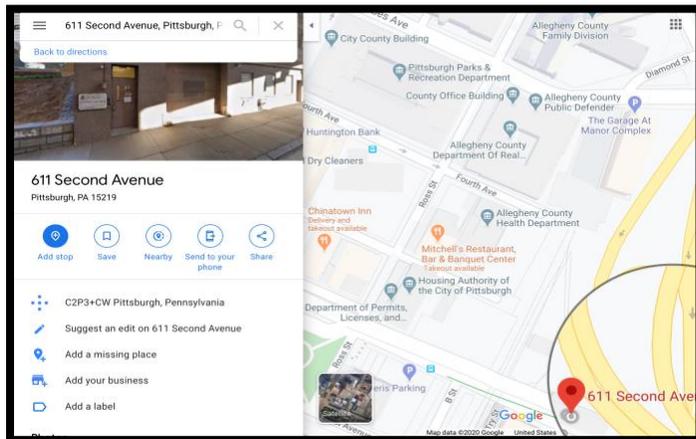
**A:** Click on the View Facilities button to browse available shelters and city facilities. Click on the plus symbol to the left of a park or facility name to view all rentable shelters or rooms. To view details about the shelter or room, click the Info button.





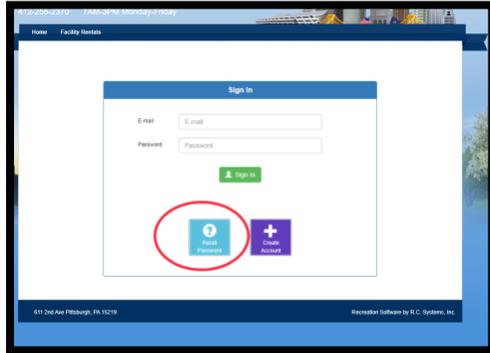
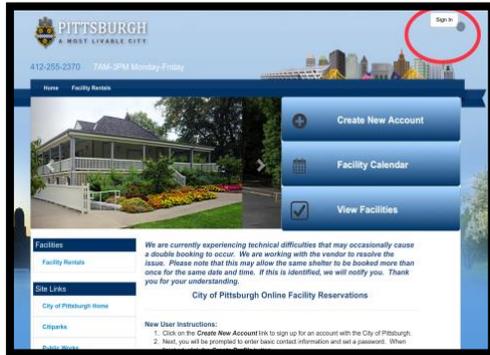
**Q:** Can I still rent facilities in person at the Public Works Permit Office?

**A:** Yes, although most rentals are now booked online, we are still happy to help you with your rental. For assistance, please email [allison.botti@pittsburghpa.gov](mailto:allison.botti@pittsburghpa.gov) or call the Public Works Permit Office at 412-255-2366 to setup an appointment during the hours of 7:00 AM – 3:00 PM Monday – Friday. Our office is located at 611 Second Ave., Pittsburgh, PA 15219. Visitor parking is located in the lot behind the building up the hill off of Second Avenue. Take the steps or ramp to the entrance in the parking lot. A second entrance can be accessed directly off of Second Ave., as seen in the map/photo below. The office is on the third floor. The building has elevator access.



**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. Checks/money orders should be made out to "Treasurer, City of Pittsburgh." Please note that the service fees for credit/debit cards apply for those renting at the Permit Office as well as those renting online. Cash will **not** be accepted.

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

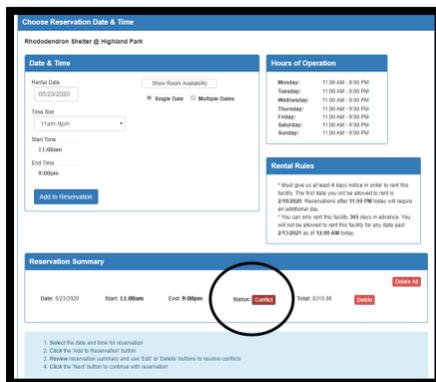


**A:** The City of Pittsburgh contracts with JetPay to provide the convenience of credit and debit transactions for a variety of City services. These fees are charged by JetPay as part of processing payments on behalf of the City. In addition, the City still accepts money orders and business checks if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

### 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 <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 submit a request. **\*Please note that if “Conflict” comes up on your screen in red, this means the shelter has already been booked or is not available (see screenshot below).** Once the request is submitted, you will receive an email saying we have received it. The following day, we will review the request to approve or deny it. If approved, we will send you an email to let you know. **All users with approved requests will have 24 hours to pay the transaction IN FULL once they receive the approval email.** Payments should be made through your account. If the payment is not made, your request will be removed and you will need to submit another request for review.



Once the rental payment is completed online, you will receive an email with your 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.

**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.

---

**Q:** On the day of my event, if the shelter I rented is indoor/needs unlocked, how can it be opened?

**A:** The shelter will be cleaned and unlocked by 11:00 AM, the start of the permit time.

---

**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.

---

**Q:** Can I change my rental after I pay for the shelter and a permit is issued?

**A:** As of early 2019, all shelter fees include an alcohol permit. 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, or other changes, please email [Allison.botti@pittsburghpa.gov](mailto:Allison.botti@pittsburghpa.gov) or call the Public Works Permit Office at 412-255-2366.

---

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

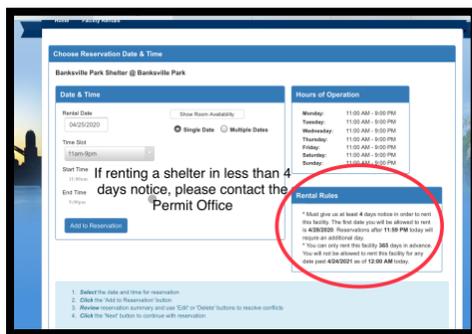
**A:** Yes, first login to your account at <https://registerparks.pittsburghpa.gov> . Click the My Account link and then click on the Rentals link located under the History section of the My Account page to view all of your facility rental permits. From this page you can either email or print a copy 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 rental requests must be completed at least 4 days 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 in less than 4 days notice, please contact the Permit Office to see if it is still possible to get a permit (please see the Rental Rules in screenshot below).



---

**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.

---

**Q:** In what case would I need insurance for a shelter rental?

**A:** The permits issued entitles the permit holder to use the shelter and the grounds identified in the permit. If additional activities are planned (i.e.: inflatable bounce house, tent, etc.) the permit holder must provide a Certificate of Liability Insurance naming the City of Pittsburgh Department of Public Works as an additional insured. [Click Here](#) to see a sample certificate of insurance.

---

**Q:** What if I have a question about the shelter I rented on the day of my reservation?

**A:** Much of the information a permit holder needs to know is within the permit received. However, if you have additional questions or concerns, please email [allison.botti@pittsburghpa.gov](mailto:allison.botti@pittsburghpa.gov) or call the Permit Office at 412-255-2366 during our normal office hours Monday – Friday, 7AM – 3PM. If your permit is not during these hours, please call 412-670-4185.



### 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. To request a City Senior or Recreation Center rental, please contact the center directly or ask to speak to the center director. Phone numbers for Recreation and Senior Centers can be found using the following links below:

[Click here for Rec Centers](#)

[Click here for Senior Centers](#)

---

**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.