



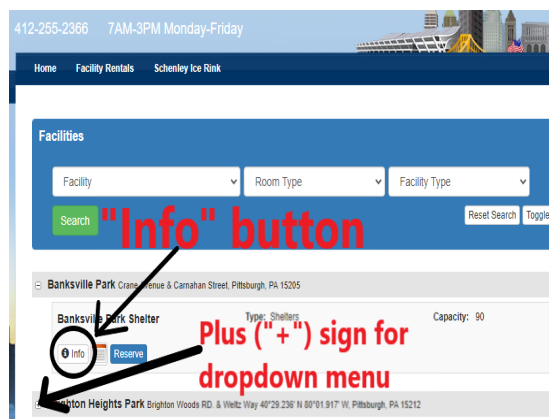
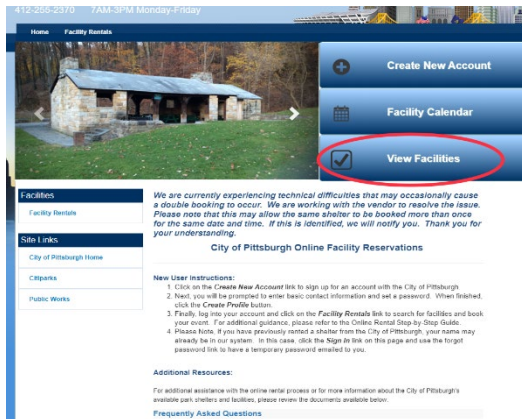
CITY OF PITTSBURGH DEPARTMENT OF PUBLIC WORKS

Online Facility Rentals - Frequently Asked Questions

General Questions

Q: What City facilities are available to rent online?

A: Most park shelters are available to rent online. Certain park shelters may not be available to rent if they are closed for maintenance or an open space that is not rented. Many of our shelters are open from the beginning of May through the 2nd week of October (weather permitting), while others are open year round (please refer to shelter info by clicking “View Facilities” selecting a park by clicking the name of park, and clicking “Info” box). Amenities can also be found in this section.



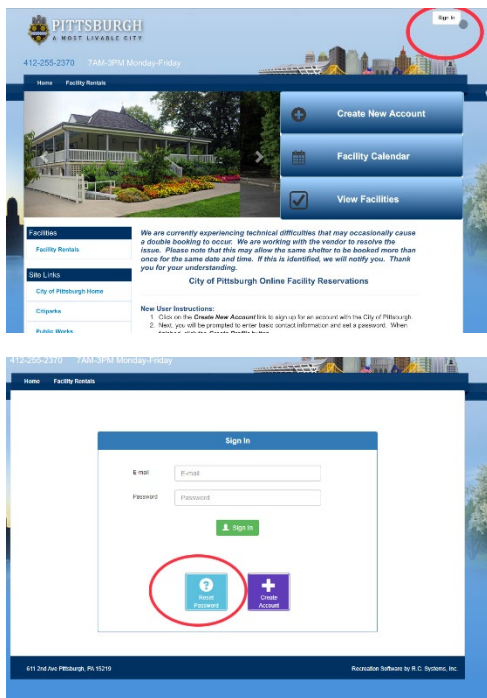
For inquiries regarding the Mellon Park Walled Garden, the Mount Washington Overlooks, sports fields/courts, or a particular facility you cannot find, please email dpwfields&parkshelters@pittsburghpa.gov. These facilities cannot be booked directly online. To apply for an athletic field/court permit, please go to <https://pittsburghpa.gov/dpw/field-permit> and click on “Field and Court Permit Application” link.

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

A: At this time, in addition to online reservations, phone or person park shelter reservations will be done by appointment only. Please email dpwfields&parkshelters@pittsburghpa.gov to setup an appointment. Our office is located at 412 Blvd. Of the Allies, 4th Floor, Pittsburgh, PA 15219. 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. If you experience any further issues, please contact our office.



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 2.35% + \$0.25 service fee. These fees are charged by the City's payment processor, JetPay, for all transactions. Payment instructions for manual in-house reservations can also be found on our website.

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, reserve a shelter. ***Please note that if the date shows up as "conflict" this means that the shelter is under a seasonal closure or it is already booked by someone else. You may find the "Facility Calendar" option on our website useful, which shows what shelters and dates are already booked.**

Choose Reservation Date & Time
Rhododendron Shelter @ Highland Park

Date & Time
Rental Date: 05/23/2020
Time Slot: 11am-9pm
Start Time: 11:00am
End Time: 9:00pm
Add to Reservation

Hours of Operation
Monday: 11:00 AM - 9:00 PM
Tuesday: 11:00 AM - 9:00 PM
Wednesday: 11:00 AM - 9:00 PM
Thursday: 11:00 AM - 9:00 PM
Friday: 11:00 AM - 9:00 PM
Saturday: 11:00 AM - 9:00 PM
Sunday: 11:00 AM - 9:00 PM

Rental Rules
*Shelter open at least 4 hours before in order to rent the facility. The last time you can reserve is until the 21st 23:59:59. Reservations after 11:59 PM today will require a 24-hour call.
*You can only rent this facility 365 days in advance. You will not be allowed to rent this facility for any dates after 2/13/2021 at 12:00 AM (noon).

Reservation Summary
Date: 05/23/2020 Start: 11:00am End: 9:00pm Status: **Conflict** Price: \$175.00 **Cancel**

1. Select the date and time for reservation
2. Click the Add to Reservation button
3. Proceed to checkout (payment will occur 14 or 30 calendar business days before reservation)
4. Click the Next button to continue with reservation

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 and time specified is non-negotiable. 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. **Early access to shelters will not be permitted.**

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: Does a separate permit need to be obtained to have alcohol at my event?

A: ***As of early 2019, all shelter fees include an alcohol permit. No additional payment or permit is needed. Please note while alcohol consumption is permitted, alcohol sales are prohibited without proper permitting. If you have any questions, please contact our office.**

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 at least eleven (11) days before your selected date; after this time, the shelter will no longer be available to rent online.

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

A: The City will provide a refund if we receive cancellation a written notice (email preferred) at least thirty (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. Once it is less than 30 days until your permitted date, *we are unable to refund or transfer your permit to a new location or date.* **No permit fee shall be returned and no changes shall be made unless DPW receives a dated email or written request of cancellation or changes at least thirty (30) days prior to the date of the permit- weather is not considered a valid reason for cancellation or change of shelter/date location. The body of notice email should include permit holder account, name payment is under, permit number, and location/reservation date. By placing a reservation under 30 days away, the permit holder understands their reservation will not be refunded or modified in any manner. Any rentals made in 30 days or less are not subject to any refunds or transfer requests. Cancellations requested due to illness/bereavement will be permitted to choose another facility rental date within 365 days. The newly selected date is subject to the 30 day cancellation policy. Additional cancellations made to newly selected dates within 365 days due to illness/bereavement will not be given this exception.**

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 dpwfields&parkshelters@pittsburghpa.gov during our normal office hours Monday – Friday, 7AM – 3PM. To view amenities at facilities and shelters, please visit the “Amenities in Facilities and Shelters” PDF located at the bottom of registerparks.pittsburghpa.gov. It is also linked directly [HERE](#) (zoom to 100% recommended).