

Instructions for Reserving Medina County Park District Facilities

For Hidden Hollow Camp overnight camping or Buffalo Creek Retreat reservations, you must call **330-722-9364**.

1. You have three options for searching for and reserving available facilities. They are as follows:
 - A) **"Choose a Facility"**
 - Click on the arrow next to **"Allardale Open Air Shelter"** to view a drop-down list of all facilities available for reservations. Click on the name of the facility you wish to reserve.
 - Use the drop-down arrows to choose a date. Click **"Submit."** **Proceed to Step #2.**
 - B) **"Month At a Glance"**
 - Click on the drop-down arrow next to **"Choose a Facility"** under the **"Month At a Glance"** search criteria, and click on the facility name you want to search.
 - Using the drop-down arrows, next to **"Date,"** choose the month and year (limited by facility) you would like to search. Click **"Submit."** The facility calendar will open.
 - Dates available for reservations will say **"Open."** Dates unavailable for reservations will say **"Fully Booked."**
 - To view other months, click on the forward or back arrows located in the upper corners of the calendar.
 - To view other facilities, months, or years, use the drop-down arrow fields located above the calendar.
 - To reserve a facility, click on the date in the facility calendar. **Proceed to Step #2.**
 - C) **"Show Availability"**
 - In **"Facility Type,"** click the drop-down arrow next to **"All Types."** Click on the type of facility you wish to search (ex. **"All Types, Enclosed, or Open"**).
 - Next, click the **"Day of Week"** you would like to search.
 - Available facilities will be listed by your search criteria. Click the **"Checkbox"** next to the time, facility, and date you want to reserve.
 - Click the **"Submit"** button located under each date list of available facilities. **Skip to Step #3.**
2. If the facility is available, an **"A"** will be shown in the box beneath the available time frame. If it has already been reserved, an **"R"** will be shown indicating the facility is unavailable for you to reserve.
 - If you do not want to reserve this facility and/or date, or it has already been reserved, click on **"Click Here"** located above to search for a different facility and/or date, or click on **"Cancel Order"** above. This will take you back to the **"Choose a Facility"** screen.

- If you want to keep the reservation, click on the "**A.**" A page will open that lists the reservation date, facility hours, capacity, and pricing information. To continue with the reservation, click on the "**Reserve Facility**" button.

- If you do not want to reserve the facility, click "**Return to Facility List**" or click "**Cancel Order**" located above.

3. The next screen is a verification page.

- If you wish to add additional reservations, click "**Continue Searching Facilities.**" This will take you back to the "**Choose Facility**" screen. Pick another facility and/or date and click "**Submit.**" This process can be repeated for multiple reservations.

- All facilities you have reserved will be listed.

- If you decide you want to cancel a reservation, click on the "**Checkbox**" next to the reservation information for the facility you want to remove. Click "**Remove.**" A "**Remove Reservation**" page will open. You may also click "**Cancel Order**" located above.

- If you want to keep this reservation, click on "**Return (without removing facility).**"

- If you want to **remove and cancel** the reservation, click the "**Remove**" button.

- When you are ready to complete the reservation(s), click on the "**Proceed to Checkout**" button, and you will be taken to a "**Log In**" screen.

4. The next page is the "**Log In**" screen.

Returning Customers:

- If you are a returning customer, including those who have previously registered for Medina County Park District programs online, simply enter your existing "**E-mail**" and existing "**Password**" into the "**Returning Customers**" area. Click on "**Continue**" to log into the system. Skip to #5 to the "**Check Out**" process.

- If you have forgotten your password, next to "**Forgot your password?**" click on "**Click here.**" A "**Password Retrieval**" window will open. Enter your "**E-mail Address**" into the space provided, and click "**Submit.**" The system will send your password to your E-mail account. Enter your "**E-mail**" and "**Password**" into the "**Returning Customers**" area, and click on "**Continue**" to log into the system. Skip to #5 to the "**Check Out**" process.

New Customers:

- Those who are new customers will need to set up an account. Simply enter your "**E-mail**" address under "**New Customers**" and click "**Continue**" to proceed to the "**New Customer**" page.

- If you do not have an E-mail account, links for various E-mail providers have been listed. Just click on one of the providers listed or choose your own provider. Follow that provider's instructions for setting up an E-mail account. After you have created your new E-mail account, you may proceed as a "**New Customer**" by entering your new E-mail address under "**New Customer.**" Click "**Continue**" to proceed to the "**New Customer**" page.

"New Customer" Page

-- Enter a "**Password**" for this site and "**Verify the Password**" in the fields provided.

-- Enter your personal information as indicated. All fields must be filled in except the second address line. If you only have a cell phone, enter that number for all the "**Phone Number**" fields. When finished, click "**Register.**"

If you do not have or wish to have an E-mail account, you will need to call the park office at 330-722-9364 to make a reservation. Office hours are Monday - Friday, 8 a.m. - 4:30 p.m., excluding holidays.

5. This next page is the "**Check Out**" area. If you have reserved multiple dates, you will need to complete all areas for each date reserved.

- Your name and other personal information should be pre-filled in the fields. If needed, you may change the "**Name of Person or Group**" and/or "**Group Name**" information for each date reserved.
- Click the drop-down arrow next to "**Select Purpose**" and choose the item that best matches your event. If nothing fits, choose "**Other,**" and type a description of your event in the newly-added field for each date reserved.
- Select the drop-down arrow next to "**Select Arrival Time,**" and click the time you plan to arrive for each date reserved. Be sure to include your set-up time.
- Select the arrow next to "**Select Departure Time,**" and click the time you will be exiting the facility for each date reserved. Be sure to allow time for cleanup.
- In the "**Expected Attendance**" field, enter the number of people attending for each date reserved.
- Read the "**Statement of Responsibility,**" and if you agree to the terms of the reservation, click the "**Checkbox**" next to "**I have read and accept the terms of the Statement of Responsibility.**"
- As your digital signature, enter your initials in the "**Initials**" space, as indicated.

The following area lists your payment and personal information. Out-of-county resident fees will automatically adjust. You can edit your personal information here, if needed.

Non-Profit/Government Agencies

- If you are reserving this facility for an organized youth group, a church, a governmental agency, or a not-for-profit group having a 501(c)3 certificate and are entitled to a discount, you must contact the park office at 330-722-9364 after completing your reservation.

Save Information for Future Orders

- By clicking this checkbox, you will not be required to go through the entire registration process again. The system will remember you as a "**Returning Customer.**"

If everything on this screen is correct, click "Submit."

6. "Verify Check Out"

- This screen gives you all the pertinent information regarding your reservation. If you need to make changes to your reservation, click on the "**Edit Reservation**" button. This will take you to the previous screen where you can make your changes.
- If you decide you want to cancel this reservation, click "**Delete Reservation (and Clear Shopping Cart).**" The system will immediately cancel the reservation.

****** To finalize your reservation, you must click on the "Submit (and process reservation)" button. Your reservation will process and the system will show a copy of your "Reservation Receipt." A copy will, also, be immediately E-mailed to the E-mail address you provided during the "Log In" process.**

- **Follow the directions given below your receipt to pay your reservation fees and complete your reservation.**

For questions or concerns, please contact the park office at 330-722-9364 Monday - Friday, 8 a.m. - 4:30 p.m., excluding holidays.

Revised – 1-26-18 JMT