



New Hanover County Parks & Gardens has a new online shelter reservation site! Now it is easier than ever to make your own shelter reservation and pay the fees without having to call or go to the parks office. The reservations site is available 24 hours a day, 7 days a week, and you receive immediate confirmation of your reservation. You can access the new reservation site at:

<https://parksreservations.nhcgov.com>

You may search the site as a guest, but you must have an account with a username and password to reserve a shelter. **To create your username and password**, click "Create an Account" on the right-hand side of the main page.

**If you already have an account with us, but forgot your username or password**, click "Forgot Username or Password" to retrieve your username and/or reset your password.

Once you are logged in, you may use the buttons on the right-hand side to:

- Change your Username or Password
- Update Account Details (address, phone #, email)
- Pay Your Balance

#### **To Reserve a Shelter**

- Click the button at the bottom of the main page for the park you would like to reserve
- Click on the shelter # that you would like to reserve
- Click on an "Open" or "Partial" date to view the available hours (the dates that are shaded pink are not available for reservations)
- Select at least (4) consecutive (1) hour time blocks by clicking in the boxes to the left of the times
- You may select more than (4) hour time blocks, but not less
- Once you have selected at least (4) hours, click "Book Times" at the bottom
- Review your Facility, Date and Times, and type in the # of people for the "Headcount" and the "Purpose" of your reservation
- Click "Continue" to review the Facility Rules & Regulations
- You must read the rules and click "Agree" at the bottom of the page to move on to the next step
- Review your "Shopping Cart" and click "Proceed to Checkout"
- Select your payment type (Visa or Mastercard) and click "Continue"
- Enter your credit card information and click "Submit Payment"