Reserving a Picnic Site Online

The ActiveNet Customer Portal (reservation site) works best when used in the following browsers:
- Internet Explorer 11, Google Chrome: latest version, Microsoft Edge Browser: latest version

*Should you experience problems with your login credentials or have any technical difficulties, please email:
PR_OnlineServicesCenter@denvergov.org.

From our Picnics Permit Page please click the Online Reservation Request link circled below

Parks are shown in alpha order, starting with our Mountain parks followed by our Urban parks

Click on View Availability to bring up a calendar view
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Use the blue arrows by the month to scroll to your desired date

Click on “View Available Times” on your chosen date, then click the blue Book button

- If not already signed in, you’ll be prompted to do so or to
- Create a New Account. All individuals reserving a picnic site must have an account. If you have previously done business with Denver Parks and Recreation, you most likely have an account already
  - To create a new account, please click “Create an Account” and complete all required fields
  - When creating your account, the email address you list will be utilized as your login name

This will redirect you to the “Reservation Event Information” page

- Event Type: PER: “Picnic-Urban” or PER: “Picnic-Mountain”
- Description: Title your picnic activities
- Number of Guests: Number of total in attendance

Please note that capacity limits for all picnic sites cannot be exceeded.
Please see the Picnic Site Inventory List, for these capacities and other site information.
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Reservation: Facility / Equipment Search

- **Skip** the “Choose the location or area, for your event” section

At Urban Sites:
Select either “Picnic Site: Urban Park (sheltered)” or “Picnic Site: Urban Park (standard)”

At Mountain Sites:
Select either “Picnic Site: Mountain Park (sheltered)” or “Picnic Site: Mountain Park (standard)” or “Picnic Site: Mountain Park (standard) > 100” (specifically for groups of 100+ persons)

Select your location

Reservation: Select Facility / Equipment

- **Skip** the “Specify facility amenities or special features your event requires”

- Click “Continue”

If everything looks correct, check the box under “Select” and click “Continue”

*If you enter too many guests, you will be prompted with the allowed capacity. Please see the [Inventory List](#) for current capacities.*
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Reservation Event Dates

Select your desired date

Most sites only have a single slot, per date. **Exceptions:**
- **Washington Park**: Two timeslots
- **City Park**: Weekend picnics – only available from 1:00pm – 11:00pm due to morning race/walks

*Please contact the Parks Permit Office if you desire both timeslots in the same day and we will adjust your fees.

Review Reservation & Event Dates

The yellow box represents your desired date.

Press “**Continue**” if correct!

The next page is the “Reservation Facilities/ Equipment Availability” page. This will show if the date and location is available with a blank checkbox under “Request” OR that the date is unavailable with a red “X” under “Request.

**Available!**

Check the box and Press “**Continue**”

**Not available!**

You may request a separate date or location using the “**Go Back**” Option below
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Reservation Checklist Questions

This page requires the Picnic Waiver and COVID Requirements to be read and initialed. Click on the linked attachments to read.

Enter your approximate usage times

Please answer accordingly, and click “Continue”

Reservation Review

Review your reservation one last time and click “Continue”

• The next pages will require payment information. Please follow the prompts.

• After your reservation request has been submitted and payment information has been entered, an email notification will be sent to you, indicating your request is either:
  a. Approved - Please print your permit and keep it on your person at all times during your picnic. Please review park rules and regulations which you will also receive with your final permit. Permit change requests can be made by contacting the Parks Permit Office at 720.913.0700 or park.permits@denvergov.org. Please reference your permit number when calling or emailing. Also, note that a $10 processing fee will be assessed to the permit if changes are needed.
  b. Denied/C Cancelled - Please contact the Parks Permit Office at 720.913.0700 or park.permits@denvergov.org to be refunded.
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To access a copy of your Permit

Click on “My Account” in the top-right corner

Under “Payment & Order Management”, click “Transaction & Payment History”

On the next page, “Reservation” link with the relevant description of your event

Click the “Permit Number” to view and print permit
Trouble Shooting:

Error message: “No results match your criteria”

This message is typically caused by one of two situations:

- The “Number of Guests” entered in “Attendance” on the “Reservation Event Information” page exceeds the capacity limit of the requested site(s).
  - Please note that capacities cannot be exceeded. Please see the inventory list for all site capacities.
- “Equipment” or “Location” has been selected on the “Reservation: Facility/ Equipment Search” page (page 3)