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COMMISSIONER

DEPARTMENT OF PARKS, RECREATION
AND CULTURAL AFFAIRS

Doug Voss
DIRECTOR
OFFICE OF PARKS

January 18, 2013

Dear Ballfield User,

Beginning in 2013, the Department of Parks, Recreation and Cultural Affairs ("DPRCA") will transition from the Random Selection Process to an online reservation system ("ActiveNet") for all ballfield reservations, pavilion rentals and other reservation functions.

- 1. Reservations for each ballfield season will be released in 3 month increments. Field reservations will be reserved on a first come, first serve basis, and will be available for rental at 12 noon on the dates listed below.
 - a. Tuesday, February 19th (March, April and May)
 - b. Tuesday, May 7th (June, July and August)
 - c. Tuesday, August 6th (September, October and November)
 - d. Tuesday, November 5th (December, January and February)
- 2. The DPRCA's Office of Reservations will not accept walk-in reservations for ballfields at Harris Tower during the first 24 hour selection period. All fields, dates and times reserved during the first 24 hours (e.g. 12pm/February 19th 12pm/February 20th) will not be refunded or exchanged for a credit except due to rainout or similar situation rendering the field unusable.
- 3. Anyone reserving a field is required to set-up an ActiveNet account and review the ActiveNet process in advance of reserving a field. The Office of Reservations will be available to assist individuals in the process of setting up an account between February 1st and February 15th by scheduling an appointment Monday Friday between the hours of 9am-4pm. Please contact the Office of Reservations at parksreservationist@atlantaga.gov or dial 404-546-6757 and press option 5.
- **4.** A transaction fee equal to 2.99% of the transaction amount plus \$0.25 will be charged to process all online reservation payments.
- **5.** All participants must submit proof of residency and tax-exempt status no less than 1 week prior to reserving fields to ensure that additional payments/credits are not assessed.
- **6.** All organized leagues must reserve fields.

- 7. All fields must be booked in ONE (1) hour periods. The ActiveNet system will allow a participant to enter times less than one (1) hour, however, a final permit will not be issued until payment for the full hour is made and received.
- **8.** All participants may select the times they wish to use the fields on a first-come, first-serve basis, although some fields may have pre-determined rental blocks for specific hours of the day. No reservations are permitted on Fridays.
- 9. Currently, only Frankie Allen has pre-determined rental blocks. These hours are as follows: 6:00-7:00am, 7:00am-8:00am, 8:15am-9:15am, 9:30am-10:30am, 10:45am-11:45am, 12:00pm-1:00pm, 1:15pm-2:15pm, 2:30pm-3:30pm, 3:45pm-4:45pm, 5:00pm-6:00pm, 6:15pm-7:15pm, 7:30pm-8:30pm, 8:45pm-9:45pm, and 10:00pm-11:00pm. Teams are not allowed to use intervals in between time slots for games or scheduled activity. The DPRCA, at its sole discretion, may add rental blocks to other fields.
- **10.** Payment Deadlines: Payment for field reservations must be made in full at the time of reservation submittal. For walk-in reservations, participants may pay via personal check, credit card or money order between 90 and 14 days before the reservation. Ballfield reservations made less than 14 days in advance must be paid by credit card or money order only and may not be completed online.
- **11.** For ballfield reservations made after the first 24-hour reservation period, all cancellations must be made **in writing** to the Reservations Office via <u>parksreservationist@atlantaga.gov</u> no less than thirty (30) days prior to the scheduled event in order to receive a refund or credit. No refunds or credits will be issued after the 30 day mark of the event. Please allow 6 to 8 weeks for processing of any refund.
- **12.** All teams must leave the field at the time specified on the reservation permit. Failure to leave a field may result in the revocation of future reservation permits. The Office of Parks will take progressive action regarding the violation of rules and regulations.
- **13.** Fields are all selected and paid for based on current field conditions. Goals, benches, bleachers, bases and other items are not guarenteed by the Department of Parks, Recreation and Cultural Affairs and may be removed at any time. Fields that do not have operable lights will be charged at an "unlighted" rate until lights are repaired.
- **14.** Rain-Outs—To schedule make-ups for rain-outs, customers must notify the Office of Parks via email at parksreservationist@atlantaga.gov within seven (7) days of the rain out. A credit may be issued if a new date cannot be agreed upon. If notice is not given within seven (7) days, no credits or refunds will be issued.
- 15. Wet-Field Policy--The use of an athletic playing field that has been impacted by wet weather is not permitted. If you arrive at a particular field and find the condition of the field to be substandard (rainy or wet conditions, standing water, bare spots or any combination of these elements) we respectfully ask that you DO NOT use the field. If you need to reschedule your reservation due to the field conditions or have any questions, please contact the Office of Reservations. Customers using fields in such a condition shall be responsible for the cost of repairing any damage done to the fields. In addition, failure to abide by these policies may result in penalties, including revocation of field reservation permit(s) and future loss of use of the fields for the subsequent rental block.
- **16.** All permits must be brought to the field during every scheduled date. Failure to do so may result in being asked to leave the field.

- **17.** If an organization is found playing during your scheduled time, please ask them to leave the field. If they do not leave the field, please call the Atlanta Police Department to file a report and also contact the Office of Reservations via phone or email to report the occurrence.
- **18.** Fields may be taken off-line during certain times of the year to allow for field rest and remediation.
- **19.** The DPRCA reserves the right to deviate from these established written guidelines at its discretion. Where a change occurs which may affect current permits, the City will, where practicable, seek the consent of the affected participants. The Office of Parks will notify participants in writing regarding any change.
- **20.** All policies and procedures will be reviewed on a quarterly basis.

If you have any additional questions or concerns, please contact The Office of Reservations at 404-546-6757, press option 5 or via email at parksreservationist@atlantaga.gov. We look forward to being able to provide this online reservation service.

Sincerely,

The Department of Parks, Recreation and Cultural Affairs