

## Instructions for Reserving an Ozaukee County Park Space Online

1. Go to the Parks, Recreation & Culture webpage here: <https://www.co.ozaukee.wi.us/644/Parks-Recreation-Culture>.
  - a. You can find this page by going to the main Ozaukee County website and scrolling down until you see the “Things to Do” box on the right side of the webpage. Click this box.
2. Once on the Parks, Recreation & Culture webpage, scroll down and click the large, green “MAKE A RESERVATION” button. Below this button are important notes about our reservation system process.
3. After clicking the “MAKE A RESERVATION” button, a new browser tab will open with a list of park spaces that are available to reserve online.
4. Scroll down to the park space you would like to reserve and click either “Details” to see more about the reservable space or “Make reservation” to start the reservation form.
  - a. The “Details Page” will show multiple pictures of the reservable park space(s) and give some important notes about reserving the space.
5. After clicking “Make reservation,” the reservation form page will open.
6. Fill in all information fields with your reservation details and personal information
  - a. If the date you would like is not available, this means that the park space has no availability on the given date, and cannot be reserved.
  - b. If you are reserving a campsite:
    - i. The “Date” field should be filled with the date you would like to arrive at the campsite.
    - ii. You may choose to pay for firewood bundles online with your reservation, or you may pay for the firewood in-person with CASH ONLY during your reservation.
7. Once you have filled in all information on the reservation form, click the blue “Make reservation” button to move forward to the PayPal payment page.
  - a. You MUST make a payment in order for your reservation to be valid. Once you click “Make reservation,” you will have 15 minutes to submit payment info, or your timeslot will be released.
8. A new PayPal webpage will open. You may either sign in to your PayPal account, or check out as a guest to make your payment.
  - a. PayPal is the only available way to pay for your reservation; however, you DO NOT need a PayPal account to make a payment, you may check out as a guest.
9. After submitting your payment online, you will receive two emails: one from our reservation system (called Planyo) and one from PayPal.
  - a. The Planyo confirmation email will contain your reservation details including park space, dates, price, etc.
  - b. The PayPal confirmation email will contain details about your payment.
10. You have now completed your reservation booking! Please have your reservation confirmation email with you and accessible during your reservation time period (either printed out or on an electronic device).

For any further questions, or issues while booking online, please call (262)284-8257. Thank you.

## **Need to Modify or Cancel your Reservation?**

If you need to cancel your reservation, please call (262)284-8257.

- If you cancel at least 5 days prior to the start of your reservation, you will receive a full refund.
- If you cancel 1-4 days before the start of your reservation, you will receive an 80% refund.
- If you cancel the day of your reservation, you will not receive a refund.

If you need to modify your reservation, you can do so through the Planyo confirmation email that you received upon booking the park space.