November 1 information

Reservations will open online at 12:00 am (MIDNIGHT) on November 1. Please be advised you may experience a delay in accessing the system depending on your browser and overall connectivity. We recommend that you ensure your account and password are updated prior to November 1. We also recommend that you clear your history (cookies, cache) before logging in on November 1.

The ActiveNet Consumer Portal (online site) works best when using the following browsers:

1. Internet Explorer: 11
2. Google Chrome: latest version
3. Microsoft Edge Browser: latest version

If you experience problems with your login credentials (or have any other technical difficulties), please email PR_OnlineServiceCenter@denvergov.org.

Technical support will ONLY be available from 11:00 pm on October 31 until 1:30 am on November 1. PLEASE allow 30 minutes for an email response. We highly recommend that you resolve any account and password issues prior to November 1 to ensure a problem-free reservation.

Special Instructions for City Park Pavilion:

- Only one event per date is allowed - If any block of time (2:00pm-11:00pm) is showing as unavailable, that entire date is unavailable.

Special Instructions for the Washington Park Boathouse:

- Monday- Saturday: If any block of time (8:00am-11:00pm) is showing as unavailable, that entire date is unavailable.
- Sunday: If any block of time (2:00pm-11:00pm) is showing as unavailable, that entire date is unavailable.

Requesting an Event Venue online

https://apm.activecommunities.com/denver

- All individuals requesting an Event Venue must first create an account. In order to create an account, please click on ‘Create an Account’ and complete all required fields.
- When creating your account, the email address you list will be used as your login name for future online use. During account creation, you will also be required to provide a password that will be used with your email address when logging in.
- Once your account has been created, please follow these steps to request an Event Venue online.
- Click on ‘Facility Reservations | Permits’
- Click on ‘Field, Event, Picnic & Boating’

Field, Event, Picnic & Boating

- If you are not already logged in to the site, you will be prompted to do so at this time by entering your email address (login) and your password.

- After logging in (or creating an account), you will need to select the Event Type that correlates best with the Event Venue you are wanting to request (Example: If you are interested in requesting the Chief Hosa Lodge, select the Event Type ‘EVT: Chief Hosa Lodge’. If you are interested in requesting the City Park Pavilion, select the Event Type ‘EVT: City Park Pavilion’).

- Then you must type in a Description for the event (Example: Johnson Wedding)

- Next, type in the number of guests attending and then click on ‘Continue’
You will then be directed to the ‘Reservation: Facility/Equipment Search’ page. On this screen, you must select the exact facility under the ‘Choose the facility for your event’ box. The event venue you are wanting to reserve should be the only option listed as shown below. Then click on ‘Continue’.

**NOTE:** Do not select any of the amenities listed in the ‘Specific facility amenities or special features your event requires’ box. If you select any of these, you will not be able to move forward – no results will match your criteria. This information will be discussed at a later time with the Event Coordinator.

- On the next screen below, you will need to check the box under ‘Select’ and then click on ‘Continue’
On the next screen, you will be prompted to select the date that you would like to request the event venue, by entering the ‘Begin Date’ and ‘End Date’.

You will then need to enter in the exact start time of the event by typing in the time in the ‘Exact Time’ box and selecting ‘am’ or ‘pm’.

NOTE: The City Park Pavilion is only available from 2:00 – 11:00 pm each day throughout event season. The Wash Park Boathouse is available from 8:00 am – 11:00 pm each day throughout the event season, except on Sundays (on Sundays the Wash Park Boathouse is only available from 2:00 – 11:00 pm).

Lastly, specify how long the event will last (in hours) in the ‘Duration’ box.

Then click ‘Continue’.

On the next screen, you will be directed to a calendar with your event date highlighted. If the date and time are correct, click on ‘Continue’. If they aren’t correct, click on the ‘Go Back’ button.
You will then be directed to the ‘Reservation Facilities/Equipment Availability’ screen. If the checkbox under ‘Request’ is checked (as shown below), then the event venue is available on the date and time you have requested. Click on ‘Continue’ to proceed.

NOTE: If there is a red ‘X’ under ‘Request’, then the event venue is not available on the date and time you requested. You would then need to go back and select a new date and time by clicking the ‘Go Back’ button.

Next, you will be prompted to acknowledge/initial all checklist items and answer the required custom questions as shown below. Once you have completed this, click on ‘Continue’.
You will be directed to the ‘Reservation Review’ screen. This is the final step in completing your request. Simply review the information listed and click on ‘Submit’.

- After clicking on ‘Submit’, you will be directed to the Payment Information page.
- Enter your credit card information and then click on, Continue
- You will then be directed to the ‘Reservation Request Receipt’ page.
- Again, the process you just completed was for a REQUEST only. Our event venue staff will review your request, add any applicable fees, and then contact you regarding the next steps. At this time, your request is pending – it has not been approved.

- You should also receive an auto-generated receipt email from the system informing you that your request has been received.