



OFFICE OF SPECIAL EVENTS
200 South Lamar, Austin, Texas 78704
(512)974-6797 phone
reservations@austintexas.gov
<http://austintexas.gov/parkevents>

ONLINE RESERVATION AND PAYMENT GUIDE

ONLINE PAYMENT GUIDE / GUÍA DE PAGOS EN LÍNEA

[Account Log In / Online Payment / Cancellation - English](#)
[Inicio de sesión de cuenta / Pago en línea / Cancelación - Español](#)

COMMON ERRORS / ERRORES COMUNES

[Common System Errors During Reservation Requests](#)
[Errores comunes del sistema durante las solicitudes de reserva](#)

MAKING A RESERVATION / HACIENDO UNA RESERVACIÓN

[Picnic Areas / Picnic Shelters / Event Facilities](#)
[Áreas de picnic / Refugios para picnic / Instalaciones para eventos](#)

[Day Pass - Emma Long Metro Park](#)
[Pase de un día - Parque Metropolitano Emma Long](#)

[Camping - Emma Long Metro Park](#)
[Cámping - Parque Metropolitano Emma Long](#)

Park Event Information webpage: www.austintexas.gov/parkevents
Página web de información sobre eventos del parque (en inglés)

Reservation System webpage: www.austintexas.gov/parksonline
Página web del sistema de reservas (en inglés)

CANCELLATIONS / CANCELACIONES:

Please contact Office of Special Events
Por favor comuníquese con la Oficina de Eventos Especiales
Phone: 512.974.6797 / Email: Reservations@austintexas.gov

BANKING STATEMENT INFORMATION / INFORMACIÓN DEL EXTRACTO BANCARIO:

Charges and Refunds appear on statements as "PARD Online Registrat"
Los cargos y reembolsos aparecen en los extractos de cuenta como "PARD Online Registrat"

Online Payment Guide

www.austintexas.gov/parksonline

Account

An account has been created as part of your reservation request – do not create a new account

USERNAME

- First time Users: Username is your email
- Returning Users: Email or a user created username

PASSWORD

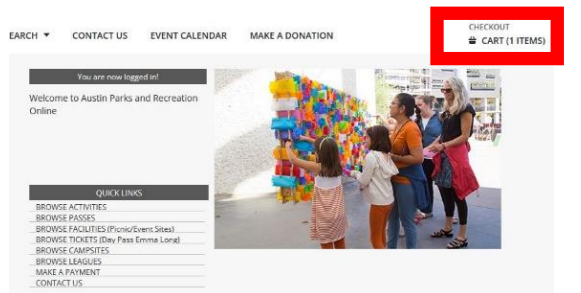
- First Time Users: Select “Forgot Your Password” link to create a password
- Returning Users: Enter password

Steps to Make a Payment

Select → ‘Shopping Cart’
 Select → ‘Proceed to Checkout’
 Select → Visa, MasterCard, Discover or American Express then “Continue”
 Submit → Submit ‘Payment’. NOTE: Press button ONLY once.

Banking Statement Information:

Charges appear on statements as “PARD Online Registrat”

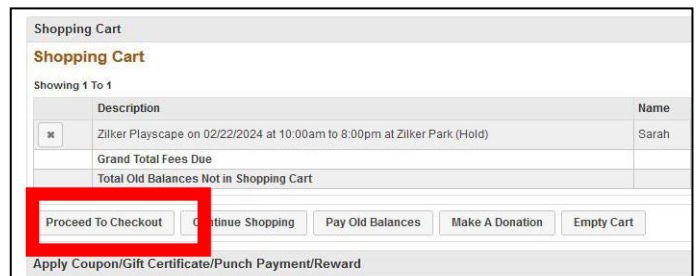


Summary of Charges

New Charges In Shopping Cart:	\$ 0.00
Old Balances In Shopping Cart:	\$ 110.00
Total Balance for household:	\$ 110.00
Amount To Be Paid Today:	\$ 110.00

The Following Information is Required to Complete Your Transaction

Using This Payment Method: *



Shopping Cart

Showing 1 To 1

Description	Name
Zilker Playscape on 02/22/2024 at 10:00am to 8:00pm at Zilker Park (Hold)	Sarah
Grand Total Fees Due	
Total Old Balances Not in Shopping Cart	

Apply Coupon/Gift Certificate/Punch Payment/Reward

Payment Summary

Please review the following details for this transaction.

Amount: \$ 60.00

Billing Information

Enter your payment details below.

Cards Accepted

VISA, MasterCard, American Express, Discover



Credit Card

*Name

*Card Number

Select [v] Select [v] Card CVV/CVC

*Exp Month [v] *Exp Year [v] *Card CVV/CVC

Cancellations

Contact the theater site, or cultural center directly.

Picnic sites & event facilities contact the Office of Special Events, reservations@austintexas.gov.

GUÍA DE PAGO EN LÍNEA

www.austintexas.gov/parksonline

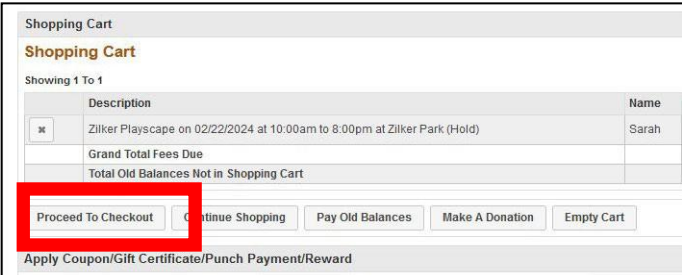
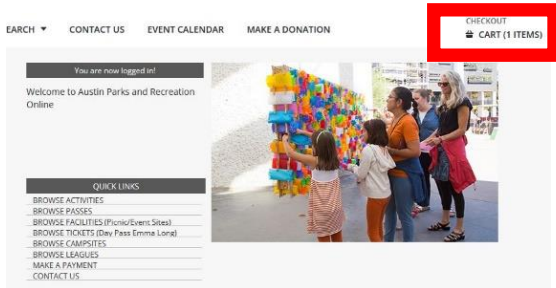
Cuenta	Nombre de usuario	Contraseña
Se ha creado una cuenta por nuestra oficina como parte de su reserve. No cree una nueva cuenta	<ul style="list-style-type: none"> • Usuarios por primera vez: El nombre de usuario es su correo electrónico. • Usuarios que regresan: El nombre de usuario es el correo electrónico o el nombre de usuario que creado por el usuario. 	<ul style="list-style-type: none"> • Usuarios nuevos: seleccione el enlace "Forgot Your Password" para crear una contraseña. • Usuarios recurrentes: ingrese la contraseña

Pasos para Realizar un Pago

Selecciona → 'Shopping Cart' (Carrito de Compras).
 Selecciona → 'Proceed to Checkout' (Proceder al Pago).
 Selecciona → Visa, MasterCard, Discover, o American Express. 'Payment'.
 Enviar → NOTA: Presione el botón SOLO una vez.

Información en el Estado de Cuenta Bancario:

Los cargos aparecerán en los estados de cuenta como "PARC Online Registration"



Summary of Charges

New Charges In Shopping Cart:	\$ 0.00
Old Balances In Shopping Cart:	\$ 110.00
Total Balance for household:	\$ 110.00
Amount To Be Paid Today:	\$ 110.00


The Following Information is Required to Complete Your Transaction

Using This Payment Method: *

Payment Summary
Please review the following details for this transaction.

Amount \$ 60.00

Billing Information
Enter your payment details below.

Cards Accepted


Credit Card
 *Name
 *Card Number
 *Exp Month *Exp Year *Card CVV/CVC

Cancelaciones:

Comunícate directamente con el sitio del teatro o el centro cultural. Los sitios de picnic e instalaciones de eventos, comuníquese con la Oficina de Eventos Especiales reservations@austintexas.gov.



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Common System Errors During Reservation Requests

Error: "Age Requirement"

A date of birth greater than age 16 must be added to the household member.

Choose "My Account" → Household and Member → Add a Birthday (bottom option of 3rd column)

Error: "Requisito de edad"

Se debe agregar una fecha de nacimiento mayor a 16 años al miembro del hogar.

Elija "Mi cuenta" → Hogar y miembro → Agregue un cumpleaños (opción inferior de la tercera columna)

Error: "Limited to two vehicles per day per account"

A limit exists only allowing two vehicle passes per account for each day

Error: "Limitado a dos vehículos por día por cuenta"


Existe un límite que solo permite dos pases de vehículos por cuenta cada día.

Online Reservation Request Guide – Picnic Areas / Picnic Shelters / Event Facilities

www.austintexas.gov/parksonline

Reservation requests must be submitted 16 days or more before the proposed event date

Account Log In: log in using current username/password – do not create a new account if one exists



1

1. Login to existing account
2. Select: "Browse Facilities"

2

1. Choose location
2. Choose Date
3. Select "Search"

3

Select Submit Request

4

1. Choose light blue schedule item
2. Choose "Add to Cart"

5

1. Answer rental questions
2. Certify acknowledgements
3. Select "Continue"

6

1. Confirm location/date
2. Select "Proceed to Checkout"

WebTrac Facility Search

Search Results (Showing results 1 of 1)

Dick Nichols Shelter

WebTrac Facility Search

Date	Facility Description	Location Description	Description	Capacity	Information
Mar 7/26	Dick Nichols Shelter	Dick Nichols Dis Park	Picnic Shelter	75	Item Details

Submit Request

Shopping Cart

New Charges In Shopping Cart

Shopping Cart

Showing 1 To 1

Description
Dick Nichols Shelter on 08/01/2021 at 10:00 am to 10:00 pm at Dick Nichols Dis Park (Permit - In Review)

Grand Total Fees Due

Total Old Balances Not in Shopping Cart

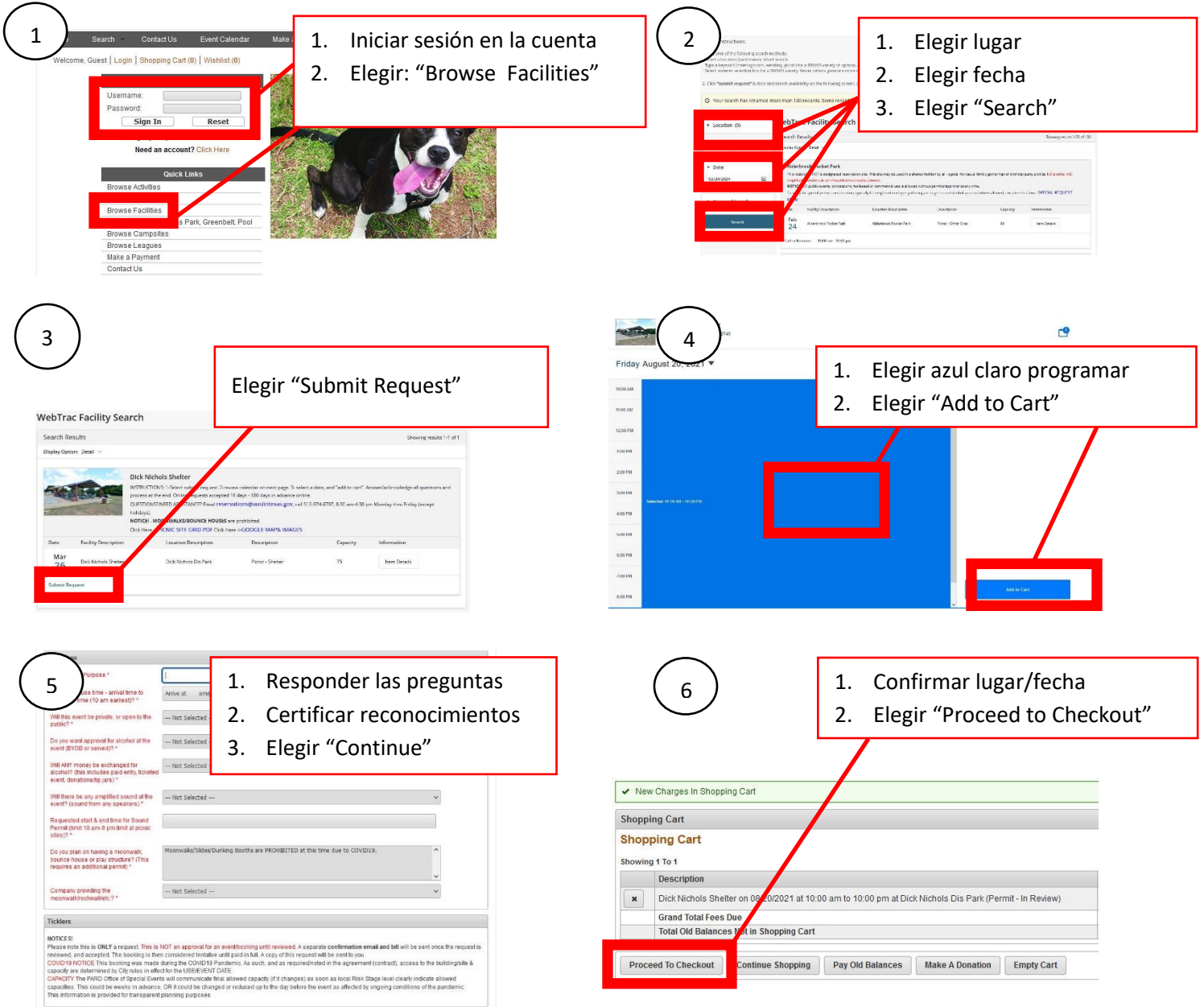
Proceed To Checkout Continue Shopping Pay Old Balances Make A Donation Empty Cart

GUÍA DE SOLICITUD DE RESERVA EN LÍNEA: ÁREAS DE PICNIC / INSTALACIONES PARA EVENTOS

www.austintexas.gov/parksonline

Las solicitudes de reserva deben ser enviados 16 días o más antes de la fecha propuesta del evento.

Iniciar sesión en la cuenta: Inicie sesión con el nombre de usuario/contraseña actual. No cree una cuenta nueva si una existe.



1

1. Iniciar sesión en la cuenta
2. Elegir: "Browse Facilities"

2

1. Elegir lugar
2. Elegir fecha
3. Elegir "Search"

3

Elegir "Submit Request"

4

1. Elegir azul claro programar
2. Elegir "Add to Cart"

5

1. Responder las preguntas
2. Certificar reconocimientos
3. Elegir "Continue"

6

1. Confirmar lugar/fecha
2. Elegir "Proceed to Checkout"

Online Reservation Request Guide – Park Day Use Passes/Tickets

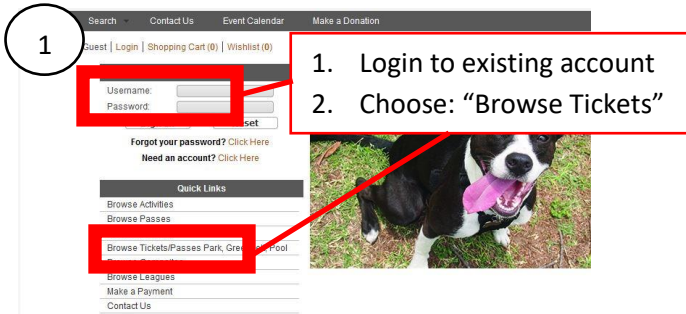
www.austintexas.gov/parksonline

Account Log In: log in using current username/password – do not create a new account if one exists

Notes:

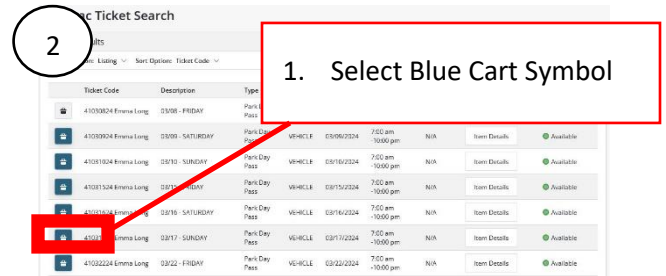
- Must be purchased at least one day in advance
- May be purchased up to 14 days in advance
- Refunds are not available for purchased Day Passes

1



1. Login to existing account
2. Choose: "Browse Tickets"

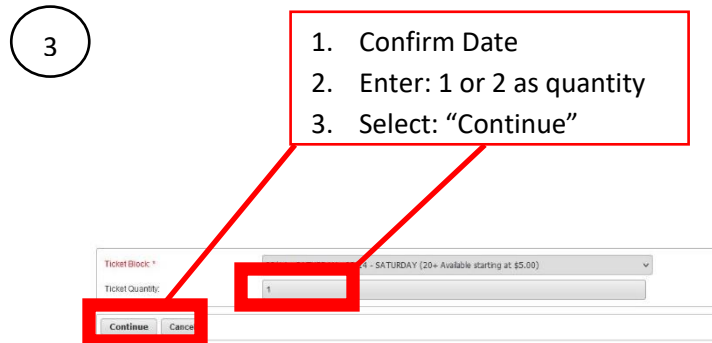
2



1. Select Blue Cart Symbol

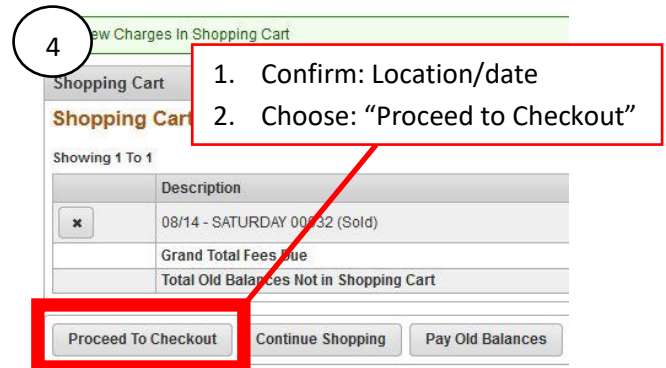
Ticket Code	Description	Type	Start Date	End Date	Time	Price	Availability
41003024 Emma Long	03/08 - FRIDAY	Park Day Pass	03/08/2024	03/08/2024	7:00 am - 10:00 pm	N/A	Available
41003024 Emma Long	03/09 - SATURDAY	Park Day Pass	03/09/2024	03/09/2024	7:00 am - 10:00 pm	N/A	Available
41003024 Emma Long	03/10 - SUNDAY	Park Day Pass	03/10/2024	03/10/2024	7:00 am - 10:00 pm	N/A	Available
41003024 Emma Long	03/11 - MONDAY	Park Day Pass	03/11/2024	03/11/2024	7:00 am - 10:00 pm	N/A	Available
41003024 Emma Long	03/16 - SATURDAY	Park Day Pass	03/16/2024	03/16/2024	7:00 am - 10:00 pm	N/A	Available
41003024 Emma Long	03/17 - SUNDAY	Park Day Pass	03/17/2024	03/17/2024	7:00 am - 10:00 pm	N/A	Available
41002224 Emma Long	03/22 - FRIDAY	Park Day Pass	03/22/2024	03/22/2024	7:00 am - 10:00 pm	N/A	Available

3



1. Confirm Date
2. Enter: 1 or 2 as quantity
3. Select: "Continue"

4



1. Confirm: Location/date
2. Choose: "Proceed to Checkout"

Description
08/14 - SATURDAY 00032 (Sold)
Grand Total Fees Due
Total Old Balances Not in Shopping Cart

GUÍA DE SOLICITUD DE RESERVA EN LÍNEA: PASES/BOLETOS PARA USO DIURNO EN EL PARQUE

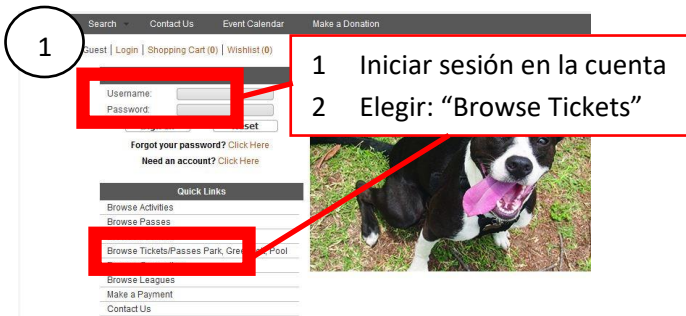
www.austintexas.gov/parksonline

Iniciar sesión en la cuenta: Inicie sesión con el nombre de usuario/contraseña actual. No cree una cuenta nueva si una existe.

Notas:

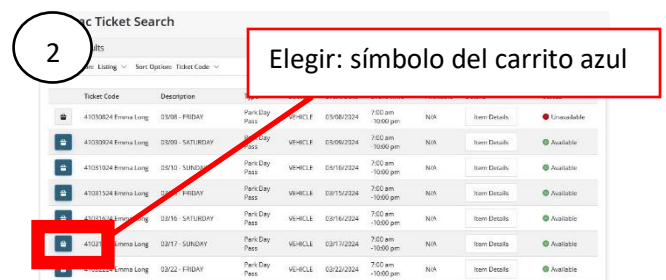
- Debe comprarse con al menos un día de antelación
- Se puede comprar con hasta 14 días de antelación
- Los reembolsos no están disponibles para pases diarios.

1



1 Iniciar sesión en la cuenta
2 Elegir: "Browse Tickets"

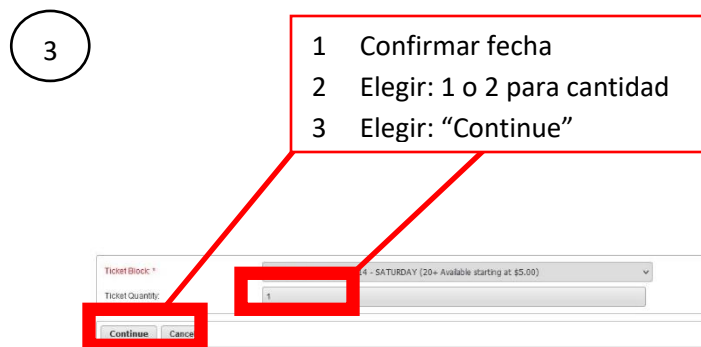
2



Elegir: símbolo del carrito azul

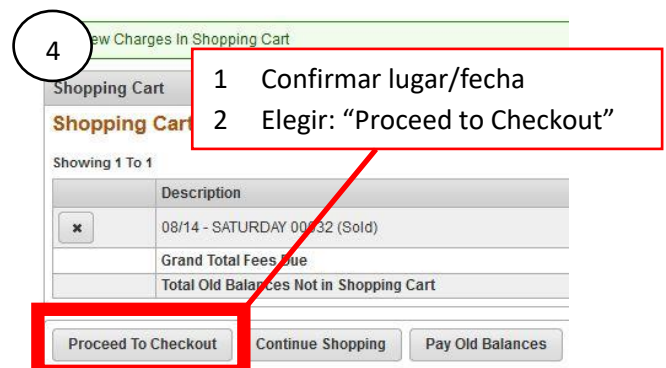
Ticket Code	Description	Park Day Pass	Vehicle	Start Date	End Date	Time	Price	Item Details	Availability
41030304	Erma Long	03/08 - FRIDAY	VEHICLE	03/08/2024	03/08/2024	7:00 am - 10:00 pm	N/A	Item Details	Unavailable
41030304	Erma Long	03/09 - SATURDAY	VEHICLE	03/09/2024	03/09/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/10 - SUNDAY	VEHICLE	03/10/2024	03/10/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/11 - MONDAY	VEHICLE	03/11/2024	03/11/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/12 - TUESDAY	VEHICLE	03/12/2024	03/12/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/13 - WEDNESDAY	VEHICLE	03/13/2024	03/13/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/14 - THURSDAY	VEHICLE	03/14/2024	03/14/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/15 - FRIDAY	VEHICLE	03/15/2024	03/15/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/16 - SATURDAY	VEHICLE	03/16/2024	03/16/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/17 - SUNDAY	VEHICLE	03/17/2024	03/17/2024	7:00 am - 10:00 pm	N/A	Item Details	Available
41030304	Erma Long	03/22 - FRIDAY	VEHICLE	03/22/2024	03/22/2024	7:00 am - 10:00 pm	N/A	Item Details	Available

3



1 Confirmar fecha
2 Elegir: 1 o 2 para cantidad
3 Elegir: "Continue"

4



1 Confirmar lugar/fecha
2 Elegir: "Proceed to Checkout"

Shopping Cart

Showing 1 To 1

Description
08/14 - SATURDAY 00:32 (Sold)
Grand Total Fees Due
Total Old Balances Not in Shopping Cart

Proceed To Checkout Continue Shopping Pay Old Balances

Online Reservation Guide – Camping

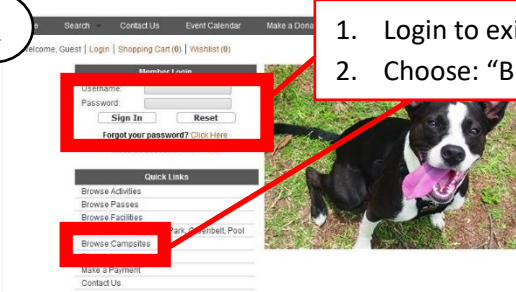
www.austintexas.gov/parksonline

Account Log In: log in using current username/password – do not create a new account if one exists

Check the [Emma Long Metro Park website](#) for important updates.

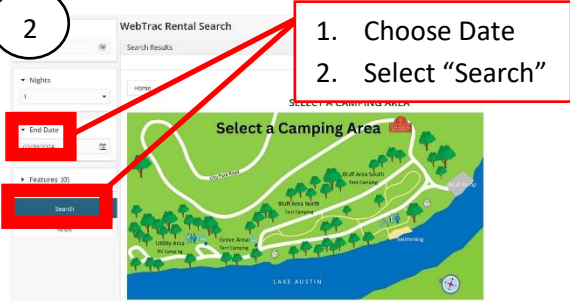
View the [Camping Guidebook](#) to learn about amenities and campsite restrictions and limitations

1



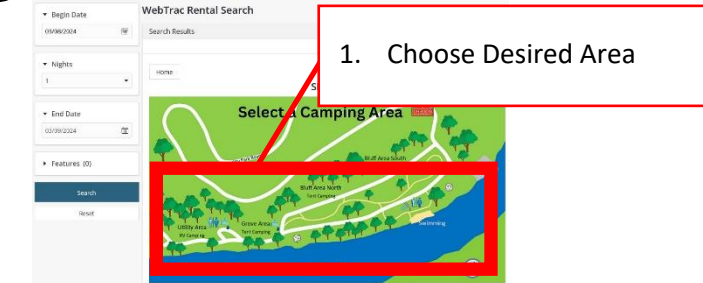
1. Login to existing account
2. Choose: "Browse Campsites"

2



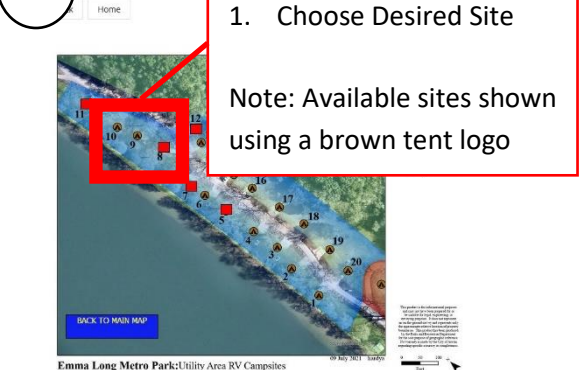
1. Choose Date
2. Select "Search"

3



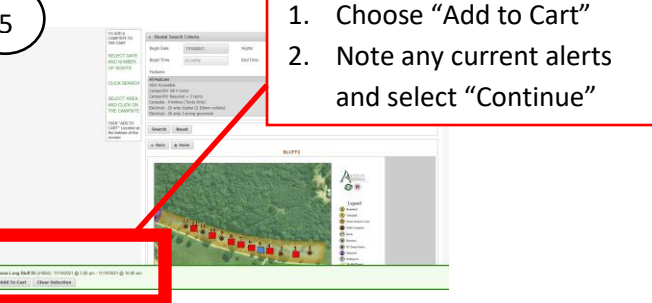
1. Choose Desired Area

4



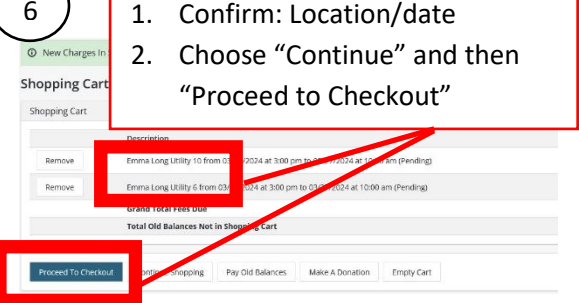
1. Choose Desired Site
Note: Available sites shown using a brown tent logo

5



1. Choose "Add to Cart"
2. Note any current alerts and select "Continue"

6



1. Confirm: Location/date
2. Choose "Continue" and then "Proceed to Checkout"

GUÍA DE RESERVAS ONLINE – CAMPING

www.austintexas.gov/parksonline

Inicio de sesión de cuenta: inicie sesión utilizando el nombre de usuario/contraseña actual; no cree una cuenta nueva si existe una.

Consulte el sitio web de [Emma Long Metro Park](#) para actualizaciones importantes.

Vea la “[Camping Guidebook](#)” (Guía de campamentos) para conocer los servicios y las restricciones y limitaciones

1



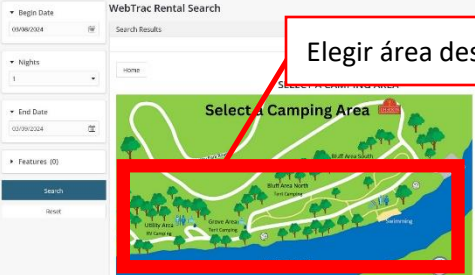
1. Iniciar sesión en la cuenta
2. Elegir: “Browse Campsites”

2




1. Elegir fecha
2. Elegir “Search”

3



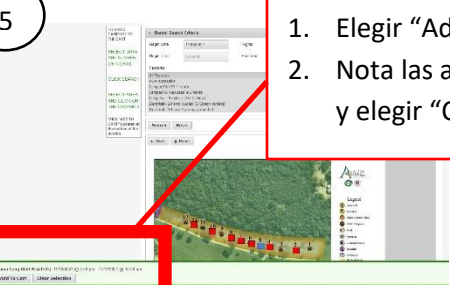
Elegir área deseada

4



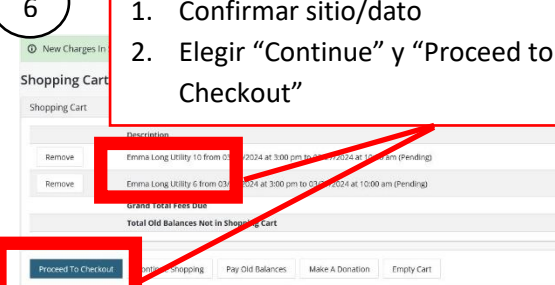
1. Elegir deseada sitio
Nota: Los sitios disponibles se muestran con el logotipo de una tienda de campaña marrón.

5



1. Elegir “Add to Cart”
2. Nota las alertas actuales y elegir “Continue”

6



1. Confirmar sitio/dato
2. Elegir “Continue” y “Proceed to Checkout”