



# City of Chattanooga Parks Reservations Frequently Asked Questions

## HOW DO I KNOW IF THE PAVILION I WANT TO RENT IS AVAILABLE?

Take a look at the [catalog!](#) Each park or pavilion that your heart desires has a specific calendar associated with it. All you have to do is click on the day you'd like to book, and see what the availability times are. If the date is green, that means it's available all day (yay!). If it's colored orange, that means it is only available for part of the day, and if it's completely gray, that means it's fully reserved.

In order to assure that your event goes smoothly, we recommend checking the park or facility's availability in advance.

**Southside Community Park** **Multiple Rates**

Facility Southside Community Park  
Location Southside Community  
Address 3501 Central Avenue Chattanooga, TN 37410



Click to view more images

### Make a Reservation

1. SELECT DATE

Jul 2019

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

2. SELECT RATE

General Day Rate (50 people or less) (\$25 - Flat Fee)

3. SELECT TIME

From: 08:00 AM To: 09:00 AM

**AVAILABLE TIMES:**

- 08:00 AM to 09:00 PM  
General Day Rate (50 people or less)
- 08:00 AM to 09:00 PM  
General Day Rate (51-150 People)
- 08:00 AM to 09:00 PM  
General Day Rate (More than 150 People)

## IS THE RENTAL RATE FOR A PARK BASED ON AN HOURLY RATE?

Park rental rates are daily rates and based on number of participants at your event. You can see an overview of all rates here: [www.chattanooga.gov/parks/reservations](http://www.chattanooga.gov/parks/reservations).

## I NEED TIME TO SET-UP FOR MY EVENT. CAN I ARRIVE 30 MINUTES BEFORE MY RENTAL TIME?

No early arrivals. Your rental time should include set up and clean up.

## I NEED TO ADD AN HOUR TO MY RESERVATION. CAN I DO THAT ONLINE?

You will need to contact the Parks Office at [parksreservations@chattanooga.gov](mailto:parksreservations@chattanooga.gov). Make sure to include the following information with your request: account name, reservation location, reservation date, and receipt number.

## HOW CAN I CONFIRM THAT MY RESERVATION IS BOOKED?

As soon as you make your payment, be on the lookout for a receipt in your email inbox. You can also click on the “Account” tab on the reservation page to view your upcoming reservations and rental history.

The screenshot displays the 'Transaction History' page for a user named Anna Mathis. The page includes a navigation bar with 'Catalog', 'Account', and 'Connect' options. Below the navigation bar, there are filters for 'From' (06/27/2018), 'To' (06/27/2019), 'Receipt #', and 'Account Member' (1) Anna Mathis. A 'Refresh Results' button is also present. The main content area shows a table of transactions with columns for #, Location, Facility, Date, Time, Receipt, Permit, Total, Paid, Balance, and Actions. The table lists four transactions, including a permit for Caruthers on 10/20/2018. To the right of the table is a sidebar with a 'Browse/Register Now!' button and a list of account management options: Account Statements, Transaction History, Manage Memberships, Manage Payment Accounts, Linked Accounts, Waiting List Status, Check-In History, Contact Preferences, and Event Calendar.

#	Location	Facility	Date	Time	Receipt	Permit	Total	Paid	Balance	Actions
1.	Jefferson	Jefferson P...	05/18/2019	All Day			-	-	-	N/A
2.	East Lake	East Lake ...	10/20/2018	7p-7:30p			-	-	-	N/A
3.	Caruthers	Caruthers ...	10/20/2018	3p-3:30p		Permit #2015	-	-	-	N/A
4.	Boulevard	Boulevard ...	10/20/2018	9a-9:30a			-	-	-	N/A

## CAN I RESCHEDULE OR CANCEL MY EVENT?

We get it, life happens. If you find yourself in a situation where you may need to cancel or reschedule your event, contact the park office at [parksreservations@chattanooga.gov](mailto:parksreservations@chattanooga.gov). Be sure to send in your request 30 days or more prior to your event date in order to receive a full refund.

## DO I NEED TO MEET WITH ANYONE TO GET A KEY TO OPEN THE DOOR OF THE FACILITY I RENTED?

No meetings required! Just show up to your facility on the day of rental, and a representative from Parks staff will be onsite waiting for your arrival. They'll be more than happy to let you in and answer any questions you may have.

## DO I NEED TO CHECK IN WITH ANYONE ON THE DATE OF MY RENTAL AT THE CAROUSEL/WALKER PAVILION WHEN I ARRIVE?

Yes! But don't worry, Parks Staff will already be at the facility waiting for your arrival.

## STILL HAVE QUESTIONS?

We're here to help. Call 311 or email us at [parksreservations@chattanooga.gov](mailto:parksreservations@chattanooga.gov).