



Waukesha County Department of Parks and Land Use

Waukesha County Park System Online Services Frequently Asked Questions

Fast Facts About the Project

Waukesha County will be adding new online services starting September 1, 2016. In our commitment to better serve customers, the new online system will allow park patrons to check availability or reserve picnic areas and buildings; register for public programs and lessons; and purchase annual park entrance stickers from anywhere.

What will I be able to do online through this new system?

September 1, 2016

- Check availability
- Reserve picnic areas and buildings
- Register for public programs and lessons
- Purchase 2016 annual stickers (will be mailed within one business day)

November 25, 2016

- Purchase 2017 annual stickers (will be mailed within one business day)

January 1, 2017

- Reserve a campsite

Is it possible to put a reservation on hold at no cost?

To accommodate other potential customers, reservations cannot be put on hold without payment; full payment is due at the time of booking.

Am I required to create a profile within the system?

You are able to view availability of facilities/programs without a profile. You are required to have a profile in order to book your reservation, program or purchase annual stickers. Once you create an account, you will be able to make reservations online 24 hours a day.

Will I end up on mailing lists by booking online?

We will not sell or give your profile information to outside companies. By creating a profile, you will need to enter a valid email address to receive confirmations, contracts and receipts. We may contact you via email to get your feedback on your experience and how we can serve you better. You can opt out of any Waukesha County marketing emails.

When can I make a reservation?

Online reservations and annual sticker purchase can be made 24 hours a day 365 days a year. To help us meet your needs for shorter notice reservations, if your event is within 10 days of the event date please call our Guest Services at 262-548-7801, Monday - Friday from 8:15 am to 4:15 pm.

How far out can I reserve a building, picnic area?

One (1) year in advance for buildings and picnic areas. For example: if you are looking to reserve a picnic area on July 24, 2017; you can book on July 24th of 2016. If you are looking to make a reservation within 10 days of the event, you can check availability online, however please call our Guest Services at 262-548-7801, Monday - Friday from 8:15 am to 4:15 pm for assistance.

Can I book my event or ice time at Eble or Naga-Waukee Park Ice Arenas online?

You will be able to check availability of these facilities online, however you need to call the location with your request. Eble Park Ice Arena at 262-784-7512 or Naga-Waukee Park Ice Arena at 262-646-7072.

Are there any fees for booking online?

There are no booking/convenience fees associated with online services.

How can I pay for my online reservation?

By credit card only (Visa, Master Card, American Express, Discover). Online reservations will not be completed without full payment at the time of booking.

(more)

I am a teacher and want to book a Retzer Nature Center field trip/program/planetarium show for my class. Can I book these programs online?

Please call Retzer Nature Center at 262-970-6680, Monday – Friday from 8:15 am to 4:15 pm to book these events.

I am a tax exempt organization, can I still book a picnic area or program online?

Yes, you will need to submit proof of tax-exempt status to complete your online profile.

Can I cancel my reservation online?

Cancellations and changes to your reservation need to be made by calling Guest Services at 262-548-7801, Monday – Friday from 8:15 am to 4:15 pm.

Can I book a public event (run/walk, concert, festival, bike race or art fair) online?

Due to the special assistance needed for planning these larger events, please call Guest Services at 262-548-7801, Monday – Friday from 8:15 am to 4:15 pm. These activities need to be booked a minimum of 30 days before the event takes place.

Where can I find more information about this project?

Updates will be posted on the Waukesha County Parks and Land Use website at www.waukeshacountyparks.com.

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