

Who do I contact if I have questions, concerns or want to cancel my permit?

Contact the Parks Division staff: call 972-516-6340 or email us at parks@wylietexas.gov

Office hours: Monday thru Friday 7:00am – 4:00pm (except holidays)

Please cancel at least three business days prior to your event.

What is the fee to reserve a pavilion or gazebo?

To reserve a pavilion or gazebo there is a \$25 per hour fee due in full at the time of your request. Please note that you may qualify for the resident rate of \$10 per hour; however, the first time you reserve, your card will be charged \$25 per hour until staff confirms residency. If staff confirms you reside within Wylie city limits, we will refund your card for the overpayment.

I live within Wylie city limits, why did I get charged the non-resident rate of \$25 per hour?

If it is your first time to request a permit or you have multiple Activenet accounts, our system will charge you the non-resident rate. **After residency is confirmed by staff, your account will be noted as such and you will receive a refund for the overpayment.** If we discover you have multiple accounts, we will merge them into one to qualify you as a Wylie resident. **Please note that if you have or had in the past, a Wylie Recreation Center (WRC) pass or registered for a class/camp at the WRC, you likely have an existing account.**

Why does my permit show “status tentative”?

Once you request the permit and submit payment, your card will be immediately charged and you will receive a link to view your “status tentative” permit. **A “status tentative” permit is NOT the official permit and requires staff review prior to a “status approved” permit being sent to your email.** After you receive your link for the “status approved” permit, print out a copy to have available during your event.

When will I receive my “status approved” permit link?

After you apply online for your permit, staff will receive notification to review your request. Allow up to 72 hours for a response when requesting a permit on the weekends. Staff may have further questions and contact you by phone or email, otherwise if your permit is approved, you will receive a link to print the “status approved” permit.

How do I know if I live within the Wylie city limits and will receive the discounted resident rate?

Certain properties in Wylie that are **NOT** within city limits include Seis Logos, Inspiration, and others. Reservation fees will be assessed per Ordinance. Per Ordinance the following definitions apply:

- **Resident:** any person(s) who reside in the City of Wylie limits and can provide proof of City of Wylie resident property tax status or by showing a current City of Wylie utility bill.
- **Non-resident:** any person(s) who resides outside of the City of Wylie city limits and/or does not pay City of Wylie property tax, receiving no City of Wylie utilities.
- **Wylie Non-Profit Group:** a qualified non-profit group that provides a benefit and/or service in the City of Wylie. The City of Wylie may require written proof of non-profit or 501 (c)(3) status.

Do non-profit organizations such as churches, schools, scouts, etc. qualify for a lower hourly rate?

Non-profit organizations **within the Wylie city limits** may qualify for a lower rate. For more information email parks@wylietexas.gov or call 972-516-6340 and select the prompt “Parks Pavilion Reservation”.

How much notice is required to reserve a pavilion or gazebo?

A minimum 72 hours of notice is required to reserve and must be approved by staff prior to final issuance of a permit. You may reserve up to six months in advance.

What days and hours may I reserve the pavilion and/or gazebo?

Hours available to reserve are 6:00 a.m. through midnight and there is no limit on the number of hours you may reserve. Certain dates will be blocked out entirely to accommodate City events at either park or seasonal league play at Community Park.

Do I have to share the pavilion with other park patrons during my reservation?

No, you do not have to share the pavilion, and we only reserve the pavilion to one group at a time. A permit grants the recipient exclusive use of the entire pavilion during the time and date specified. Please have a printed copy of the permit with you and available during your entire reservation. It is also important you read through the "Waivers and Information" portion of the permit prior to your event.

Who do I contact after hours or on weekends if I have an urgent issue with the park or cannot get other park patrons to leave the pavilion during my allotted reservation time?

On-call Parks staff at 214-534-2725.

Am I permitted to have a bounce house at my event?

A dry bounce house is acceptable for use at Wylie parks during your reservation as long as the following conditions are met: the hired bounce house vendor (1) provides Parks and Recreation staff a proof of current liability insurance, (2) provides a generator as a power source to the bounce house, and (3) does not drive vehicle onto park grounds and uses a hand dolly to place bounce house in the staff designated area. Use of the park and pavilion electrical outlets for bounce house use is prohibited. Water slides and similar are also prohibited. Please contact Parks staff at 972-516-6340 for further information.

Can I decorate the pavilion?

Yes, you may decorate, however no tape of any kind is permitted on the pavilion because it strips off the paint upon removal. Confetti and similar items are prohibited. All decorations and trash must be completely removed and disposed of by the end of your reservation.

Am I permitted to sell merchandise and food items or host a garage sale in the pavilion or on park property?

The sale of any item is prohibited during your event unless permit holder obtains an approved Vendor

Application. If you plan to sell items during your event a Vendor Application request must be submitted and approved a minimum of eight weeks prior to your event. Please contact Parks staff at 972-516-6340 or email parks@wylietexas.gov for further information.

May I use the electrical outlets?

Electrical outlets may be used for small items such as a stereo, crock pot, etc. They may not be used to provide a power source to bounce houses or similar large items. Generators provided by your preferred vendor may instead be used as a power source to a bounce house.

Is there a water spigot available for use at the pavilion or nearby?

Water spigot access is not available for public use.

Is it legal to consume alcohol in the pavilion or park?

It is illegal to possess or consume any alcoholic beverage on City property. This includes but is not limited to the pavilions, gazebo, and parks of Wylie.

Is there available parking near the pavilion?

At the Olde City Park pavilion there is a 16-car parking lot adjacent to the pavilion, parking along Jackson street, and a city-owned parking lot located on the northwest corner of Jackson and Oak Street.

At Community Park there is a large parking lot west of the pavilion.

Can reserve the gazebo for a wedding?

Yes, but it is recommended that you also reserve the pavilion at the same time to prevent it from getting reserved by another patron with a large party planned. This recommendation is optional.

May we bring our own charcoal grill or have a firepit?

No outside charcoal grill or firepit is permitted. Gas grills, however, are acceptable. There are two large charcoal BBQ grills adjacent to the pavilion and available for use during your event.

During the winter months will the restroom facilities and drinking fountains be available for use?

The restroom facilities and drinking fountains at Founders Park, Community Park, and Olde City Park close annually (the first week of December through February 28) due to winterization. Dates are subject to change, particularly if there is a threat of freezing temperatures. A port-a-let is located on the premises of each during that time.

Are trash bins available onsite?

Trash receptacles are located in various areas of our parks. In the event the receptacles become full, it is the permit holder's responsibility to contain their party's trash in bags and dispose of them off site. It is recommended that parties of 50 or more people bring extra trash bags with them to their event.

Is amplified sound permitted?

Yes, as long as it is kept at a level that won't disturb other park patrons.

Are water balloons permitted in the park during our event?

No, water balloons are not permitted in our parks at any time.

Do you allow dogs in the park?

Yes, as long as they are leashed and waste is picked up and properly disposed of.

Is camping in the pavilion or park allowed?

No. Our City parks are closed during the hours of 12:01 a.m. and 6:00 a.m.

Can I arrange to have a food truck or shaved ice truck at my event?

Please contact staff at 972-516-6340 or parks@wylietetexas.gov for further discussion.

Can I serve my guests food using glass dishware or bottles?

Glass containers of all types are prohibited from use in our pavilions, gazebo, and parks.