

TROUBLE-SHOOTING GUIDE & FAQs

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HOW DO I MAKE ONLINE RESERVATIONS?

- Visit <https://snoco.usedirect.com/snohomishweb/>. Begin by entering the name of the park you wish to visit, the day you'd like to arrive, and the number of nights you'd like to stay. You can check availability but will need to create an account prior to completing a reservation. For additional guidance, visit our [Reservation Policy](#) page.

CAN I BOOK A RESERVATION AT THE CAMPGROUND?

- Unfortunately, not. Park Rangers are not setup to make advance reservations. They can accept drop-in (day-of) camping for campsites on a first-come, first-serve basis only. Please note: There is no drop-in camping for cabins and yurts.

I CANNOT LOG-IN TO MY ACCOUNT

- Ensure you are logging into the reservation system at <https://snoco.usedirect.com/snohomishweb/> and not a County webpage.
- Reset your password.
- You may have two accounts setup in the system. Try logging-on using a different User ID (which is your email address)—This is often a work or another household member's email address.

I CAN'T RESET MY PASSWORD

- If you created your account a while back, it's possible you didn't enter a birthdate and/or gender (which is now required). Contact the Call Center during business hours (M-F, 8:30am-4:30pm) at 425-388-6600 to correct. **DO NOT CREATE A SECOND ACCOUNT!** They cannot be later merged.
- Email was incorrectly entered when the account was setup. Contact the Parks Department to correct.
- You have another account setup and it is sending your temporary reset password notification to another email. Check your other email accounts.
- Check your email junk and/or clutter folders for temporary reset password notification.

HOW DO I RESERVE PICNIC SHELTERS?

- After entering the desired park and dates on the reservation launch page, you are presented a choice between reserving Overnight and viewing Day Use facilities. To reserve a picnic shelter you must click on the green **Overnight "RESERVE"** button— *not* the Day Use "VIEW" button (don't ask us to explain). The next screen will provide an option to select Day-Use facilities.

WILL MY RV FIT IN THE SITE?

- Your RV length must not exceed the campsite's pad length. The Pad Length is the maximum size a camping unit can sit straight and level. The driveway size (which includes the pad) is not a good indicator of maximum RV size as its arc and slope can interfere with leveling and slide-outs. Consider the driveway length for extra vehicles and boats, and to determine if you will need to disconnect from a tow vehicle. The Pad Length (and other useful info) is displayed in the pop-up box that appears when clicking the site's icon on the campground map.

HOW DO I APPLY A DISCOUNT?

- If you are eligible for a discount, contact the Call Center Contact the Call Center during business hours (M-F, 8:30am-4:30pm) at 425-388-6600 to make your reservation. Discounted camping **cannot be made online** and discounts cannot be retroactively applied. For more information on discounts visit our [Fees & Prices page](#).

I SELECTED A SITE, BUT CAN'T COMPLETE MY RESERVATION

- Turn off pop-up blocker
- If using a **mobile device**, holding the phone in the upright (portrait) position hides the “Reserve” button. Rotate the phone to the horizontal (landscape) position to and the “Reserve” button will appear.
- Verify your weekend reservation includes both a Friday and Saturday night stay. This rule is in place to minimize Saturday check-ins *or* check-outs, thereby freeing-up staff to perform other duties on the busiest day of the week. Note: Campers, who drop-in on Saturdays, will not be turned-away if a campsite is available.
- To avoid double-bookings with drop-in campers, reservations cannot be accepted less than 3 days in advance. If you would like to arrive less than 3 days out, you may do so as a drop-in camper. **Important:** The campground cannot make advanced reservations and they cannot accept drop-in camping for yurts and cabins.

I JUST SELECTED A SITE – NOW IT’S GONE – WHAT HAPPENED?

- If you select a site, the system locks out other people from reserving it. If you exit the page (e.g. back-arrow) without emptying the cart, the system won’t know it’s you trying to get back in to finish the transaction. It will show the site(s) as unavailable. Some folks have mistakenly thought they’d reserved the site so keep in mind: if payment wasn’t made, the reservation wasn’t made. If you find yourself locked-out, wait 15-20 minutes. The lock-out timer will expire and release the site.

WHERE CAN I FIND THE PRICES?

- When checking availability, click on the specific date desired. A pop-up will appear, and the rate will show in the UNIT DETAIL section of the pop-up. This price does not include the transaction fee. With exception to yurts and cabins, fees remain the same regardless of day of the week or time of the year.
- All Snohomish County Parks fees are listed on the Fee Schedule, which can be found on our [Fees & Prices page](#). This link can be found near the bottom of most of our webpages.

WHO CAN RESERVE AN ADA SITE?

- Anyone can reserve an Americans with Disability Act (ADA) designated site. That said, these sites are configured to accommodate people with disabilities so we would prefer non-disabled persons reserve other sites if they are available.

WHAT IS AN EXTRA VEHICLE AND HOW DO I PAY FOR IT?

- A vehicle is a car or truck that you or your party are not camping in. One vehicle is included in your camping fee. An extra vehicle would be any additional car or truck (not used as a camping unit). Some things to consider:
 - o **Extra vehicles fees are collected at the park (not online or through the Call Center)**
 - o If a truck is connected to a trailer, it is considered part of the camping unit. If it disconnects, it is considered a vehicle (or extra vehicle)
 - o If you are camping in your car or truck, it is considered a Camping Unit.
 - o Boats are not extra vehicles
 - o Any vehicles, extra vehicles, and/or boats that do not fit in the site or encroach on vegetation must be moved to overflow parking. Extra vehicle fees apply to any vehicle in overflow parking.
 - o Annual Passes cannot be used for overnight camping/parking

CAN I MODIFY MY RESERVATION?

- A reservation modification/change is moving from one site to another or adjusting the check-in or check-out date. All site and picnic shelter moves must occur within the same park.
- Date changes for camping must include at least one date from the original reservation. Changes will not be accepted if ALL dates are changed (that would be a cancellation and re-booking). This rule does not apply to 1-day shelter reservations.
- Cancellation fee rules apply to nights that are reduced when 14 or fewer days out.
- Shelter date changes cannot be made 14 or fewer days out. If more than 14 days out, contact the Call Center for assistance.
- Camping date changes will not be accepting if it violates the weekend (Fri/Sat) and/or Cabin and Yurt 2-night rule.
- Moves to another site cannot be processed less than 3 days from the check-in date.
- Changes can be made online if the reservation was made online. Reservations that were booked through the Call Center will need to be changed through the Call Center.

WHAT IF I ARRIVE LATE?

- You may arrive any time after check-in time, but you must be setup prior to dark to avoid disturbing other campers. If you are unable to make it by dark, don't worry. Your site will not be forfeited if you arrive the following day. The gates open at 7AM.

HOW DO I CANCEL MY RESERVATION?

- Cancel online if you can. You may do so if you booked online. However, reservations booked (or modified) through the Call Center must be cancelled through the Call Center.
- **ONLINE CANCELLATION:**
To cancel online, start by logging into the reservation system at <https://snoco.usedirect.com/snohomishweb/>, click on "YOUR ACCOUNT", select MY RESERVATIONS, and then click on Cancel (left side). Cancellation fees will appear. If a pop-up appears, click Okay, to continue. **Verify your refund (if any) prior to finalizing.** If you encounter problems cancelling online, contact the Call Center immediately for assistance! Fees will not be waived for processing late.
- **CALL CENTER CANCELLATION (425-388-6600):**
Call Center cancellations are only processed during business hours (M-F, 8:30am-4:30pm). If you leave a voicemail and/or [email](#), **follow-up!** You will need to actually speak with a representative if a refund is due. Please note, Call Center fees are in addition to other cancellation fees.
- **DO NOT DELAY!** Refund amounts are based upon when a cancellation is processed—*not* when it was requested. Voicemail and email requests made Friday afternoon, or on the weekend, will not be processed until the next business day.
- For the most current information on our cancellation policy, fees, and instructions, visit our [Cancellation & Changes](#) webpage.

WHAT ARE THE CANCELLATION FEES FOR CAMPING AND SHELTERS?

- **Do not delay your cancellation!** Fees are based upon when the reservation is processed—not when requested.
- Transaction fees (paid at time of booking) and Change fees are not refundable. Add them to the fees listed below when calculating the cost to cancel.
- Cancellations that occur more than 14 days from check-in date will receive a full refund minus Call Center fee (if cancelled through the Call Center) and \$11.00 (subject to change).
- Camping cancellations that occur more than 3 days (4 or more) from check-in (but fewer than 15) will forfeit 1-night's fee and Call Center fee (if applicable). **No Refund for picnic shelter cancellations less than 15 days out.**
- Cancellations that occur 3 or fewer days from check-in will forfeit 2-night's fee and Call Center fee (if applicable).

IMPORTANT: *If your check-in is on a Friday, you will need to cancel before Midnight TUESDAY MORNING to avoid the 2-night penalty.*

- Please note: Our cancellation fee policy is strictly enforced.

CAN I TRANSFER A RESERVATION?

- No. However, you may “gift” a site to a trusted friend or family member. This means the name of the occupant has changed, but the reservation remains in your name and you retain responsibility for the site and its occupants. To change the name of the occupant, contact the Call Center at 425-388-6600. No charges apply or call-back necessary so leaving a message will suffice.

HOW DO I VERIFY MY RESERVATION?

- Log into the reservation system at <https://snoco.usedirect.com/snohomishweb/>, click on “YOUR ACCOUNT”, select MY RESERVATIONS. If you don’t see it, refer to the next FAQ. You can also contact the Call Center (M-F, 8:30am-4:30pm) at 425-388-6600 but expect delays during peak season due to heavy phone volume.

I CAN’T FIND MY RESERVATION!

- Check the date of your search. When checking online (see HOW DO I VERIFY MY RESERVATION), the system calendar defaults to the next day. If your check-in is today, it won’t show. Change the date to today and your reservation should appear.
- It’s booked under a different name or account. If you suspect you created a second account, check there. Keep in mind, each account must have a different User ID (which is your email address). Try logging-in using other email addresses you have.
- Your reservation doesn’t exist because it was not completed. A good rule to go by is payment—if you did not make a payment, your reservation was not completed. (refer to I JUST SELECTED A SITE – NOW IT’S GONE – WHAT HAPPENED? for one explanation)