



Henrico County Recreation and Parks Shelter Reservation Guide

Picnic Shelters Covered structures with open sides that include amenities.

Amenities Picnic tables, benches, electrical outlets, and charcoal grills.

Seating Capacity 50 people per shelter, except Osborne Park Shelter #1 which holds 75 people.

(Large groups are encouraged to make a reservation at Deep Run Park or Dorey Park, where several shelters are grouped together.)

Division Approval See “Shelter Rules for Usage” section (pages 4 and 5) for detailed information regarding shelter special requests that require approval.

Rental Fee Structure

- \$25 per shelter; rentable from 9 a.m. to 2 p.m. or 3 p.m. to 8 p.m. (dusk)
- \$50 per shelter; rentable from 9 a.m. to 8 p.m. (dusk)

**All Henrico County parks close at DUSK
which may affect the ending time of your reservation**

Shelter Reservation Applications, a list of parks with shelters, and a list of our walk-in locations can be found at <https://henrico.gov/services/reserve-a-park-shelter>.

Essential Day-of-Reservation Phone Numbers

- Shelter Concerns (trash, restrooms, plumbing, or electrical)
 - 8 a.m. to 3 p.m.: (804) 727-8200
 - 3 p.m. to dusk, holidays, and weekends: (804) 652-1451
- Non-Emergency Police Concerns (if groups do not vacate the reserved shelter area)
 - 804-501-5000

Placing a Reservation

Online and In-Person

- **Individuals** may go to connect.henricorecandparks.com to create an online account and request a reservation no more than one year in advance and no less than three days in advance (subject to availability). Shelters that have not been reserved are available on a first-come, first-served basis.
- **Organizations** must submit reservation requests in person.
- In-person reservations made less than 30 days in advance must be paid with exact cash or a credit/debit card.

ID Requirements

Identification must be provided when submitting a shelter reservation.

The payer's name and address on the identification must match the information submitted on their shelter reservation form.

- **Individuals** must provide a valid DMV-issued photo ID. Any of the following identifications reflecting the applicant's current address may serve as a supplement if the DMV-issued photo ID does not reflect their current address: a DMV-issued change of address card (if applicable) or a voter registration card.
- **Organizations** must provide one of the following identifications: a business card, a letterhead from the organization, a check with the organization's name and address on it, or a Henrico County business license.

Permit & Receipt Confirmation

A signature from the applicant is required on the shelter reservation form or online by checking the required boxes. When reserving a picnic shelter, you have agreed to assume the responsibility of having all members of your group adhere to [Henrico County Ordinance, Chapter 14 Section 14.31 to 14.52](#) and the Shelter Reservation Guide.

- A shelter reservation permit and receipt are provided with every reservation.
- Ensure that the permit is readily available to be referenced during the event for verification and contact information purposes.

Shelter Use Prioritization

- Those that have shelter reservations have priority for shelter use.
- Reservation signs, including shelter reservation details, will be posted at each shelter.
- Non-reservable shelters are available for public use on a first-come, first-served basis.

Park Closings

Park closings will be announced on the Inclement Weather Hotline: 804-501-5132, Henrico County Recreation and Parks' website: henrico.gov/rec, HCTV Comcast channel 17, and Verizon channel 39.

Permit Changes & Refund Policy

Cancellation Refund Requests

Cancellation refund requests must be submitted in writing either in person or by e-mail to shelters@henrico.gov and received no less than three days prior to the reservation event date. All refunds are issued and mailed within 30 days of approval. Shelter payment refund checks are issued and mailed to the address provided on the shelter reservation application.

Inclement Weather Cancellation Refund Requests

- Refund requests due to inclement weather must be submitted in writing no less than seven days following your reservation date.
- Reservations will not be refunded due to inclement weather prior to the reservation event date. All refunds are issued and mailed within 30 days of approval. Shelter payment refund checks are issued and mailed to the address provided on the shelter reservation application.
- Henrico County Recreation and Parks defines “inclement weather” as any kind of extreme weather, usually severe rain, flooding, wind or tornado warnings, snow, or ice, which might create hazardous conditions for park patrons either travelling to or from or participating in scheduled park activities. Inclement weather does not include seasonal weather patterns such as extreme temperature fluctuations, poor air quality warnings, or extreme humidity levels which are often experienced annually throughout central Virginia.

Permit Change Requests

All requests for any changes to your reservation, including cancellations (transfer of location, date, or time), must be made in writing and received in our offices at least three business days prior to the original reservation date or seven days following inclement weather. Shelter transfer requests are limited to availability. There will be no changes to shelter reservations made less than three days in advance.

Written requests must be submitted in person or by e-mail to shelters@henrico.gov.

Shelter Rules for Usage

1. Alcoholic beverages are prohibited on Henrico County property, except as approved in a valid Park Use Agreement with the Henrico County Division of Recreation and Parks (HCRP).
2. Shelter rentals only include the use of the shelter and its adjacent charcoal grill. Shelter rentals do not include the surrounding areas, playgrounds, or spray parks. Our parks are open to the public during the hours of sunrise to dusk.
3. A [Park Event Permit](#) is required for all public events and Henrico County agency events that will take place on Henrico County park property. Private events may be subject to Park Event Permit requirements as determined by HCRP's Events Division.
4. Please contact HCRP's Sports Division at (804) 652-1405 or e-mail sports@henrico.gov for inquiries regarding sports field reservations, availabilities, reservation procedures, and fees.
5. No funds can be collected within parks without prior written permission from Henrico County Recreation and Parks.
6. There is no vehicular access to the shelters for loading and unloading items. Vehicles are to remain in the parking lot.
7. Fish fry/outdoor cooking (if approved) must be located on a hard surface and away from flammable materials. There are no grease disposal facilities in any Henrico County park. Cooking oil/grease must be removed from the premises and disposed of properly. Henrico Solid Waste Division has disposal facilities in their two public use areas. For more information, visit henrico.gov/utility/solid-waste.
8. Signage and decorations must be tied or taped to shelters and completely removed at the end of your reservation time. Nails, staples, chalk, spray paint, and water balloons are not permitted. See [Henrico County Code, Ordinance 14.36](#).
9. All signage posted in the park is subject to HCRP approval.

10. The following may be brought to the shelter for use: a maximum of two charcoal cooking grills, a catering service, and a small music device that does not require amplification. Permission must be requested (either online or on the reservation form) for any additional items not mentioned above that you would like to bring or set up. These items are subject to HCRP approval and may require a Certificate of Insurance (COI). For more information, please call (804) 501-5127 or e-mail mur12@henrico.gov.