

FAQ'S - Event Reservations

Birthday Parties, Special Events, etc.



Q: Where do I start?

A: If you aren't familiar with the parks, visit the facilities of interest during park hours or view amenities and maps online. Review [park usage information](#) to ensure your event or requested event features are permitted in City parks.

Q: After I have chosen the facility I would like to rent; how do I secure my requested date?

A: A [Reservation Request Form](#) must be completed online. Staff will contact you via email to confirm/deny your reservation or request additional information. Special Events or events with 150 people or more may require permits, additional documents and approval from the City's Special Event Review Committee. Your reservation is not complete until you have paid all applicable fees and the permit/contract has been signed.

Q: How far in advance should I submit my request form?

A: Request forms can be submitted online up to (6) months in advance, but not less than 7 days prior to the event. A completed form does not guarantee a reservation at the facility.

Q: When are my rental fees due?

A: Rental fees are due within 7 days of your booking date. Payments can be made online or in person at the Frisco Athletic Center, 5828 Nancy Jane Ln, Monday, 8am - 8pm or Tuesday – Friday, 8:00am - 4:00pm.

Q: What is the cancellation policy?

A: Pavilion rental cancellations must be made at least 14 days in advance to receive a full refund. No cancellations within 14 days of the event will be accepted prior to your event based on a predicted weather forecast.

Q: What is the inclement weather policy?

A: Weather is unpredictable; therefore, reservations are made at your own risk. If there is inclement weather during your rental hours, you have three days from the date of your reservation to notify the office to receive a full refund. Refunds will not be issued in the event of extreme temperatures or light to moderate rain. The City of Frisco reserves the right to determine inclement weather conditions.

Q: Do city employees receive a discount on facility rentals?

A: No, city employees do not receive a discount on facility rentals.

Park Pavilion Reservations

Q: Is a reservation needed to use a pavilion for a birthday party?

A: When not specifically reserved, park pavilions may be utilized on a first-come, first-served basis. However, our pavilions are very popular places to have events and tend to get reserved weeks to months in advance.

Q: Are tables and chairs available for use during my rental?

A: Yes, there are picnic tables at each facility available for use during your rental. Please be aware that the number of picnic tables differ at each location.

Q: Can I bring in my own food or does it have to be catered?

A: You can bring in your own food; it does not have to be catered. However, if you are having an event that is open to the public and you are serving food then you must get a [Health Permit](#).

Q: Am I allowed to bring alcohol to my event?

A: No, alcohol is not permitted at City parks.

Q: What do I need to do if I plan on charging admission for my event?

A: Event admission must be free and event organizers may not seek on-site donations to attend an activity at the park, or promote, advertise, or solicit a cause, service, business, event, etc. unless organization is a 501 (c)(3) that has requested fundraising in application, commits that 100% of profits collected are donated to organization and has been given director approval. To apply for a permit to fundraise, please complete the [Reservation Request Form](#).

Q: What if I want to bring in a grill to the park?

A: Some of our parks have grills for use. If you are hosting a large event and desire to bring in your own grill, it must stay on the concrete at all times. Coals must be extinguished, cooled, and disposed in receptacles.

Q: Are there power sources at the parks for public usage?

A: Outlets are available, but electricity is not guaranteed. Please prepare a backup plan if needed.

Q: Are there water sources at the parks for public usage?

A: No, there are no water sources outside of drinking fountains that are available for use.

Q: Are bounce houses and other inflatable devices allowed in the parks?

A: Bounce houses and other inflatable devices are allowed at Frisco Commons, Warren, and Shawnee as part of a pavilion rental with prior approval and payment of a priority use fee. Water slides are NOT allowed. Generators may be needed. Proof of insurance required from rental vendor. Bounce houses must be secured with weights or sandbags. No staking allowed.

Q: Are tents allowed in the park?

A: Yes, a standard 10'x10' tent or smaller is allowed. Tents must be secured with weights or sandbags. No staking allowed.

Q: I want to have pony rides/petting zoo at my child's birthday party, is this allowed?

A: No, we do not allow pony rides or petting zoos in our parks.

Q: I want to have a gender reveal party at the park, is this allowed?

A: No. Confetti, balloon releases, color cloud, color bomb, etc. are not allowed in our parks.

Q: What happens if another group is using our pavilion?

A: The rental contract, that you signed to complete your reservation, acts as the Permit authorizing use of the facility. Please inform other parties in your reserved space of the rental when you arrive so they can move to a different area. If you have any questions or concerns during your rental, please contact the Parks & Recreation Department on-call personnel at 469-850-9616.

Q: I want to have a color throw event at the park, is this allowed?

A: No, color throw events are prohibited in all parks, pavilions and trails.