

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

- 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 should 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.

I’M UNABLE TO COMPLETE MY RESERVATION

- Turn off pop-up blocker
- If using a mobile device, rotate to landscape view to expose “Reserve” button
- Weekend violation? 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.

- Reservations cannot be accepted less than 3 days in advance. If your check-in date is less than 3 days out, you will need to camp as a drop-in. **Important:** The campground cannot make advanced reservations and they cannot accept drop-in camping for yurts and cabins.

A SITE I JUST SELECTED IS NO LONGER AVAILABLE – 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.

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.

HOW DO I APPLY A DISCOUNT?

- If you are eligible for a discount, 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](#).

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. Modifications must include at least one night from the original booking.
- Date changes will not be accepted if all dates in the reservation are changed (that would be a cancellation and re-booking).
- Date changes will not be accepting if it violates the weekend (Fri/Sat) rule.
- Modifications 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.

HOW DO I CANCEL MY RESERVATION?

- Reservations can be cancelled by online if you booked them 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 before finalizing.
- You can request a cancellation through the Call Center (M-F, 8:30am-4:30pm) at 425-388-6600 or by emailing contact.parks@snoco.org. It would be best not to delay as cancellation fees are based upon when the reservation is processed—not when requested.
- For more information cancellation policy, fees, and instructions visit our [Cancellation & Changes](#) webpage.

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 HAS COVID-19 AFFECTED RESERVATION?

- Covid-19 has imposed additional cleaning requirements and waiting periods between rentals for cabins and yurts. Combined with limited staffing for cleaning, a two-night minimum has been imposed for these facilities throughout the week. The reservation system is not configured for these changes so cabin and yurt reservations have been taken offline (Call Center bookings only). To view a comprehensive list of changes, closures, restrictions, and limitations, we encourage you to visit our [COVID-19 PARKS RESPONSE](#) webpage.