

Modifying a Facility Reservation

- Modifying a facility reservation may include cancelling a zero-cost reservation or adding additional dates/locations to a reservation.
- If you want to cancel for a refund or change a reservation you have any money towards the total reservation fees, you must email info@gsnorcal.org, with your request. Note: Facility reservation deposits are never refundable. Requests may or many not be granted depending on availability and timing of your request.
- You must **Log In** to the **ACTIVENet system** to modify an existing reservation.

1. Go to:
<https://anc.apm.activecommunities.com/gsnorcal/signin>

Log In to ACTIVENet to view your account information.

1

Sign in

Login name (required)

longcynthia@yahoo.com

Password (required)

Forgot your password / login name?

Sign in

2. From the Account Options screen, select the **Modify Reservation** option.

2

Account Options for Cynthia Long

Cynthia Long Edit

Birth date: Oct 20, 1960

1001 Carlson Dr. Oakland, CA 94610

Password And Security Info Waivers

Payment and Order Management

Saved Credit Cards Transaction and Payment History

Account Payment Details Account Deposits List

Other Service

Modify Reservation Manage Wish List

3. Locate the reservation permit and click the **Modify** button.

3

Permit search

Q Search by event description

Search

Permit range Event type Family member All types

Cynthia Long (Myperm)

Found 10 matching result(s) Sort by: Permit date

333

R33

Event type: Property Reservation Event date(s): 2 bookings, Dec 7, 2024 - Dec 8, 2024 Permit date: Aug 28, 2024 3:49 PM Customer: Cynthia Long

Modify

4. The permit and its location and dates are available to view by clicking the **Resources and Bookings** hyperlink.

Cancel: Click on the **Cancel reservation(s)** button if this is a zero-free rental such as a troop meeting room at an office. If you have paid any money towards a reservation, you may not cancel it. You must reach out to info@gsnorcal.org to make a cancellation request.

Add a Facility/Date: Click on the **Add a reservation** button to search and add another date or locations/dates to the existing reservation.

4

Home > My account

R33

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Schedule type: External Reservation Schedule: Add

1 Resource(s), 2 Booking(s)

Arequipa-Madrone (Property Reservation) Center: An

Dec 7, 2024 10:00 AM - 4:00 PM 1 Attendee(s)

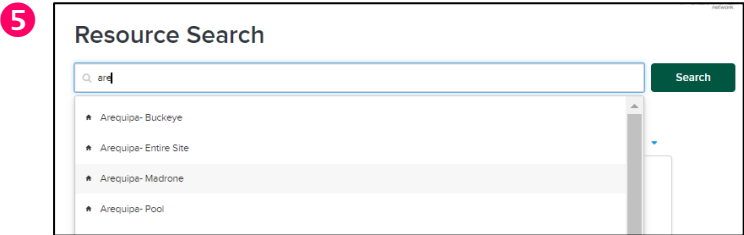
Dec 7, 2024 5:00 PM - Dec 8, 2024 9:30 AM 1 Attendee(s)

Cancel reservation(s) Add a reservation

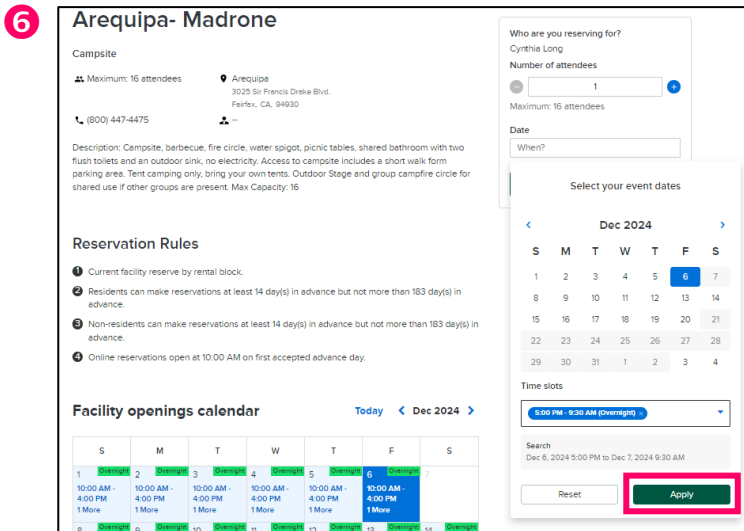
Only works to cancel \$0 reservations.

Add a location / date to the permit.

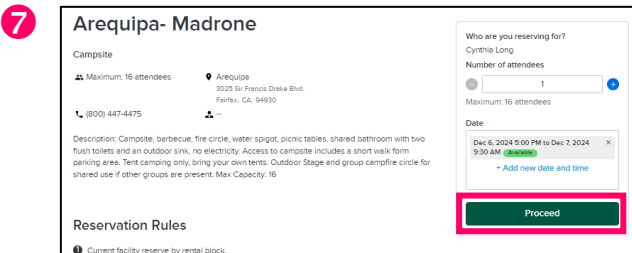
5. After clicking the **Add a reservation** button, the facility search window opens. Search and select the site you want to add to your reservation.



6. Select the date and time for the reservation you want to add. Click the **Apply** button.



7. Check the location, time and date and if okay, click the **Proceed** button.

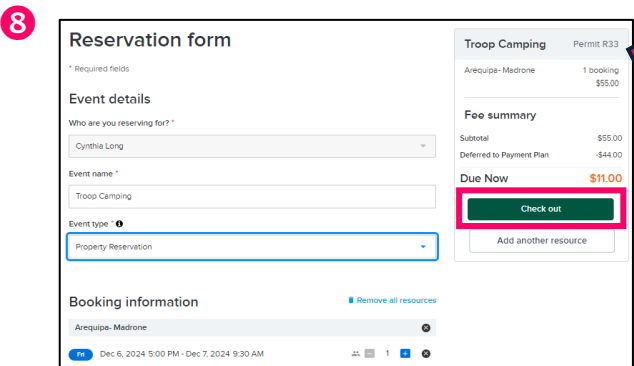


8. Complete the reservation form and if done, click the **Add to Cart** button to proceed to pay the deposit.

If you want to add additional locations and/or dates, click on the **Add another resource** button.

If ready to pay, click the **Check out** button and pay the deposit.

Note: Your reservation is now booked as tentative. Once approved by Council staff (within 72 hours) you will be able to make payments to pay off the balance that is due by no later than 30 days prior to your first reservation date.



Display shows permit number you're adding on to

Note: Upon reviewing the Permit from **My Account, Transaction and Payment History** option, you should see all additions to the permit and payments after adding the additional location(s) and/or date(s).