

# TENNIS & PICKLEBALL COURT RESERVATIONS

# FAQS



## 1. How do I make a reservation for the tennis or pickleball courts?

To make a reservation, simply go to [rec.us/milfordct](https://rec.us/milfordct) and log in with your account. Choose the location, date, and time for the court you'd like to book, and complete the reservation process by confirming your details. You will be sent a confirmation email.

## 2. Do I need to create an account to book a court?

Yes, you'll need to create an account in our online reservation system to make a booking. If you don't have an account, follow the prompts to sign up. It's quick and easy!

## 3. How far in advance can I book a court?

You can make a reservation up to 7 days in advance. Reservations for courts can be made at any time within this window.

## 4. What happens if I need to cancel my reservation?

If you need to cancel, please log into your account, go to "Reservations," or click the "Manage Booking" button in your confirmation email. Select "Cancel Reservation" in the "Billing Summary" section at the right of the page. Please review our [cancellation policy](#) for specific details.

## 5. Is there a limit to how many times I can book a court in one week/month?

Each user can reserve up to 1 court per day and 3 courts per week to ensure fair access for everyone.

## 6. What happens if I show up late for my reservation?

Courts left vacant 15 minutes after reservation time are available for walk-up play - Open courts are first come first serve.

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## **7. What if I don't have access to a computer or smartphone to make a reservation, or have trouble figuring it out?**

We understand that not everyone is comfortable with technology. If you need assistance, please call 203-783-3280 or visit Milford Recreation at the Parsons Government Complex at 70 West River Street in Milford, and we'll be happy to assist you with your reservation.

## **8. Will I still be able to use the court if I don't make a reservation?**

When there are no Milford Recreation programs, permitted events, or individual reservations (public schedule), then the courts operate on a first come first serve basis.

## **9. Why can't I reserve courts after I made an account?**

You must get verified as a Milford Resident on Rec to be able to book court reservations. To do so, you may email a copy of your photo ID, or other form of proof of residency to [MRDPermits@milfordct.gov](mailto:MRDPermits@milfordct.gov). You may also stop into the Recreation Department to provide proof in person from 9am-5pm, Monday-Friday. (We are located at the Parsons Government Complex at 70 West River Street). **Please allow up to 5 business days for your residency status to be activated in your account.**

**Contact Milford Recreation:**

**203-783-3280**

**[www.milfordrecreation.com](http://www.milfordrecreation.com)**

**70 W River Street, Milford, CT 06460**

**[MRDPermits@milfordct.gov](mailto:MRDPermits@milfordct.gov)**