

BEFORE YOU START

This guide can assist patrons in canceling their picnic shelter reservations online. If you or anyone in your family has ever purchased a pass, enrolled in a prgram, or reserved a facility such as a picnic shelter, an account will already exist.

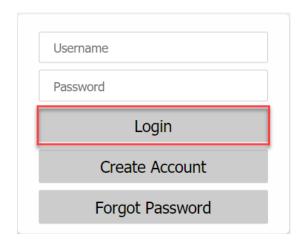
If you don't know or cannot remember your login, select "Forgot Password" to have the information emailed to the address on file.

Forgot Password

START HERE

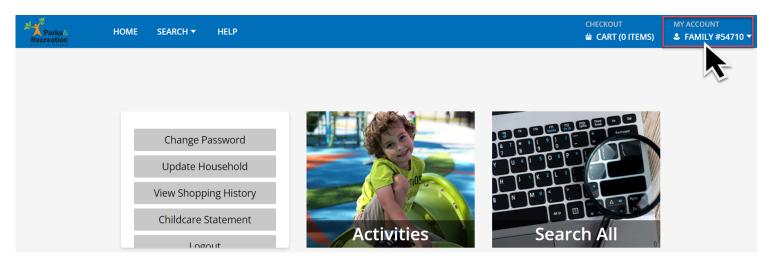
Visit the online registration page

fltampaweb.myvscloud.com/

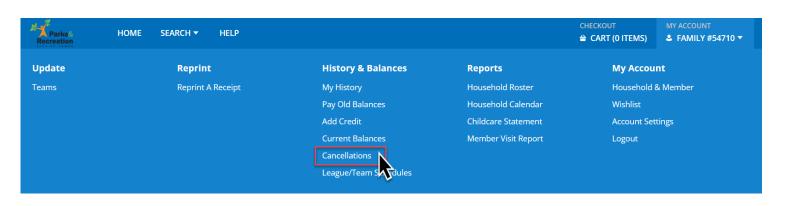


Enter your username and password, the select "Login".

Once you're logged in, find the "**My Account**" dropdown, found in the top right corner of the screen and select it.



Once the menu expands, find the "Cancellations" options and select it.



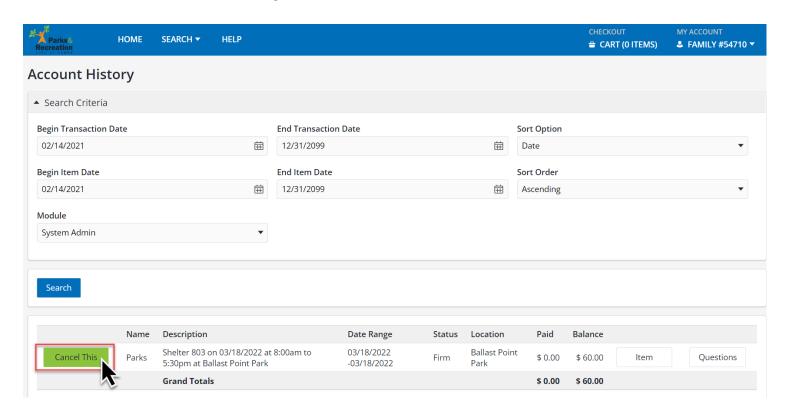


If you are wanting to change shelters or details to your reservation, call the Shelter Office at 813-274-8184.

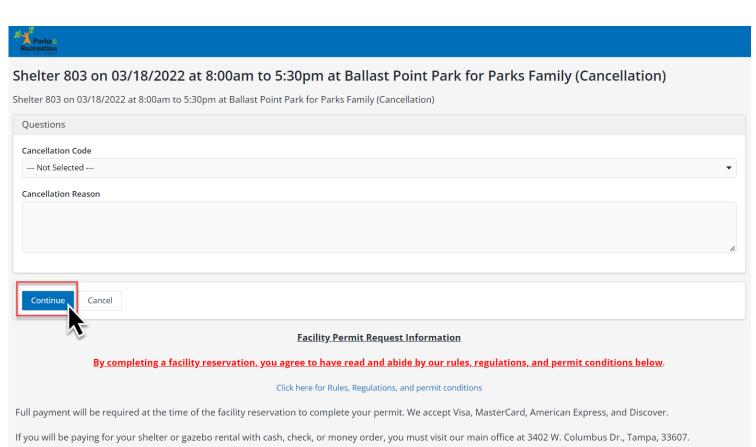
Only reservations more than 14 days from the reservation date can be canceled online, all others must call the Shelter Office.

Please note that ALL online cancellations will result in a \$15 administrative fee.

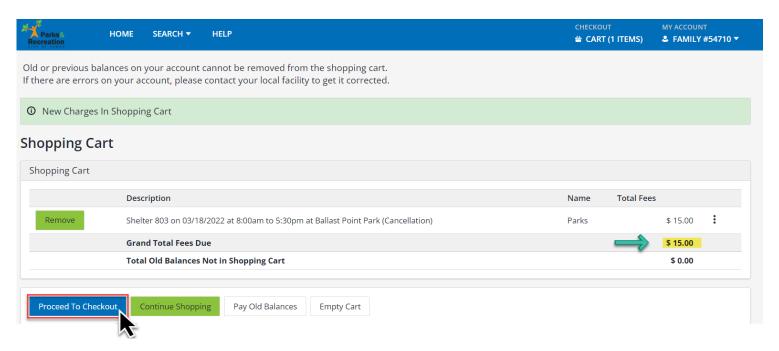
Find the shelter reservation you want to cancel and select "Cancel This."



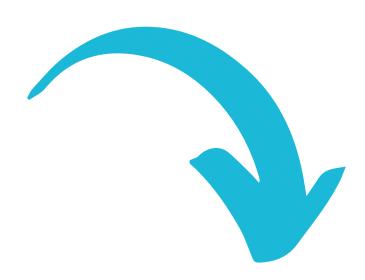
This will bring you to a cancellation confirmation screen where you can type in the reason for the cancellation and select "**Continue**" to proceed.



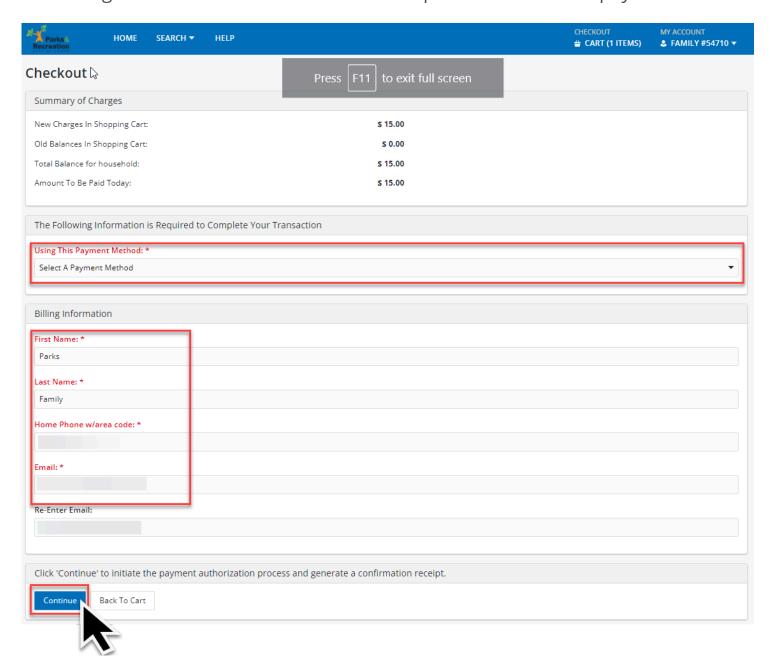
After hitting "**Continue**", you will be brought to the "**Shopping Cart**". NOTICE: The \$15 administrative fee is automatically added per our refund policy. To finalize the transaction select "**Proceed to Checkout**."



Since the item has been paid in full, it will process the refund less the \$15 administration fee. Refunds issued online will return to the same card it was paid with unless the card is no longer valid. If that is the case, please contact the shelter office at 813-274-8184.



The *Checkout* screen is the final screen encountered to finalize the transaction. Make sure all required fields are entered. You may have to select the card used in the original transaction in the "**Using This Payment Method**" field to receive the remaining refund back. Select "**Continue**" to process the refund/payment.



As always, if you have any questions, concerns, or would like to change your picnic shelter reservation, please call the Shelter Office at 813-274-8184.