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New Online Portal will improve RV and Marina Customer Experience

(NEWPORT, Ore) Whether parking an RV or mooring a vessel, staying at the Port of Newport just got easier thanks to a new online portal for campground and marina users.

The new customer portal went live on the Port of Newport website earlier this month, bringing with it a functionality that will give users new options for making reservations, viewing their account, uploading any necessary documents, and paying for camping and moorage space.

“This will make the customer experience much better. The new portal replaces what was simply a reservation system before,” explained Mark Brown, Director of Finance and Business Services.

“Customers could reserve a space and pay for it, but they could never see account balances, or statements. Now, in addition to making reservations, they can see all of their account information, plus upload documents, and, if need be, even cancel a reservation online.”

Document upload is particularly important for marina customers, who are required to provide proof of insurance on their vessel before arriving at the marina. In the event a customer is scheduled to arrive, and the information has not been received, the new system is built to send an automatic reminder to upload the information or the marina reservation may be cancelled.

The paperless system should be a great help to visitors, minimizing the need to call or visit the park office, although staff will still happily answer questions and help when needed.

Visitors staying 29 days or less are encouraged to make their arrangements through the portal. Online reservations must be paid in full at the time of reservation. During busier months, the online option means customers will be able to secure their reservation more quickly than waiting for an available staff member.

Currently the system is live for the South Beach RV Park, as well as the South Beach Marina. Port officials say a similar system will be implemented soon for the commercial marina. Although reservations will still be made through the wharfinger, commercial customers will be able to view their account status, pay bills, and upload necessary documents through the portal once the commercial portion goes live.

New users can register for an account on the website. Anyone who is an existing customer but hasn't registered can use the email address the port would have on file to ask for a password reset and establish their account.

“We are encouraging customers to set up their account sooner, rather than waiting until the busy season, so that if they have questions, they can get a prompt response,” Brown added.

To log into the portal, visit the reservation page at portofnewport.com.

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