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Windows:

Windows begin at 7 a.m. CDT, so you cannot make a reservation for 95 days out (or ** 100 on cabins/yurts) at 6 a.m. CDT. You must wait until 7 a.m.

95-Day Window - This is the window for campsite reservations.

1-Year Window – This is the window for cabins, shelters and meeting halls (Note: only the parks can make reservations for shelters and meeting halls).

**** NOTE:** Because of the way the system calculates 1 year you cannot make a reservation for the same day next year as the current day this year.

Ex. 1. You cannot make a reservation for 06/01/2013 on 06/01/2012.
You must wait until 7 a.m. CDT 06/02/2012 to make a reservation for 06/01/2012.

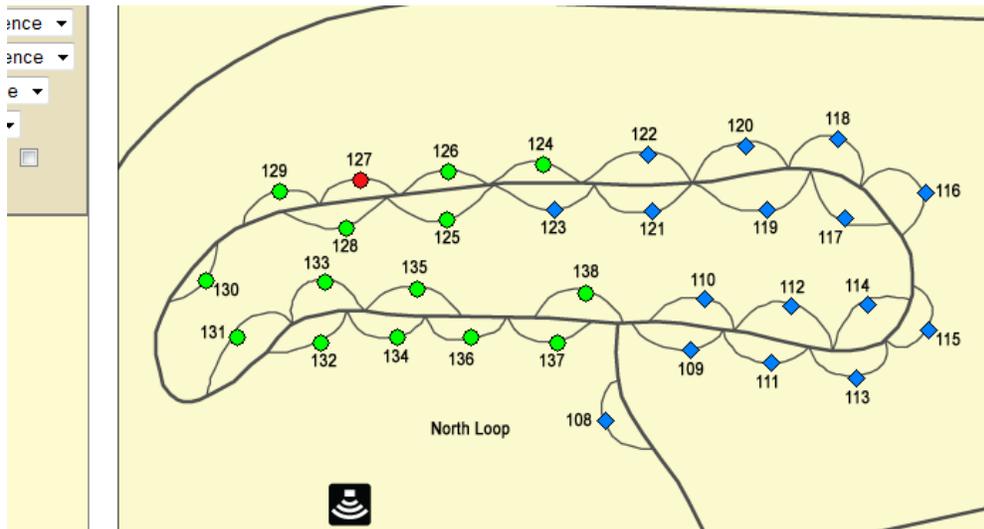
Ex. 2. You cannot make a reservation for 01/01/2013 on 01/01/2012.
You must wait until 7 a.m. CDT 01/02/2012 to make a reservation for 01/01/2013.

Maximum Night Stay:

The maximum stay of any one camper, camping group, camping unit or cabin occupant shall not exceed 14 camping nights in any consecutive 30-day period at one facility. Once the 14-night maximum has been reached, all customers must exit the facility for at least 16 days. This applies to both reservation and first-come customers.

First Come First Serve Site Availability:

Blue Triangles indicate **First Come First Serve sites**. **The system does not track if these sites are currently occupied**. Never tell a customer that First Come First Serve sites are currently open, because you have no way of knowing which have been filled and which have not by looking at the system. Have them call the park for a current status report on First Come First Serve sites. First Come First Serve sites cannot be reserved in advance of arrival.



Campsite Capacity - # tents/campers allowed per site

People are not allowed to put unlimited tents/campers on a site. Here is the applicable policy. "Camp Site Capacity: One camping unit with up to six people allowed per single campsite. Exception: An additional tent may be allowed for a single-family with minor children, less than 18 years of age. Permission of park management required."

Horse Corrals:

Horse Corrals are available on a first come first served basis in the 4 horse parks (Fort Abraham Lincoln, Fort Ransom, Sully Creek and Little Missouri).

Note: Corrals may be reserved at Sully Creek and Little Missouri by calling the park directly.

Beaver Lake v. Beaver Bay or Beaver Creek

Beaver Lake is a state park and is on the reservation system. Beaver Bay/Creek is managed by the Corps of Engineers and has nothing to do with us. If someone asks for a reservation at Beaver Bay/Creek, tell them that we don't manage it.

Can a customer go online and see a reservation the call center or park staff made for them

No. A customer cannot visit the website and view/edit their reservation if the call center or park staff made it for them. They have to call back in to make any changes.

The reason for this is that **on the public side** the system uses the userid of the person who was logged on when the reservation was made to determine what reservations a customer can view and edit. This also means that if someone made a reservation under one id then created a second id (for whatever reason...it has happened before) and logged in with the second id, they will not see the reservation they made under the first id.

Can you resend a confirmation email to a customer

No. There is no way to re-send a confirmation email. You can look up the customer's reservation and print out the page to mail a hard copy to them, or you can take a screen shot of it and email that to them.

Are pets allowed in state parks

Yes. Pets must be kept on a leash and attended at all times. Pet waste must be bagged and disposed of in an appropriate manner. Animals are not allowed on any designated swimming area, playgrounds, or in park buildings, including, but not limited to, cabins, dormitories and comfort stations, except for animals used to assist the disabled.