

North Dakota Parks and Recreation



Online Management System Internal Business Rules 1-29-2016

DEFINITIONS	3
CAMPSITE CAPACITIES.....	7
RESERVATION LIMITATIONS.....	7
FEES, DISCOUNTS, PAYMENT METHODS AND CONFIRMATIONS	9
RESERVATION WINDOWS	14
RESERVATION CHANGES	16
CANCELLATION POLICIES.....	18
RESERVATION REFUNDS	24
SAME DAY RESERVATIONS.....	25
ARRIVAL OF CUSTOMERS.....	25
AFTER ARRIVAL, CUSTOMER REQUESTS TO SWITCH RESOURCES	26
DEPARTURE OF CAMPERS OR CABIN/YURT/TIPI USERS.....	27
BLOCK OF PARK RESOURCES.....	27
SPECIAL DATES FOR PARK RESOURCES.....	28
APPENDIX A: CAMPSITE/CABIN/YURT/TIPI TYPES DEFINED.....	29
APPENDIX B: RESERVATION & CHANGE FEES.....	31
APPENDIX C: CANCELLATION FEES	32
APPENDIX D: 2016 RESOURCE FEES	32
APPENDIX E: MANUAL RESERVATION PROCESS	35
APPENDIX F: FACILITY RENTAL PROCEDURES	36

DEFINITIONS: THE FOLLOWING DEFINITIONS APPLY
THROUGHOUT THESE BUSINESS RULES:

- A. **Annual Vehicle Permit** A vehicle entrance permit affixed to the lower left hand corner of the windshield on the vehicle or camping unit registered to the owner. This allows entrance to all ND state parks for the year purchased.
- B. **Cabin/Yurt/Tipi** A NDPR resource defined as an enclosed structure designed for overnight lodging. See [Appendix A: Campsite/Cabin/Yurt/Tipi Types Defined](#)
- C. **Calendar Year** The one year period beginning January 1st and ending December 31st.
- D. **Camping Day** Any portion of a 24-hour period beginning at 2:00 p.m. that a camper occupies a campsite. The camper must vacate the campsite on the last camping day by 1:00 p.m. (both reservable campers and first-come, first-served campers).
- E. **Camping Fee** A fee determined by NDPR and collected as payment to use a campsite. The camping fee is determined by available amenities, whether used or not.
- F. **Camping Limit** A fourteen (14) camping night limit in any 30-day period at one park. The Department has the authority to limit the length of stay to three (3) nights when a customer is not utilizing a campsite or overnight facility for recreational purposes.
- G. **Camping Permit** A permit affixed to the campsite post indicating the customer name and the number of camping nights purchased.
- H. **Camping Unit** Any vehicle or shelter specifically used for sleeping in or upon a portion of state land designated as a campsite.
- I. **Campsite** A NDPR resource defined as any area so designated for the express purpose of camping. A campsite would normally include the following items: A camping pad, parking pad, picnic table and fire ring. See [Appendix A: Campsite/Cabin/Yurt Types Defined.](#)
- J. **Comfort Station** A restroom with sinks, flush toilets and showers.
- K. **Complex Reservation** A reservation where multiple resources are necessary to fulfill consecutive dates in the same park for one reservation fee.

- L. **Confirmed Reservation** A reservation for which payment has been received and verified.
- M. **Daily Vehicle Permit** A vehicle entrance permit affixed to the lower left hand corner of the vehicle or camping unit windshield allowing entrance to the park for each day purchased.
1. With Camping – expires at 1PM the following day.
 2. Day Use – expires ½ hour after sunset on the day of purchase
- N. **Disabled American Veteran (DAV) and Prisoner of War (POW)** ND residents only, with 50% or greater Veterans Administration proof of disability or status, or ND DAV / POW license plates.
- O. **Disabled Person** A person who is mentally, physically or emotionally disadvantaged to the extent that the disability impairs their mobility and/or may prevent that person from using regular outdoor recreational facilities.
- P. **Facility Use Agreement** A contract required to rent NDPR meeting halls and shelters.
- Q. **First Come First Serve (FCFS)** This is a resource designated by the NDPR as First Come First Serve availability. After the reservation window has closed, this resource may be booked for same day arrival nights directly at the park for either the current or the next night for up to 14 nights, based on availability.
- R. **Fiscal Year** The one-year period beginning with the first day of July (July 1) and ending with the following June thirtieth (June 30).
- S. **Meeting Hall** A NDPR resource available for rent. These can be large facilities or small meeting rooms.
- T. **Full Service Season** The period of time when all available park services are in operation
- U. **Limited Service Season** The period of time when reduced park services are available to the public
- V. **Online Management System (OMS)** The NDPR’s software application for the reservation of park resources.
- W. **Order Number** A number that refers to one or more reservations made in one transaction.

- X. **Pending Payment** A transaction for which payment has not yet been received. Payment is due within 14 days of booking the resource. Upon receipt of payment, the reservation is confirmed. This may be used for government entities, non-profit organizations and other special circumstances. Park staff will enter this transaction(s) as payment pending and the customer will be billed for any applicable fees that may apply. (Internal rule – parks staff should explain cancellation policy)
- Y. **Point of Sale (POS)** Parks Point of Sale device for processing credit card transactions.
- Z. **Reservation** The advance booking of an individual resource for a contiguous period of time and a commitment to hold the resource for a specified duration.
- AA. **Reservation Cancellation** Action by the reservation party, prior to arrival, to cancel the entire reservation. A cancellation fee may apply. See [Appendix C: Cancellation Fees \(3-6-08\)](#)
- BB. **Reservation Change** An action to change one or more of the parameters of the customer's reservation. Shall include the collection of any additional payment or the refund of monies. A change fee may apply. See [Appendix B: Reservation & Change Fees](#)
- CC. **Reservation Hold Time** A pre-determined length of time that the online shopping cart will hold a resource to complete the checkout process.
- DD. **Reservation Fee** A fee determined by NDPR to process a reservation. See [Appendix B: Reservation & Change Fees](#)
- EE. **Reservation No-Show** A non-occupied reserved resource that has been paid for. The resource will remain empty in the event the reservation party shows. Park staff will not re-sell the resource without verification from the reservation organizer that they will not be using the resource.
- FF. **Reservation Number** A unique number assigned to each individual reservation that identifies a customer's reservation for a specific resource for a designated amount of time. A reservation number(s) is part of an order number.
- GG. **Reservation Organizer** The person that initially makes a reservation, via telephone, online or in person, and who has financial responsibility for the reservation.
- HH. **Reservation Season** The timeline for which reservations are available. See [95-Day Reservation Window](#).

- II. **Reservation Transaction** Each telephone contact or online session that results in a new reservation change(s) to a reservation, or cancellation of the reservation.
- JJ. **Reservation Window** A rolling period of time in which reservations are accepted for all reserveable resources. Online reservations are available 24 hours a day. Call Center reservations are available from 7am – 7pm daily (Central Time).
- KK. **Resource** Any entity, i.e.: Campsite, Cabin, Meeting Hall, Etc., in a park that can be rented for a specified amount of time.
- LL. **Refund** A return to the customer of resource fees caused by a change or cancellation of the reservation transaction upon approval by NDPR. A Cancellation fee may apply.
- MM. **Same Day Reservation** A reserve able resource available for the current night or the next night. This resource can only be reserved by contacting the park and was implemented to fill reserveable resources that have fallen outside the reservation window. A reservation fee applies for telephone bookings at the park. Reservation fees do not apply for walk-in registrations at the park.
- NN. **Senior Discount** Annual Entrance permit discount for ND Residents age 65 & older.
- OO. **Shelter** A NDPR resource available for rent. These are open air covered structures generally used for picnics and or group gatherings. These are available in all state parks.
- PP. **Vault Toilet** A primitive restroom with non-flushable toilet. No water available.

CAMPSITE CAPACITIES

Campsite capacities are necessary to ensure a quality camping experience for our visitors and to protect the natural and recreational resources of our camping areas. Unique circumstances may arise, and each park manager may approve any exceptions to the capacity limits outlined below.

- A. A single campsite capacity: One (1) camping unit with up to six people allowed per 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.**
1. All wheeled equipment/vehicles must fit on the parking pad/area unless special management regulations of the facility allow parking along roads or grass adjacent to the campsite. There is limited additional parking in designated areas in or near the campground. If available, the owner may be required to park at a location away from the campground.
 2. **In a situation where two camper units (motor home & tent, tent & tent, etc.) are allowed to camp on a single site together; each unit will be charged a camping fee for that site type; i.e. electrical site = electrical fee, non-electric site = non-electric fee.**
- *Allowing multiple units on a single site is not standard procedure and should only be exercised to resolve extraordinary management or visitor issues.*
- B. Electrical Capacity: Only the unit assigned to an electrical campsite may use the electric source. Plug-ins shall not exceed receptacles provided at the pedestal.
- C. Design Capacity: Physical design capacities of a campsite are not to be exceeded. Keep all wheels and tires on the designated parking pad at all times.
- D. Use of Generators/Quiet Hours: The use of generators is prohibited during quiet hours, between 1/2 hour after sunset and 7am. However, each facility manager has the discretion to limit the use of generators, particularly when the exhaust fumes or noise is intrusive to neighboring campers.

RESERVATION LIMITATIONS

- A. Number of Campsites Reserved in One Telephone Call:
1. Call Center customers may make no more than 5 reservations per telephone call. Online customers will be subject to a time limit.
 2. An occupant must be named for each reserved campsite.
- B. Site Specific: Subject to the campsite's availability, the customer will be able to reserve a specific campsite for their use. If no campsite is requested, the operator/system will

automatically search for a site by using the criteria of the customer. (For example, a campsite with electricity, sewer and water at Fort Stevenson State Park for next Friday.)

- C. Handicap Accessible Campsite: This campsite may only be reserved and occupied by a customer that can display proof of disability upon arrival. If not reserved, the park staff may sell the site for one night to an able-bodied customer. They may stay on the site for the duration of their stay so long as a disabled customer does not show up. If a disabled customer arrives, the able-bodied customer must move to an equivalent site. If no equivalent site is available, the disabled customer is informed that no sites are available.
1. Reservation Customer Arrives on a Handicap Site and Cannot Show Proof of Disability: If a comparable site is available, park staff should move them to another site. If no site is available the park will allow them to stay on the site on a day-by-day basis unless and until a person with disabilities arrives and the first camper can be moved. In either instance, educate the customer about our accessible site policies.
- D. Complex Reservation: If a campsite of one site type is not available for the whole duration of stay, the customer may choose to split their reservation on two separate sites at the same park.
- Example
- Site 100 is available the first 3 days, and customer will accept site 101 for the rest of their stay. The split sites may be different site types, such as one electric and the other sewer-electric-water. The split reservation must be made in one telephone call or one online session and will be treated as one reservation for the purposes of transaction fees. A split reservation may only be made in one park—splitting sites between two different parks is not allowed. A complex reservation will only constitute one move by the camper.
- E. Required Minimum Stay: A minimum stay of nights may be required for special events and major holidays during each park's peak-season. This is a park by park basis; see the parks website to determine if this is required.
- F. Maximum Stay: The maximum stay of any one camper, camping group, camping unit or cabin occupant shall not exceed 14 camping nights in any 30-day period. This applies to both reservation and first-come customers. The Department has the authority to limit the length of stay to 3 nights when a customer is not utilizing a campsite or overnight facility for recreational purposes. **Park staff should notify management if the 14 night limit is exceeded.**
- G. Reservations in the Off-Season: NDPR will not take campsite reservations during the off-season (late September through mid-May); during this time sites may be available on a first come first serve basis. Reservations for cabins, meeting rooms, shelters and other facilities are accepted year-round.

- H. Reserving Group Sites: A customer reserving a group site will be required to pay for the minimum units required for that site. **Call center operators should steer a customer that wants multiple campsites to the group sites. However, it is not mandatory that a camping party choose a group site over single sites.**
- I. Campers with Horses: Campers who bring their horses with them are only permitted to camp in designated equestrian parks and campsites. Campers who do not have a horse must reserve sites in the typical main campground. **The park staff, at their discretion, may permit first-come, first-served users who do not have horses to occupy available sites in an equestrian park.** Equestrian campgrounds are located at Fort Ransom State Park, Sully Creek State Park, Fort Abraham Lincoln State Park and Little Missouri State Park. All horse parks take reservations directly at the park.

FEES, DISCOUNTS, PAYMENT METHODS AND CONFIRMATIONS

- A. User Fees: Customers will be informed of all user fees prior to completion of a reservation, either online or through the call center. Customers will be informed that full payment is due at the time a reservation is booked. They have the option to forfeit a reservation if they disagree with any policies, fees, and/or prices. If a customer decides to discontinue a reservation, the call center representative will notify the customer they will only be assured a site if they make a reservation. The alternative to a reserved site is a first come first serve site.
1. Reservation Fee: There is a non-refundable reservation fee charged for campsites & cabins. This per reservation fee is charged in addition to the cost of each resource, whether processed on-line, through the call center, or calls to the park. See [Appendix B: Reservation & Change Fees](#). **There are very few circumstances when this fee may be waived for a customer.** Note: This fee is only charged per reservation (not per night) no matter what the duration of use, one night or up to 14 nights. There is no reservation fee charge for shelters, meeting rooms and facilities reserved through the park. This may change when these resources become reserveable online or through the call center.
 2. Resource Fees: All appropriate resource fees of NDPR will be charged and collected through credit card transaction by OMS at the time the reservation is made. See [Appendix D: The 2008-2009 Resource Fees](#). The resource fees are based upon available utilities, whether used or not. For example, if a camper wanted an electric campsite, but had to take the last available sewer-electric campsite, he would still pay the sewer-electric rate even though their camping unit did not use the sewer hookup.
 3. Change Fee: There is a non-refundable fee to change a camping or cabin, reservation. This fee is charged each time a customer makes a change to a reservation number, either on-line or through the call center. See [Appendix B: Reservation & Change Fees](#).

4. Change Fee Exceptions: There are very few circumstances when this fee may be waived for a customer. There will be no change fees charged for a shelter or meeting halls (church, hall, lodge, or meeting room) as long as the park staff is managing these reservations. This may change when these resources become reserveable online, in park or through the call center. No change fee will be applied for online customers if the change does not affect the site cost, i.e.: changing from one site to another where the amenities and site fee are the same, and the date of arrival is 5 days or more from the current date.
5. Cancel Fees: There is a non-refundable fee to cancel a resource. This fee is charged when a customer cancels a reservation either on-line, through the call center or at the park. See [Appendix C: Cancellation Fees](#). This fee should not be waived unless the cause of the cancellation was due to a call center or park staff error.
6. Call Center Fees: Call center fees are generally more expensive than the online reservation fees to cover their staffing and toll-free telephone costs. Fees charged for reservations, changes and cancellations will be retained by the NDPRD. See [Appendix B: Reservation & Change Fees](#) and [Appendix C: Cancellation Fees](#). The NDPR Department will pay the call center on a monthly cycle. Payment will be based on an agreed upon monthly rate as per the current contract.

B. Over Ride Fees (Special Circumstances): The call center will not be authorized to alter fees. Any request for waived fees through the call center should be sent through their Account Manager to the NDPRD Assistant Field Manager for research and approval. Authorized NDPR staff will be able to override fees for any transaction. All such alterations shall be recorded in the OMS with explanation.

C. Vehicle Fees:

1. Daily Vehicle Entrance Permit: One daily vehicle entrance permit may be purchased with each night of camping in conjunction with a reservation.
2. Additional Daily Vehicle Entrance Permit: Each additional vehicle requires a valid vehicle permit. Additional daily vehicle permits may NOT be purchased online or through the call center; they are only available at the park.
3. Annual Vehicle Permit: An annual vehicle permit may be purchased for \$25. This is available online, through the call center or at the park for no additional fee.
 - a. When an annual vehicle permit is purchased with an online reservation the camper must allow 5 or more days to mail the permit. If there are less than 5 days they will be prompted to purchase it at the park.

D. Horse Fees:

1. Daily Horse Permit: A per horse user fee is charged allowing use of state park horse facilities. Daily horse permits may be purchased for a \$6 fee at state parks allowing horseback riding.
2. Annual Horse Permit: An annual per horse permit may be purchased for \$30, valid May 1 through April 30 of the following year. Horse permits may be purchased at the parks allowing horseback riding.
3. Possession: Visitors are required to carry valid daily or annual horse permits while in parks allowing horseback riding.

E. Fee Discounts:

1. Reservation Fee:
 - a. No standard discounts are applicable to the Reservation Fee.
2. Vehicle Permits Only:
 - a. Persons 65 Years and Older: A \$5 discount for the annual vehicle permit is available for residents of N.D. 65 years of age or older. The discount applies only to the permit purchased for or by the senior citizen with the following supporting documentation; current identification including name, address, and date of birth and driver's license number. Cost of the discounted annual vehicle permit is \$20.
 - b. Disabled Veterans/POWs: North Dakota veterans with a 50 percent or greater service-related disability and former POWs are eligible for one free annual permit. All other North Dakota veterans with service related disabilities may purchase an annual permit for \$20. This program is available to North Dakota residents only, with VA proof of disability or status, or a North Dakota DAV/POW license plate. The annual vehicle permit discount will not be available online or at the call center. It must be purchased at the park or NDPR Department headquarters in Bismarck.
 - c. Temporary Disabled Persons: A person with a temporary condition that significantly impairs their mobility may occupy a disabled campsite (where available) with proof of a temporary DOT handicapped permit. This may be a person with a cast, on crutches, separated shoulder, etc.
 - d. A federal Golden Age Passport is issued at the age of 62, and is not accepted by NDPR Department as proof of age status. A driver's license or other document certifying proof of age will be required at check-in.
 - e. The Golden Access Passport is issued by the federal Corps of Engineers to any individual who has been medically determined to be blind or permanently disabled for purposes of receiving benefits under Federal law. NDPR Department will not accept the Golden Access as proof for veteran disability.

E. Methods of Payment:

1. Call Center Transactions: Credit cards and debit cards backed by major credit cards (Visa, Discover & MasterCard) will be accepted as payment for reservation transactions made at the call center. Checks, money orders, camping coupons, camping vouchers, and gift certificates will NOT be accepted for call center transactions.
2. Online Transactions: Credit cards and debit cards backed by major credit cards (Visa, Discover & MasterCard) will be accepted as payment for reservation transactions made online. Checks, money orders, camping vouchers, and gift certificates will NOT be accepted for online transactions.
3. Park Walk-In Transactions: MasterCard, Visa, and Discover credit cards and debit cards; money orders; personal and other checks (except two-party checks); and cash are accepted for walk-in camper transactions.
4. Split Payments: Two different credit cards are not accepted for one transaction.
5. Advance Payments: Online and Call center reservations always require customers to pay by credit card at the time the reservation is made. **Customers will be informed at the time the reservation is being made that the amount being collected will be processed the day the reservation is made. Meaning, if a customer is choosing to make reservations 95 days (campsite) to 1 year (facilities) before arrival, we do not wait to process their payment upon arrival. Most reservations made directly through the park (shelters, meeting rooms and facilities) require customers to pay by credit card at the time the reservation is made unless the following pending payment option applies.**
6. Pending Payments: **Large non-profit groups and groups reserving 10 or more campsites without credit cards may still reserve state park resources directly through the state park. The OMS Pending Payment process should be used for these situations. Payment for these reservations must be received within 14 days of booking the resource. The Call Center and Headquarters staff are not authorized to process pending payments.**
7. Credit Card Declined: The online system will give immediate feedback to the customer if their credit card is invalid. If it is an expired card, the customer will have the option of entering in a new expiration date. **This information will be read directly to call center customers from the OMS prompts.**
8. Taxes and Tax Exempt Nonprofit Group: **If a customer inquires about taxes, they should be advised that** there are no other taxes charged in addition to the standard reservation and resource fees.

F. Payment Processing: The customer is required to pay by credit card through the online system or call center. Credit card payment is optional directly at the state park. State Parks accept cash, debit card, credit card and check payment.

1. Credit Cards: Reservation credit card transactions will be processed immediately. Credit Card refunds must be credited to the customer's credit card, no cash. Unprocessed refunds due to invalid credit cards will be handled by NDPRD headquarters.
2. Money Orders: Money orders are not accepted through the online system or call center. Money orders are accepted for walk-in customers directly at the state parks.
3. Personal Checks: Personal checks are not accepted through the online system or call center. Personal checks may be accepted from walk-in customers and for payment pending transactions.
5. Refunds: When issuing a refund the refund will be processed using the original method of payment. If changes were made to reservation and different credit card was used refund will still go back to the credit card used when the original reservation was made.
6. Refund Checks: A refund check will be issued when a credit card transaction has been denied or when the initial transaction was paid by check. All refund checks are processed through NDPRD headquarters.

G. Special Park Processes:

1. Requests for 10 or more resources: Customers will be directed to call the park to reserve Special Use Areas, Group Camps, and to secure special accommodations. Requests for 10 or more resources must be booked through the state park.
2. Blocked Resources: Park Staff has the authority to block resources for repair and maintenance. The blocked site process should not be used to reserve requests for 10 or more resources, the pending payment process will be used in this case.
3. Manual Reservation Process: Each park will be responsible for taking resource reservations when computer access is unavailable, i.e. requests taken at the entrance station, computers are down, etc. See Appendix E: Manual Reservation Process for guidelines to develop in park procedures.

H. Confirmation of Reservation:

1. E-Mail Confirmations: Any reservation or purchase processed through the online system, call center or state park will automatically receive a confirmation notice when a valid e-mail address has been provided. Prompts for a valid e-mail address will be provided by the OMS.

See sample confirmation e-mail notice below:

Marcie Brown,

Please do not respond to this email. This email was sent from an automated system and responses will not be monitored.

If you have any questions or concerns regarding your order, changes, or cancellations, please contact the Call Center at 1-800-807-4723. Call center hours are 7 am to 7 pm CST (effective 10/01/2013). For other inquiries contact the ND Parks and Recreation Department at (701) 328-5357, or visit our website at <http://www.parkrec.nd.gov/>

Your order has been successfully processed. A total of \$58.00 has been charged to your credit card. Your credit card confirmation number is: 3409718949050 and is proof that you paid for your order(s).

Your order number is: BRO27539. Please keep this number. When contacting our office regarding this order, please have this number available for reference.

You have purchased the following reservation(s):

Marcie Brown

Reservation No: BRO27539-001

Park: Lake Sakakawea

Site: 141

Arrive: 05/30/2016 (Mon)

Depart: 06/01/2016 (Wed)

Check In: 02:00 PM

Check Out: 01:00 PM

Nights Stay: 2

Electricity: 50/30/20 Amp

Water Hookup: Yes

Site Cost: \$50.00

Non-refundable Reservation Fee: \$8.00

Total: \$58.00

Cancel and Change Fees:

\$2.50 - Change (add/subtract nights or change site number) before noon (CDT) 05/29/2016

\$5.00 - Cancel reservation any time before noon (CDT) 05/25/2016

\$15.00 - Cancel reservation any time between noon (CDT) 05/25/2016 and noon (CDT) 05/29/2016

\$25.00 - Cancel reservation any time after noon (CDT) 05/29/2016

Enjoy your visit to the North Dakota State Parks!

2. Website Confirmations: Call Center customers will receive their reservation confirmation numbers verbally if they do not provide a current e-mail address. They may visit the NDPRD website at www.parkrec.nd.gov to view and print their reservation with valid order or reservation number.

RESERVATION WINDOWS

- A. SEASONAL WINDOWS: Time of year when reservation resources are available for use.
 1. Campsites: **The reservation season may vary based on individual park requirements. However, for most parks, the reservation season will begin the Friday prior to the Canadian Victoria Day (1 week prior to Memorial Day weekend) weekend and will end on Labor Day.**

2. Seasonal Cabins: The normal season for seasonal cabins will begin the Friday of the Canadian Victoria Day weekend and will end the last Sunday of September. Individual park seasons may vary.
3. Year-Round Cabins: Year-round cabins are available 365 days a year.
4. Shelters: The normal reservation season for shelters will begin the Friday of the Canadian Victoria Day weekend and will end on Labor Day. Shelters will be available on a FCFS basis beyond these dates.
5. Meeting Halls: There are a variety of meeting halls available for rent. Please see individual park resource details for season dates.
6. Tipis: The normal season for tipis will begin the Friday of the Canadian Victoria Day weekend and will end the last Sunday of September.
7. Yurts: Yurts are available 365 days a year.

B. MINIMUM / MAXIMUM RESERVATION WINDOWS:

Maximum Reservation Window: Days prior to arrival at which time a resource reservation may be processed. Minimum Reservation Window: The shortest time available upon which a resource reservation may be processed. Resources become available beginning at 7:00 a.m., Central Time on the first day of a reservation window

1. Campsites: The maximum reservation window for ALL campsites (single & group) shall be (95) days prior to arrival. The 95 day window is based on the arrival date. The reservation can be made for up to 14 consecutive nights including the night of arrival. The minimum reservation window for all campsites shall be noon the day prior to arrival.

Reservations may be accepted directly at the parks after the reservation window has closed. Customers may book same day arrival nights for either the current night or the next night.

2. Seasonal Cabins: The maximum reservation window for seasonal cabins shall be one year (365 days) prior to arrival. The minimum reservation window for seasonal cabins shall be noon the day prior to arrival.
Reservations may be accepted directly at the park after the reservation window has closed. Customers may book same day arrival night s for either the current night or the next night.
3. Year-Round Cabins: The maximum reservation window for year-round cabins shall be one year (365 days) prior to the date of arrival. The minimum reservation window for year-round cabins shall be noon the day prior to arrival.

Reservations may be accepted directly at the park after the reservation window has closed. Customers may book same day arrival night s for either the current night or the next night.

4. Shelters: The maximum reservation window for shelters shall be one year (365 days) prior to the date of arrival. The minimum reservation window for shelters shall be noon the day prior to arrival.
5. Meeting Halls: The maximum reservation window for a meeting hall shall be one year (365 days) prior to the date of arrival. The minimum reservation window for a meeting hall shall be noon the day prior to arrival.

* Note: Reservations made inside a cancellation window, will be subject to the cancellation policy and fees for that particular resource immediately. See [Appendix C: Cancellation Fees](#).

Example:

- A seasonal cabin reservation, processed less than 7 days but before 12 noon the day prior to arrival, the customer is also immediately subject to a cancellation fee equal to one night’s fee should they decide to cancel once the reservation has been processed.
6. Tipi: The maximum reservation window for a Tipi shall be one year (365 days) prior to arrival. The minimum reservation window for Tipis shall be noon the day prior to arrival. Reservations may be accepted directly at the park after the reservation window has closed. Customers may book same day arrival night s for either the current night or the next night.
 7. Yurt: The maximum reservation window for a Yurt shall be one year (365 days) prior to the date of arrival. The minimum reservation window for Yurts shall be noon the day prior to arrival. Reservations may be accepted directly at the park after the reservation window has closed. Customers may book same day arrival nights for either the current night or the next night.

RESERVATION CHANGES

See [Appendix B: Reservation & Change fees](#) for resource change fees.

- A. CHANGE RULES: A change is any modification made to an existing reservation such as adding days; removing days; or switching resources within the same park.
 1. If the current date is less than 5 days from the date of arrival, the reservation cannot be changed to a different date range; this would be a cancellation and a new reservation. Cancellation fees will apply.
 2. A change cannot be made to a reservation after noon (Central Time) the day prior to arrival. This is a cancellation and fees will apply.

3. Confirming the Reservation Change: Online and Call Center customers will receive an email confirmation notice that reflects the reservation changes processed by the system. Reservation transactions may also be confirmed by accessing the OMS system, from the ND Parks & Recreation Department's homepage (www.parkrec.nd.gov) and entering an order or reservation number and name.
4. Unacceptable Changes: Transferring a reservation from one customer to another customer is prohibited.

Example:

- My boss is using the site instead; his credit card number is...Credit my account.

5. Exceptions: Acts of God or unique administrative issues may require the changing of reservations by the Call Center or NDPRD staff, with administrator approval.
6. Changing the Reservation Arrival Date for Reservations Made on the Window: When the initial reservation was made on the window (i.e. in the case of a campsite 95 days + up to 14 days) the customer will forfeit \$15/night for each dropped night to change the arrival date to a later date.

This policy is enacted to deter customers from calling on the first available reservation window date + 14 days prior to arrival; then calling a month later and dropping all days but the last 2 or 3 actually wanted. The customer may, without any penalties, add more days, drop days from the back-end of the reservation, or change other parameters. The only limiting factor is to move the arrival date to a later date.

Examples:

- Customer calls April 10th (on the window) and makes a 14-day reservation for June 20 through July 5. Customer later calls to change the arrival date from June 20 to July 2. Customer will forfeit \$15 for each night dropped plus the normal change fee (12 nights x \$15) + \$2.50 change fee = \$182.50)
- Customer calls May 15th (inside the window) and makes a 14-day reservation for June 20 through July 5. Customer later calls to change the arrival date from June 20 to July 2. Since customer did not make the initial reservation "on the window" only standard change fees would apply.

7. Changes After Arrival at Park - Early Departure: After arrival at the park a change may result from varied reasons:
 - a. Customer circumstances change
 - b. Customer has an emergency

- c. Individual circumstances beyond the park's control
- d. Park has failed the camper
- e. Park has an emergency

Online customers and the Call Center will not be able to change reservations after noon the day prior to arrival. Park staff has authorization to make changes to a reservation once the reservation has started. Only one reservation modification involving an increase or decrease in camping fees will be allowed, modifications will result in a change fee. Customers are allowed to change to a campsite of equal value for no change fee.

Park Staff will accommodate an early departure by processing a refund for any remaining nights, including the night of the request, if the departure is made prior to checkout time (1:00pm for campsites; 11am for cabins; etc.) If the request is after checkout time, the customer will be charged for that night. These changes must be directed to the park during regular office hours.

- 8. Extend Stay After Arrival: After noon the day prior to arrival customers will not be able to extend their departure date, through the Call Center or online, without initiating a new reservation for the additional nights requested. Park staff may extend their stay, if the site is available and the customer is in the park. This transaction should be processed as a change. Staff will need to collect the appropriate fees and issue a new permit reflecting the new departure date.
- 9. Group Site to Single Site Change or Single Site to Group Site Change: If a customer has a reservation for a single campsite and wants to change the reservation to a group campsite; they must cancel the initial single site reservation and make a new reservation for a group site. The same procedure is required when requesting a change from a reserved group site to a reserved single site.

CANCELLATION POLICIES

See [Appendix C: Cancellation Fees](#).

- A. Cancellation of Initial Reservation: Cancellations will be accepted online or at the Call Center 7am – 7pm, 365 days each year. **Customers will be made aware of cancellation policies, options, and deadlines at the time the reservation is made. Call Center staff will cover this information, by phone. Online customers are made aware of all policies, options, and deadlines at the time of their reservation; through system messages, prompts, and/or email confirmations.** All reservations regardless of origination may be cancelled through the Call Center. The individual canceling their reservation should know and provide either the order or reservation number of the initial reservation transaction before the cancellation is processed.

- B Cancellation Fees and Penalties: Cancellation fees are pro-rated depending on when the cancellation is processed. See the following for detailed explanations and examples.
- C. Cancellation Calculation: Calculation of the OMS day for cancellation policy purposes begins and ends at NOON (Central Time). (11:59am to 11:59am is one cancellation day). Noon the day prior to a reservation is always day one and the cancellation policy dates work backwards from this day and time.

1. Single Campsite Cancellation:

- a. If the customer cancels *before 12 noon 5 days or more prior to the day of arrival* a cancellation fee of \$5.00 per site will be assessed.
- b. If the customer cancels *less than 5 days and before 12 noon the day prior to arrival* the customer will incur a \$15.00 cancellation fee.
- c. If the customer cancels *after 12 noon the day prior to arrival* the customer will incur a cancellation fee equal to 1 nights camping fee.

Once inside the “noon the day prior to arrival window” an additional nights camping fee will be forfeited for each day the reservation is allowed to run without cancellation.

Example: For an 8/29 (Friday) arrival date – for 3 nights

- Cancel the morning of 8/24 (Sun) (before 12 noon 5 days or more prior to the day of arrival) = \$5.00
- Cancel after 12 noon on 8/24 (Sun) - less than 5 days and before 12 noon the day prior to arrival = \$15.00.
- Cancel on 8/28 at 1pm (after the 12 noon cut-off) = 1 nights camping fee.
- Cancel on 8/29 at 1pm (after the 12 noon cut-off) = 2 nights camping fees.
- Cancel on 8/30 at 1pm (after 12 noon) = 3 nights camping fees.

*Note: Customers who make a reservation *within the 5 day window* will incur cancellation fees, *immediately*, should they choose to cancel once their reservation has been processed.

2. Group Site Cancellation:

- a. If the customer cancels *before 12 noon 5 days or more prior to the day of arrival* a cancellation fee of \$10.00 per site will be assessed.
- b. If the customer cancels *less than 5 days and before 12 noon the day prior to arrival* the customer will incur a \$25.00 per site cancellation fee.

- c. If the customer cancels *after 12 noon the day prior to arrival* the customer will incur a cancellation fee consisting of 1 night's camping fee times the minimum number of units designated for that site.

Once inside the “noon the day prior to arrival window” an additional night's camping fee times the site minimum will be forfeited for each day the reservation is allowed to run without cancellation.

Example: For an 8/29 (Fri) arrival date – for 3 nights - and 4 units on a 2 unit minimum site

- Cancel the morning of 8/24 (Sun) (before 12 noon 5 days or more prior to the day of arrival) = \$10.00
- Cancel the afternoon of 8/24 (Sun) (less than 5 days and before 12 noon the day prior to arrival) = \$25.00
- Cancel on 8/28 at 1pm (after the 12 noon cut-off) = \$50.00 (1 nights camping times the sites minimum unit (in this case, 2) - or - \$25 x 2
- Cancel on 8/29 at 1pm (after the 12 noon cut-off) = \$100.00 (2 nights camping times the site minimum)

*Note: Customers who make a reservation *within the 5 day window* will incur cancellation fees, *immediately*, should they choose to cancel once their reservation has been processed.

3. Seasonal Cabins/Tipis:

- a. If the customer cancels *before 12 noon 7 days or more prior to the day of arrival* a cancellation fee of \$10.00 per cabin will be assessed.
- b. If the customer cancels *after 12 noon 7 days or less prior to the day of arrival* the customer will incur a cancellation fee equal to 1 night's rental fee.

Once inside the “noon the day prior to arrival window” an additional night's cabin fee will be forfeited for each day the reservation is allowed to run without cancellation.

Example: For an 8/29 (Fri) arrival date for 2 nights:

- Cancel the morning of 8/22 (the Fri prior) (before 12 noon 7 days or more prior to the day of arrival) = \$10.00
- Cancel after 12 noon on 8/22 (the Fri prior) (after 12 noon 7 days or less prior to the day of arrival) = 1 nights rental fee
- Cancel at 1pm on 8/28 (after the noon the day prior cut-off) = 1 nights rental fee
- Cancel at 1pm on 8/29 (after noon the day of arrival, again) = 2 nights rental fees

- Cancel at 11am on 8/30 (before noon) = 2 night rental fees
- Cancel at 2pm on 8/30 (after the noon cut-off, again) = 2 nights rental fees, all the customers pre-paid fees have been utilized.

*Note: Customers who make a reservation *within the 7 day window* will incur cancellation fees, *immediately*, should they choose to cancel once their reservation has been processed.

4. Year-Round Cabins/Yurts:

- If the customer cancels *before 12 noon 30 days or more prior to the day of arrival* - a cancellation fee of \$15.00 per cabin will be assessed.
- If the customer cancels *before 12 noon 14 days or more prior to the day of arrival* the customer will incur a \$25.00 per cabin cancellation fee.
- If the customer cancels *less than 14 days prior to the day of arrival* the customer will incur a cancellation fee equal to 1 night's rental fee.

Once inside the “noon the day prior to arrival window” an additional night's cabin fee will be forfeited for each day the reservation is allowed to run without cancellation.

Example: For an 8/29 (Fri) arrival date – for 3 nights:

- Cancel the morning of 7/30 (Wed) (before 12 noon 30 days or more prior to the day of arrival) = \$15.00
- Cancel the morning of 8/15 (Fri) (before 12 noon 14 days or more prior to the day of arrival) - \$25.00
- Cancel after 12 noon on 8/15 (less than 14 days prior to the day of arrival) = 1 nights rental fee
- Cancel after 12 noon on 8/28 (Thurs), the day *prior* to arrival = 2 nights rental fees
- Cancel after 12 noon on 8/29, the day *of* arrival = 3 nights rental fees

*Note: Customers who make reservations *within 30 days of arrival* will incur cancellation fees, *immediately*, should they cancel once the reservation has been processed.

5. Shelters:

- If the customer cancels *before 12 noon 90 days or more prior to the day of arrival* NO FEE will be assessed.
- If the customer cancels *before 12 noon 30 days or more prior to the day of arrival* - the customer will incur cancellation fees equal to 50% of the facility rental fees.

- c. If the customer cancels – *less than 30 days prior to the day of arrival* the customer will incur a cancellation fee equal to 100% of the facility reservation fees.

Example: A single day reservation for an 8/30 (Sat) arrival date

- Cancel the morning of May 30th (90 days or more) = NO fee
- Cancel on July 10th (30 days or more) = 50% of rental fees
- Cancel on or after August 1st (less than 30 days) = 100% of rental fees

Example: Multi-day reservation, for a small shelter, for 3 days, for an 8/29 arrival:

- Cancel all dates on May 30th (90 days or more) = NO fee
- Cancel all dates on July 10th (30 days or more) = 50% of all days = \$25/day x 3 days (\$75) x 50% = \$37.50
- Cancel all dates on, or after, August 1st (less than 30 days) = 100% of all days = \$25/day x 3 days (\$75) x 100% = \$75
- Cancel one day on May 30th = NO fee
- Cancel one day on July 10th = \$12.50 (50% of one day)
- Cancel one day on August 1st = \$25 (100% of one day)

*Note: Customers who make a reservation *within (90) days of arrival* will incur cancellation penalties, immediately, should they cancel once the reservation has been processed.

6. Meeting Halls – 90 Day Policy:

- a. If the customer cancels *before 12 noon 90 days or more prior to the day of arrival*. NO cancellation fee will be assessed.
- b. If the customer cancels *before 12 noon 30 days or more prior to the day of arrival* the customer will incur a cancellation penalty equal to 50% of all facility rental fees.
- c. If the customer cancels *less than 30 days prior to the day of arrival* the customer will incur a cancellation fee equal to 100% of all facility rental fees.

Example: Single day rental - for an 8/29 arrival date:

- Cancel on May 30th (90 days or more) = NO fee
- Cancel on July 10th (30 days or more) = 50% of rental fees
- Cancel on August 1st (less than 30 days) = 100% of rental fees

Example: Multi-day rental – for 3 days – for an 8/29 arrival date:

- Cancel all dates on May 30th (90 days or more) = NO FEE

- Cancel all dates on July 10th (30 days or more) = 50% of all rental days
- Cancel all dates on August 1st (less than 30 days) = 100% of all rental days
- Cancel *one day* on August 1st (less than 30 days) = 100% of *that* days rental.
- Cancel *two days* on August 1st (less than 30 days) = 100% of *two* days rental.

*NOTE: Customers who make a reservation *within 90 days of arrival* will incur a cancellation penalty, *immediately*, once the reservation has been processed.

7. Meeting Halls – 270 Day Policy:

- a. If the customer cancels *before 12 noon 270 days (9 months) or more prior to the day of arrival* the customer will incur NO cancellation fee.
- b. If the customer cancels *before 12 noon 180 days (6 months) or more prior to the day of arrival* the customer will incur a cancellation penalty equal to 50% of all facility rental fees.
- c. If the customer cancels *less than 180 days (6 months) prior to the day of arrival* the customer will incur a cancellation fee equal to 100% of all facility rental fees.

Example: For a one day reservation for an 8/29 arrival date:

- Cancel on October 20th (270 days or more) = NO fee
- Cancel on January 15th (180 days or more) = 50% of rental fees
- Cancel on March 1st (less than 180 days) = 100% of rental fees

Example: Multi-day reservation, for 3 days, for 8/29 arrival:

- Cancel all dates on October 20th (270 days or more) = NO fee
- Cancel all dates on January 15th (180 days or more) = 50% of all days rented
- Cancel all dates on March 1st (less than 180 days) = 100 % of all days rented
- Cancel *one day* on March 1st = 100% of *that* days rent
- Cancel *two days* on March 1st = 100% of *two* days rent

*Note: Customers who make a reservation *within the 270 days (9 month) window* will incur cancellation fees, *immediately*, once the reservation has been processed.

8. No Shows: Customers who make no attempt to cancel their reservation via phone or Internet and fail to arrive for their reservation forfeit their right to receive a refund.

RESERVATION REFUNDS

The North Dakota Parks & Recreation Department has a “No Hassle Refund Policy”. Once an overnight park user arrives at the park and then chooses to leave, park staff may offer their camping fee or cabin fee refund through: credit card refunds; rain checks; or Department issued check. **When issuing a refund, the unexpired permit should be collected from the user and a Departmental refund form completed.** A cash refund is not an option for reservations.

- A. Reservation Fee Refunds: **Unless caused by system errors, call center staff errors, or NDPR errors, the initial reservation fee is not refundable to the customer.** Events of a natural emergency or other Acts of God or manmade acts that require sudden closure of the campground will result in a refund of their reservation fee, unless the customer has already arrived and used at least one night of their camping stay
- B. Camping & Cabin/Tipi/Yurt Fee Refunds, by Call Center, Prior to Arrival: Fees collected by the Call Center will be refundable by the Call Center. Credit Card refunds shall be processed in real time and will only be refunded on the original credit card. If the credit card is no longer valid, a refund check will be issued to the customer automatically by Department Headquarters.
- C. Refunds, by NDPR, After Arrival: The Park Manager or a designee must authorize refunds due to early departure of reservation customers. **The park employee should go online and search by reservation or order number, or customer name and do a change refunding the appropriate amount on the credit card that was used to initiate the transaction.** There will be no fee to the customer to process a refund at the park level if it involves shortening of the current stay. To obtain a refund for the current day (upcoming night) the customer must have the refund processed before check out time of the current day. Refunds should be processed by the original method of payment. **When issuing a refund, the unexpired permit should be collected from the user and a Departmental refund form completed. Park Staff can do a refund while the customer is in the park, all other refunds, such as over the phone or after the reservation date has passed, will be processed through HQ. Refunds not associated with a reservation such as refunding a daily permit for an annual require the OMS Refund process.**
- D. Campground Evacuated for Acts of God: (Circumstances out of NDPR’s control) Customers who have already arrived at the park and their stay is interrupted by an evacuation will be compensated for any unused camping nights, including the night of the event if the event resulted in the camper’s removal prior to 6 a.m. If the removal occurred after 6 a.m., the camper will be compensated for all subsequent nights they lost.

Example: Camper is staying Thursday, Friday, Saturday, Sunday, leaving Monday.

- **Tornado caused an evacuation at 3 a.m. Friday. Refund Thursday through Sunday.**

- Tornado caused an evacuation at 8 a.m. Friday. Refund Friday through Sunday. Do not refund Thursday, it was uninterrupted at 6 a.m. and already spent.

F. Refunds, Addressee Unknown: In the event a reservation transaction refund check is returned to the NDPR stamped “Attempted, Not Known”, or “Unable to Deliver/Forward”, the NDPR should, on a quarterly or annual basis issue a new check payable to State Treasurer of North Dakota that is equivalent to the amount of outstanding checks for the reporting period. **A detail report must accompany said check.** The State Treasurer then assumes responsibility for the unclaimed money.

SAME DAY RESERVATIONS

Once the reservation window has passed, resources that are not reserved shall be available through Same Day reservations for arrival on the current or next night. **The park employee determines site availability through OMS, reserves the resource and collects the appropriate charges upfront. The fees may be collected through the online system or processed in-park. However, all same day reservations must be recorded in OMS. No reservation fee is charged for walk-in registrations. Same day telephone reservations will be charged a reservation fee.**

- A. If park staff does not have access to the OMS: Staff must confirm campsite availability via the daily reservation report. If this occurs in the afternoon on the day of arrival, park staff shall advise the first-come camper that someone else can reserve their site after the second camping night, requiring them to either move to another available site or to leave the park if another site is not available.
- B. If more than two camping days are desired by the camper: Park staff will be able to view the daily reservation report to track availability on a day-by-day basis. The customer ~~may also~~ will be directed to the website or the Call Center to make a reservation for arrival nights beyond the current window.
- C. Check out: All campsites must be vacated by 1 p.m. **(Most parks have a policy that allows campers to stay longer upon Manager approval, especially on Sundays of non-holiday weekends and in sites in which the next night is open.**

ARRIVAL OF CUSTOMERS:

If the customers have not yet arrived at the park, they should contact the call center to communicate cancels, changes or problems or utilize the online system. After arrival at the park, the customer must communicate with park staff on matters that affect their reservation stay.

- A. Standard Policy: All customers must check-in with park staff upon arrival. Customers may arrive any time within the period of their reserved stay. The resource will be held until the customer arrives or the park is notified that the customer is not coming or has

cancelled. Once it is known that the customer is not coming, the park may use the resource on a first come-first serve or release the resource to be reserved by others using the cancel reservation process. If the park places a customer in the resource they should enter the occupancy into the OMS system.

- B. Arrive before Reservation Begins: There is no guarantee that the resource will be vacant and ready for use prior to check in time. If arriving early, customer must verify occupancy with park staff to ensure the resource is open & available.
- C. Late Night Arrival of Campers: Facilities will be accessible to the reservation customer after office closing hours. Campers with reservations would proceed to the site they have reserved and obtain a camping permit from the park ranger or register at the office the following morning. Cabin users arriving late will need to make arrangements in advance with the respective park.
- D. No Arrival: Customers that are unable to arrive should contact the park to initiate any applicable refund of fees. See [Appendix C: Cancellation Fees](#).

Example:

- If the customer calls to cancel in the afternoon on the day of arrival the fee is two nights of camping. All other camping fees, if any, are subject to refund. This OMS process is considered a change.

AFTER ARRIVAL, CUSTOMER REQUESTS TO SWITCH RESOURCES:

At no time will a customer be told by the Call Center they can switch to a different resource (campsite as an example) once they arrive at the park. This is at the discretion of park staff. Customers that are successful in switching resources of equal value after arrival will not be charged a fee. The change process should be used to release the original reserved resource and process the new resource. No fee is charged for transfer to equal resources.

A. Switching reserveable campsites:

1. Direct the camper to a campsite of equivalent value (i.e., Electric site to new Electric site). No additional fees will be required. Perform the change in OMS.
2. There is no refund for the difference in value for a site of lesser value. Perform the change in OMS.
3. Collect the additional monies if customer wants a greater valued site. Perform the change in OMS.

DEPARTURE OF CAMPERS OR CABIN/TIPI/YURT USERS:

On the camper's last camping day of their stay, all campers should exit campsites by 1:00 p.m. to allow a one-hour buffer between the first camper's departure and the incoming camper's arrival. Full-service cabin and yurt users must exit by 11:00 a.m. and camping cabin and tipi users must exit by 1:00 p.m. with a 4:00 p.m. check-in. Many parks have a policy that allows customers to stay longer if the resource is available.

- A. Early Departure: If the customer is leaving one or more nights before their departure date, the customer must notify the park. Park staff processes the departure in the OMS to release the site and refunds their account.
- B. Departing without Communicating to Park Staff: If the customer simply leaves the park and fails to communicate with park staff about early departure they forfeit the ability to receive a refund for any unused nights. Special circumstances will be considered.
- C. Calls to Call Center about Early Departure: If the call center is contacted by a customer about early departure from the park, the call center staff should direct the customer to contact park staff for a possible refund.

BLOCK OF PARK RESOURCES

A block is a mechanism to temporarily remove a resource from the reservation system inventory. Blocks should be used minimally as a management tool.

- A. At Park Request: Authorized park staff may place a block on a park resource(s) for emergency closings as needed. A short description about why the resource(s) are being blocked and the duration of the block must be documented in the OMS.
- B. Resource Maintenance: The reservation administrator should be notified of resource blocks for extensive projects and other substantial activities.
- C. Extensions: Authorized park staff may extend a resource block.
- D. Removal: The authorized park staff that initiates the block has the responsibility to remove the block.
- E. Blocking of a Resource Already Reserved - Costs to NDPR: If a resource block involves existing reservations, the initiator of the block needs to make the decision about what to do with the reservations.
 - 1. This may include leaving them "as is" and hoping the project will be complete.
 - 2. Move them to an alternate site upon arrival (including a first-come site).

3. Advise the customer they may be moved to another resource or that their reservation will not be honored. Customers will be given a full refund to include reservation fee.

F. How to Block: See Cheat Sheets. Add arrival date and check-in time. Add departure date and check-out time.

SPECIAL DATES FOR PARK RESOURCES

A special date is a mechanism to alter the 1-night minimum reservation date for a resource.

- A. For example: Fort Stevenson requires a 3-night minimum reservation during Governors Cup Tournament. Lake Metigoshe requires a 2-night minimum reservation for Thanksgiving, Christmas & New Years.
- B. How to designate Special Dates: See Cheat Sheets. Enter start and stop date. This should equal the nights only that the special date applies to: For 2-night requirement list the 2 dates required to rent.

APPENDIX A: CAMPSITE/CABIN/YURT/TIPI TYPES DEFINED

Campsite Types	Centralized Reservations Accepted?	Other Information
Handicap Accessible Campsite	Yes	A campsite designed for use by persons with disabilities. A Handicap Accessible campsite may have electric or electric and water. The site is level and has a table that accommodates wheelchairs and is close to an accessible shower facility.
FCFS / Same Day Users	Yes	Campsites designated for First Come First Server patrons/Same Day Users become available after the reservation window has closed. FCFS campsites may be booked for same day arrival nights directly at the park for either the current or the next night.
Full Service Campsite	Yes	Modern campsites with electrical, sewer hookups and water available. Electrical hookup are 50/30/20 AMP. This site has a picnic table, fire ring, and parking pad.
Modern Campsite	Yes	Modern campsites have electrical hookups and water available. Electrical hookups are either 50/30/20 or 30/20 AMP hookups. This site has a picnic table, fire ring, parking pad and is in the general vicinity of a comfort station.
Primitive Campsite	Yes	Campsites with no electrical or water hookups. Water is close by. This site has a picnic table, fire ring and may include a parking pad. It is in the general vicinity of a vault toilet.
Horse Campsite	Yes	Modern and Primitive campsites with horse corrals adjacent to the site.
Group Campsite	Yes	Modern or primitive campsites that accommodate more than one camping unit. Each group site has a minimum and maximum capacity.
Walk-in Tent Campsite	Yes	Primitive campsite with no access by vehicle.
Tent Site	Yes	Primitive or modern campsites suitable for tent only. This site has a picnic table and a fire ring.
Organized Group Camp	Contact Park	Primitive Camping area typically set aside for non-profit groups such as Boys Scouts, Girl Scouts, etc.
Camping Cabin	Yes	One room sleeping cabin with lights, heat, air conditioning & fan. No cooking allowed inside, no showers, sink or toilet. Available during full-service season. No pets allowed.
Woodland Cabin	Yes	Duplex units with private showers & toilets. No cooking allowed inside. Available during full-service season. No pets allowed.
Year-round Cabin	Yes	Multi-room cabins with electricity, kitchenettes, propane or wood heat source. Amenities vary by cabin. No pets allowed.
Yurt	Yes	One room, domed canvas facility with bunk beds, propane heat, no running water or inside toilet. Or a full-service domed canvas facility with gas heat, kitchen, bathroom, two bedrooms and a loft. All yurts are available year-round. No pets allowed.

Tipi	Yes	One room tent built around several wooden poles that meet and cross at the top. Sits on a wooden platform, no heat source, running water or inside toilet. Available during full-service season.
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APPENDIX B: RESERVATION & CHANGE FEES

<i>Booking Options</i>	<i>Resource Type</i>	<i>Reservation Fee</i>	<i>Reservation Change Fee</i>
Online	Single Campsite	\$4.00	\$2.50
Online	Group Campsite	\$8.00	\$2.50
Online	Cabin/Yurt/Tipi	\$4.00	\$2.50
Call Center or Park	Single Campsite	\$8.00	\$2.50
Call Center or Park	Group Campsite	\$16.00	\$2.50
Call Center or Park	Cabin/Yurt/Tipi	\$8.00	\$2.50
Park	Single Horse Campsite	\$4.00	\$2.50
Park	Group Horse Campsite	\$8.00	\$2.50
Park	Meeting Hall	NA	NA
Park	Meeting Room	NA	NA
Park	Shelter	NA	NA

APPENDIX C: CANCELLATION FEES

<i>Resource Type</i>	<i>Cancel Policy all times are CDT</i>	<i>Cancel Fee</i>
Single/Horse Site	Before 12 noon 5 days or more prior to the day of arrival	\$5.00
Single/Horse Site	Less than 5 days and before 12 noon the day prior to arrival	\$15.00/\$10 non-electric
Single/Horse Site	After 12 noon the day prior to arrival	1 Nights camping fee
Group/Horse Site	Before 12 noon 5 days or more prior to the day of arrival	\$10.00
Group/Horse Site	Less than 5 days and before 12 noon the day prior to arrival	\$25.00
Group/Horse Site	After 12 noon the day prior to arrival	1 Nights camping fee x minimum # of units
Cabins & Campsites	Altering the arrival date of a reservation made on the first day of the 95-day advance window.	\$15.00 / night
Seasonal Cabin/Tipi	Before 12 noon 7 days or more prior to the day of arrival	\$10.00
Seasonal Cabin/Tipi	After 12 noon 7 days or less prior to the day of arrival	1 Nights fee
Yr-Round Cabin/Yurt	Before 12 noon 30 days or more prior to the day of arrival	\$15.00
Yr-Round Cabin/Yurt	Before 12 noon 14 days or more prior to the day of arrival	\$25.00
Yr-Round Cabin/Yurt	Less than 14 days prior to the day of arrival	1 Nights Fee
Meeting Hall -270	Before 12 noon 270 days or more prior to the day of arrival	No Fee
Meeting Hall -270	Before 12 noon 180 days or more prior to the day of arrival	½ Rental Fee
Meeting Hall -270	Less than 180 days prior to the day of arrival	Total Rental Fee
Meeting Hall -90	Before 12 noon 90 days or more prior to the day of arrival	No Fee
Meeting Hall -90	Before 12 noon 30 days or more prior to the day of arrival	½ Rental Fee
Meeting Hall -90	Less than 30 days prior to the day of arrival	Total Rental Fee
Shelter	Before 12 noon 90 days or more prior to the day of arrival	No Fee
Shelter	Before 12 noon 30 days or more prior to the day of arrival	½ Rental Fee
Shelter	Less than 30 days prior to the day of arrival	Total Rental Fee

APPENDIX D: 2015 RESOURCE FEES –

<i>Resource Type</i>	<i>Resource</i>	<i>Cost</i>
Cabin	Seasonal Full CRSP	\$80.00
Cabin	Seasonal Full FSSP	\$70.00
Cabin	Seasonal Semi-Full TRSP	\$60.00
Cabin	Seasonal Sleeping	\$55.00
Cabin	Seasonal Tipi	\$35.00
Cabin	Year-round Yurt CRSP, LMSP	\$65.00
Cabin	Year-round Cabin CRSP	\$80.00
Cabin	Year-round Loon	\$95.00
Cabin	Year-round Slemmen	\$115.00
Cabin	Year-round W.Pelican	\$105.00
Cabin	Year-round Cormorant, Osprey	\$55.00
Cabin	Year-round Yurt Redetzky/Pederson FRSP	\$125.00
Campsite	Group Electric	\$25.00
Campsite	Group Non-Electric	\$17.00
Campsite	Single Electric	\$25.00
Campsite	Single Electric/Sewer	\$30.00
Campsite	Single Electricity CRSP, FRSP	\$20.00
Campsite	Single Non-Electric	\$17.00
Campsite	Single Non-Electric SCSP, LMBSP	\$12.00
Campsite	Single Electric LMBSP	\$15.00
Meeting Hall	Akra Hall (2 day minimum Fri & Sat)	\$80.00
Meeting Hall	Chalet	\$150.00
Meeting Hall	Commissary FALSP	Up to \$300
Meeting Hall	de Trobriand Bay	\$50.00
Meeting Hall	Dining Hall	\$175.00
Meeting Hall	Elk Dorm (additional \$6/person/night for each camper beyond 20)	\$125.00
Meeting Hall	Event Center LCIC	\$450.00
Meeting Hall	Hallson Church (2 day minimum Fri & Sat)	\$50.00
Meeting Hall	Lodge Classroom LCIC	\$150.00 Half Day \$75
Meeting Hall	Moose Dorm (additional \$6/person/night for each camper beyond 20)	\$125.00
Meeting Hall	Sivert Thompson	\$150.00
Meeting Hall	Sodbuster	\$100.00
Meeting Hall	Woodland Lodge	\$250.00 M-TH \$375.00 F-S
Meeting Room	Library LCIC	\$100.00 Half Day \$50
Meeting Room	VC Classroom Full Day TRSP	\$50.00
Meeting Room	Cabin CRSP	\$55.00
Meeting Room	Meeting Room 1/2 day ISP	\$25.00
Meeting Room	Meeting Room Full Day ISP	\$50.00
Meeting Room	VC Classroom 1/2 Day TRSP	\$25.00
Shelter	Large Shelter (150)	\$75.00
Shelter	Medium Shelter	\$50.00

Shelter	Small Shelter	\$25.00
Shelter	XL Shelter (151-200)	\$100.00
Shelter	XXL Shelter (201-300)	\$200.00
Vehicle Permit	Annual Vehicle Permit 100% Disabled Vet & POW	\$0.00
Vehicle Permit	Annual Vehicle Permit Partial Disabled Vet	\$20.00
Vehicle Permit	Annual Vehicle Permit Regular	\$25.00
Vehicle Permit	Annual Vehicle Permit Senior	\$20.00
Vehicle Permit	Daily Vehicle Permit	\$5.00

APPENDIX E: MANUAL RESERVATION PROCESS

Most state parks are unable to staff an office or access the Online Management System (OMS) at all times. Each park will be responsible to develop their own procedures for taking resource reservations when computer access is unavailable, i.e. requests taken at the entrance station, computers are down, etc. The following information is a guideline to develop specific procedures for your park.

There are three main issues to consider for manual management of reservations:

- A. Managing a new reservation, change, or cancellation:** Primarily applies to park meeting halls, meeting rooms or shelters. Cabins and campsites will be handled by the call center or online.
1. Explain the lack of available staffing or network access.
 2. Request Park Attendant to collect reservation information for staff follow-up:
 - a. Name
 - b. Phone number (where caller may be reached at your set call back time)
 - c. Facility / Cabin / or Campsite number / name
 - d. Arrival Date
 - e. Departure Date
 - f. Existing order or reservation number
 - g. Describe the issue; i.e. new request, change, cancel, problem, etc.
 3. Make knowledgeable staff available to manage these requests through the OMS at least once or twice each day:
 - a. Before noon
 - b. Prior to the end of the day
 - c. Consider establishing set times each day; 11:00am to 12:00pm and 3:00 to 4:00pm.
- B. Managing incoming reservations:**
1. Check and print the daily reservation report after 12:00pm. This will provide both the current night and next night arrivals.
 2. Contact headquarters (or Call Center on weekends) for a faxed copy of the daily reservation report, order or reservation information if the OMS or network is unavailable.
 3. Provide a copy to the Entrance Station Attendant for check-in purposes.
- C. Managing Reservation problems or issues**
1. Record pertinent information. See item A2.
 2. Instruct customer to check-in while staff researches the problem.
 3. Contact park management for assistance to resolve the issue as soon as possible.
 4. Notify customer of progress on the problem.

APPENDIX F: FACILITY RENTAL PROCEDURES

The following procedures are for Facility rentals (Meeting Halls, Meeting Rooms & Shelters) depending on whether or not computer access is available.

A. Computer Access:

1. Customer calls or walks into the park to reserve a Facility.
2. Enter the reservation directly into the OMS.
3. Payment should be collected at the time the reservation is made to enforce the cancellation policy. Payment options are POS or Online. If arrangements are made with the customer to mail in payment then select Payment Pending and follow the Payment Pending procedures in your Business Rules.

B. If the reservation is being made over the phone:

1. Read the Terms of Use bullet points at the bottom of the Make Reservation Page.
2. Print the invoice.
3. From the main menu search for the reservation number, generate and print two (2) copies of the Facility Use Agreement (1 to mail to the customer, 1 to have upon arrival).

C. If the reservation is in person:

1. Print 2 invoices (1 to attach to daily verification and 1 for the customer).
2. From the main menu, search for the reservation number and generate the Facility Use Agreement for the customer to read & sign.
3. The reservation number must be written on the upper right hand corner of the Facility Use Agreement. **This is your audit trail tying the agreement to the reservation.**

D. NO Computer Access:

Follow these procedures if renting a reservable resource for the current day. For future reservations go to Appendix E. Manual Reservation Process, Section A. Managing a New Reservation.

1. Use procedures for customers at the entrance booth requesting to reserve a Meeting Hall, Meeting Room or Shelter.
2. Fill out the hard copy Facility Use agreement Form – Do not write the Credit Card number on the form but indicate payment as either Check/Cash or Credit Card.
3. Have the customer sign the form and give them their copy as proof of payment.

4. Your copy of the form will be used to input the information into the OMS.
5. When inputting the Facility Use Agreement Rental information into the OMS, type the hard copy Facility Use Agreement form number into the comments box:
Facility Use Agreement Number: xxxxxx
This is your Audit Trail tying this agreement and money accepted to the Rental.
6. Once you have entered the information into the OMS you can print an invoice and attach it to your Daily Verification Form.

E. Customer arrives at Entrance Booth to check in for a Facility Reservation:

1. Two (2) Facility Use Agreements and (2) invoices must be printed and ready for the customer at the Entrance Booth on the day of arrival.
 - a. The reservation number must be written on the top right hand corner of the Facility Use Agreement. **This is your audit trail tying the agreement to the reservation.**
2. The Customer must read and sign the Facility Use Agreement.
 - a. Give the customer one (1) copy of the Facility Use Agreement and one (1) copy of the invoice.
 - b. Keep one (1) copy of the Facility Use Agreement for filing.
 - c. Attach one (1) copy of the invoice to the Daily Verification Form.
3. If payment is pending for the reservation, collect payment and mark the payment type on the Facility Use Agreement as Cash/Check or Credit Card.
4. Once back in the office use the Facility Use Agreement to complete the payment pending process.
5. File all forms accordingly.

F. Cabin/Yurt/Tipi Rental:

Starting April 1, 2008 Facility Use Agreements will no longer be needed for Cabin Rentals. All Customer information is entered into the OMS and signs should be posted in each cabin explaining rules and cleaning requirements.

Use the following procedures for Cabin rentals at the Entrance booth:

1. Cabin reservation customers can be given a camping permit to be used as proof of reservation.

2. If cabin users have been entered into the system as Pending Payments, print two (2) invoices and attach to the incoming Daily/Weekly report.
3. If payment is made at the entrance booth the method of payment is written on one copy of the invoice to be used by park staff to process pending payment into the OMS. One (1) invoice is then attached to the Daily Verification Form along with our portion of the Camping permit and one (1) invoice is given to the customer as a receipt along with their portion of the Camping permit.
4. Cabins that become FCFS (because they fall inside the minimum reservation window) should be handled the same as any other FCFS camper; UNLESS the cabin is available for more than the (2) open FCFS nights. IN THIS CASE:
 - a. A camping permit will be issued for the FCFS nights and the cabin renter must be instructed to go to the Administrative Office the following day to reserve the cabin for the additional days beyond what can currently be given out as FCFS.
 - b. If the Administrative Office is open, the cabin renter may choose to complete a reservation for the extended days immediately.
 - c. Or the cabin renter may call the Call Center to reserve additional nights.

- THE END -