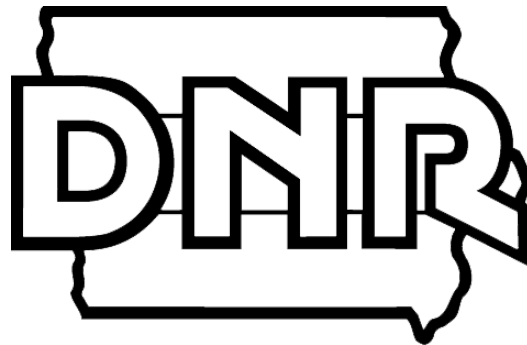


**IOWA DEPARTMENT OF NATURAL RESOURCES
(DNR)**

PARKS, FORESTS, AND PRESERVES BUREAU



**CENTRALIZED RESERVATION SYSTEM
OPERATING POLICIES AND PROCEDURES**

Effective October 13, 2021

Kayla Lyon, Director

Date

PURPOSE OF DOCUMENT

The purpose of this document is to provide operational policies and procedures for the centralized reservation system to process reservations for camping, rental facilities, and other special privileges. The document also references certain administrative rules which govern use and management of recreational activities in state parks, recreation areas and state forests. These rules provide additional guidance for the use and operation of the centralized reservation system.

RESERVATION POLICIES AND PROCEDURES CHANGES

The DNR recognizes that changes to reservation operating policies and procedures may be needed to stay current with recreational trends and demands, create or refine operational efficiencies in the field, or improve the customer's overall experience.

The Business Operations Manager shall be responsible for working with staff to identify issues or opportunities to improve business policies and procedures of the centralized reservation system.

Relevant evaluation criteria will be identified and data collected to conduct a review of business policies and procedures. The Business Operations Manager will create a recommendation in response to the review.

Examples of evaluation criteria which may be used include the following:

- Occupancy and use of campsites, rental facilities, and other special privileges
- Visitor demographics of campers, renters, other special privileges users
- A specific park's, recreation area's, or forest's amenities; size and features of campgrounds and rental facilities
- Reservation history – how the system is being used by customers and staff
- Reservation and use trends – local and national
- Customer complaints and requests
- Surveys – staff, users, competitors
- Cost of operations (including staffing resources, infrastructure, seasonality)
- Connectivity and technology
- Other considerations that the director or director's designee deems appropriate

The recommendation will be approved by the Parks, Forests, and Preserves Bureau Chief and submitted to the Conservation and Recreation Division Administrator and Director's office for review and final approval.

The policies and procedures document will be updated with the new revisions and will be available to the public upon request.

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SECTION 1 DEFINITIONS

The following definitions apply throughout this document. NOTE: Definitions with an asterisk (*) are from administrative rules 571 IAC Chapter 61 "State Parks, Recreation Areas, and State Forest Camping." <https://www.legis.iowa.gov/docs/iac/chapter/09-16-2015.2571.61.pdf>

ADA Campsite: A campsite designed for use by a person with a disability and marked with the international symbol of accessibility.

Basic Unit or Basic Camping Unit*: The portable shelter used by one to six persons.

Beach House Open Shelter*: A building located on the beach which is open on two or more sides and which may or may not have a fireplace.

Cabin*: A dwelling available for rental on a daily or weekly basis. Cabins may or may not contain restroom and kitchen facilities.

Cabin Fee: A fee determined by DNR and collected as payment to use a cabin.

Calendar Year: The one-year period beginning January 1 and ending December 31.

Call Center: A phone center where operators process all telephone reservations, reservation changes, and reservation cancellations for camping and rental facilities.

Camping*: The erecting of a tent, hammock, or shelter of natural or synthetic material; placing a sleeping bag or other bedding material on the ground; or parking a motor vehicle, motor home, or trailer for the apparent purpose of overnight occupancy.

Camping Day: Any portion of a 24-hour period beginning at 4:00 p.m. that a camper occupies a campsite (4:00 p.m. to 4:00 p.m. the next day.) The camper must vacate the reservable campsites on the last camping day by 3:00 p.m.

Camping Fee: A fee determined by DNR and collected as payment to use a campsite. The camping fees is determined by available utilizes and additional service fees, whether used or not.

Chaperoned Organized Youth Group*: A group of persons 17 years of age and under, which is sponsored by and accompanied by adult representatives of a formal organization, including but not limited to, the Boy Scouts of America or Girl Scouts of America, a church, or Young Men's or Young Women's Christian Association. "Chaperoned, organized youth group" does not include families of members of a formal organization.

Convenience Fee: A fee determined by DNR and reservation system Contractor. The fee will be collected by the Contractor as payment to process a dock management area fee payment. The convenience fee is identified in the Contract between the DNR and reservation system Contractor.

Dock Management Area (DMA)*: An area designated by the department in a bed of a water body adjoining a state park, wildlife management area, or recreation area or adjoining a strip of land that was dedicated to the public and is subject to the jurisdiction of the DNR pursuant to Iowa Code section 461A.11, second unnumbered paragraph. A dock management area as designated by the DNR includes an area adjoining public land from which docks extend.

Force Majeure Event: For the purpose stated herein, events that arise out of causes solely beyond the control of, and without the fault or negligence of DNR. An event may include fire, tornado, flood, homeland safety, etc.

Full Hook-up Site: A term frequently used by the DNR and its customers to imply campsite amenities of electric, water and sewer.

Group Camp*: An area at Lake Keomah State Park where organized groups (i.e., family groups or youth groups) may camp. Dining hall facilities are available.

Immediate Family*: Spouses, parents or legal guardians, domestic partners, dependent children and grandparents.

Initial Reservation: The initial contact to reserve a campsite space for a specific period of time in a particular state park or recreation area facility. The initial reservation includes the acceptance of payment for all related camping and reservation fees, as well as the issuance of a reservation confirmation number.

Lodge*: A day-use building which is enclosed on all four sides and may have kitchen facilities such as a stove or refrigerator and which is available for rent on a daily basis. "Lodge" does not include buildings that are open on two or more sides and that contain fireplaces only.

Lodge Fee: A fee established DNR for the use of a lodge on a daily basis.

Method of Payment: Different methods of payment are applicable as follows:

- Website reservation -- credit cards, debit cards backed by major credit cards
- Call Center reservations – credit cards and debit cards backed by major credit cards, money orders, personal checks
- In-Park Transactions – personal checks, other checks

Modern Area*: A camping area which has showers and flush toilets.

Nonmodern Area*: A camping area in which no showers are provided and which contains only pit-type latrines or flush-type toilets. Potable water may or may not be available to campers.

Nonprofit Group: Any group that has been incorporated as not-for-profit in the state of Iowa and who is exempt from taxation.

Open Shelter*: A building which is open on two or more sides and which may or may not include a fireplace.

Open Shelter Fee: A fee established by DNR for the use of any type of open shelter on a daily basis.

Open Shelter with Kitchenette*: A building which is open on two or more sides and contains a lockable, enclosed kitchen area.

Registration: The process of registering and checking in a walk-in for camping or a rental facility, or checking in a customer who has made a reservation.

Rental Facilities*: Facilities that may be rented on a daily or nightly basis and includes open shelters, open shelter with kitchenettes, beach house open shelters, warming lodges, lodges, cabin, yurts, and group camps.

Reservation: The advance booking of an individual campsite or rental facility for a contiguous period of time and a commitment to hold the campsite or rental facility for a specified duration.

Reservation Cancellation: A contact by the reservation party, prior to arrival, to cancel the entire reservation, including the actual refund of appropriate camping or rental facility fees. Reservation cancellations will not be made at the park, recreation area or forest campground.

Reservation Change: Subsequent to the initial reservation, a customer contacts (via telephone or Website) to change one or more of the parameters of the customer's reservation such as site or site characteristics, to add or delete nights from the camping stay or rental facility stay, to change the reservation period, or any combination of the above, in one telephone contact or website session for each reservation. The change shall include the collection of any additional payment or the refund of monies to be returned to the customer. A portion of reservation changes after arrival may be made by facility staff.

Reservation Confirmation Number: A unique number assigned to each initial reservation entered into the System (tentative or confirmed), which allows those administering the reservation and camping/rental facility program to quickly identify a party's specific reservation period at a particular campground/rental facility and facility. Changes to a reservation may cause one particular reservation number to have more than one transaction number to be assigned to it if reservation changes are involved.

Reservation Party: The person that initially makes a reservation, via telephone or Website, and who has financial responsibility for the reservation.

Reservation Transaction: Each telephone contact or Web session that results in a new reservation, change(s) to a reservation, or cancellation of the reservation.

Reservation Fees: A fee determined by DNR and reservation system Contractor. The fee will be collected by the Contractor as payment to process a reservation for a campsite or rental facility. Reservation fees are identified in the Contract between the DNR and reservation system Contractor. Current contract reservation fees are:

- Reservation fee - \$4 for online, \$6 for phone-in (call center)
- Reservation change fee - \$5 for online, \$7 for phone-in
- Reservation cancellation fee - \$5 for online, \$7 for phone-in

Reservation Window: A rolling period of time in which a person may reserve a campsite or rental facility.

Refund: A return to the customer of reservation transaction fees caused by a voluntary or involuntary change or cancellation of the reservation transaction, to include double bookings by the System, if any.

System: The Contractor's application for Iowa's campground and rental facility reservations.

Tentative Reservation: A reservation for which the fee payment (money order or check) has not yet been received because it is being mailed or in the case of an e-check has not been cleared. Upon receipt of payment, the reservation is confirmed. If the reservation is never confirmed due to failure to pay, DNR will cancel the tentative, unsuccessful reservation.

Transaction Number: A unique number assigned as a method to track any changes or adjustments to the initial reservation, to include payment received, cancellation, change, etc. The transaction number should logically connect with the reservation confirmation number.

Unsuccessful Reservation: A tentative reservation that was cancelled due to failure of payment. Contractor/DNR receives no compensation for an unsuccessful reservation.

Voids: A transaction that has been entered by error and needs to be eliminated from the system. In a void, no actual monetary transaction has taken place, though the data, which would cause such a monetary transaction, may have been entered. Voids are intended only to correct transactions that should not have occurred. They are not intended to replace the reservation cancellation process.

Walk-in Camper*: A person arriving at a campground without a reservation and wishing to occupy a first-come, first-serve campsite or unrented, reservable campsite.

Website (Web): Refers to the Iowa Campground and Rental Facility Reservation web application developed by the Contractor.

Yurt*: A one-room circular fabric structure built on a platform which is available for rental on a daily or weekly basis.

SECTION 2 RESERVATION METHODS

Reservations will be accepted online through the centralized reservation system or through the Contractor's call center.

A. Window Opening.

For the first day of the new reservation system contract, web reservations shall begin concurrent with the call center. For all subsequent days of the reservation window, website reservations shall be accepted 24 hours a day, 7 days a week. For all subsequent days of the reservation window, telephone reservations will be accepted based on jointly approved operating hours.

B. Call Center Hours.

7:00 a.m. to 7:00 p.m. CST Monday – Friday

8:00 a.m. to 4:00 p.m. CST Saturday

Closed Sunday

Call center will be closed on New Year's Day, Easter, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve and Christmas Day.

Regular call center hours will be provided on the holidays of Memorial Day, Fourth of July, and Labor Day.

SECTION 3 FEES, DISCOUNTS AND PAYMENT METHODS

ALL FEES (TRANSACTION, CAMPING, RENTAL) ARE DUE AT THE TIME A RESERVATION IS MADE**A. Transaction Fees.**

It is required by all call center staff to inform customers of the transaction fees and prices before a reservation is finalized. The representative will also inform the customer that the payment is due in full at the time the reservation is being made. Customers have the option to not make a reservation if they disagree with any policies, fees, and/or prices. If a customer decides not to continue with the reservation, the call center representative will reiterate that the customer will only be ensured of a site when they arrive at the park if they make a reservation.

1. **Reservation Fee.** A non-refundable reservation fee is to be charged per campsite or rental facility. The one-time reservation fee is charged in addition to the nightly or daily cost of each campsite or rental facility, whether processed online or through the call center. There are very few circumstances when the reservation fee may be waived for a customer. The actual fee amount varies depending upon the method used to make the reservation. The reservation fee will be determined by the contract with the reservation system Contractor.

- Current Internet Reservation Fee - \$4
- Current Telephone Reservation Fee - \$6

Customer pays the reservation fee unless the one of following exceptions apply if the customer is not able to complete reservation stay:

- Acts of God (flooding, fire, storms, or other natural disaster)
 - Customer stays at least one night of reservations – customer does not receive a refund of the original transaction fee.
 - Customer is unable to stay at all – full refund to customer and DNR is responsible for original transaction fee owed to Contractor.
- DNR operational/developmental issues (equipment failures, delayed construction, sewer failure, etc.)
 - Customer stays at least one night of reservation – customer does not receive a refund of the original transaction fee.
 - Customer is unable to stay at all – full refund to the customer and DNR is responsible for the original transaction fee.
- Error made by Contractor/Contractor's no hassle policy
 - Customer receives refund of original transaction fee. DNR is not charged for this fee.
- Customer fails to make payment (check/money order) within 10 days of making reservation
 - Reservation is cancelled for lack of payment. DNR is not charged for this fee.

NOTE: The reservation fee is only charged per cabin, yurt, lodge, open shelter, campsite, or organized chaperoned youth group site (not per night) no matter what the duration of stay. (1-week cabin rental, 2-night cabin rental, 1-day rental, 1 camping night, 14 camping nights)

- 2. Change Fee.** For typical campsites or rental facilities, there is a \$5 change fee per campsite or rental facility non-refundable fee, to change a reservation through the call center. Currently, we do not allow customers to make reservation changes through the Internet or on-line through the Website they must call the call center. This fee is charged each time a customer makes a reservation change through the call center. There are very few circumstances when this fee may be waived for a customer.

Customer pays the change fee unless one of the following exceptions apply:

- Error made by Contractor/Contractor's no hassle policy
 - Change fee is waived for customer. DNR is not charged for change fee.
- Early Departure – Customer has medical emergency
 - Reservation is changed (reduced # of nights/days.) Change fee is waived for customer. DNR is responsible for change fee owed to Contractor.
- Early Departure – Acts of God
 - Change fee is waived for customer. DNR is not charged a change fee.
- Early Departure – DNR operational/developmental issues
 - Change fee is waived for customer. DNR is responsible for change fee owed to Contractor.
- Changes before Arrival – Acts of God
 - Change fee is waived for customer. DNR is not charged a change fee.
- Change before Arrival – DNR operational/developmental issues
 - Change fee is waived for customer. DNR is responsible for change fee owed to Contractor.
- Changes before Arrival – Customer emergency
 - DNR will review on a case-by-case basis to determine if DNR or the customer will pay the appropriate change fee owed to Contractor.

- 3. Cancel Fee.** For typical campsites or rental facilities, there is a \$5(current fee) per campsite or rental facility non-refundable fee to cancel a reservation through the Internet or \$7 (current fee) per campsite or rental facility non-refundable fee to cancel a reservation through the call center. This fee is charged when a customer cancels a reservation either on-line through the Website or through the call center. This fee should not be waived unless the cause of the cancellation was due to the DNR/Contractor's error.

Customer pays cancel fee unless one of the following exceptions apply:

- Acts of God (flooding, fire, storms, or other natural disaster)
 - Cancel fee is waived for customer. DNR is not charged a cancel fee.
- DNR operational/developmental issues (equipment failures, delayed construction, sewer failure, etc.)
 - Cancel fee is waived for customer. DNR is responsible for cancel fee owed to customer.
- Error made by Contractor/Contractor's no hassle policy
 - Cancel fee waived for customer. DNR is not charged a cancellation fee.

- Customer fails to make payment (check/money order) within 10 days of making reservation
 - Reservation is cancelled for lack of payment. DNR is not charged a cancel fee.
- Equestrian Trail Closures
 - Customer is responsible for cancellation fee.
- Cancellations that result in a “balance due”
 - The customer is not required to pay additional money. Currently this is addressed by “waiving the cancel fee to the customer”. DNR is responsible for the cancel fee owed to Contractor.

B. Camping Fees – 561 IAC 16.

In addition to reservation transaction fees owed, all appropriate camping fees of DNR will be charged and collected by the Contractor or call center at the time the reservation is made. The camping fee is based upon available utilities and equestrian fees, whether used or not. (For example, if camper wanted an electric campsite, but had to take the last available sewer-water-electric campsite, customer would still pay the sewer-electric rate even though their camping unit did not use the sewer hookup.) If a non-equestrian camper chooses to camp in a designated equestrian campground, the camper is required to pay the additional equestrian fee whether or not the camper has horses.

All camping fees are determined by DNR. Rather than a one-size-fits-all pricing system for state parks, each campground and campsite is placed into a four-tier system for rates. The electric hook-up fee, sewer hook-up fee, water hook-up fee, and equestrian fee is the same for all four tiers. The base campsite fee (nonelectric) fee is what varies among the tiers. Off-season rates will be the same for all campgrounds. DNR publishes camping fees on the DNR website:

<https://www.iowadnr.gov/Places-to-Go/State-Parks>

Tier	Base Site Rate	Electric Hook-up Rate	Water Hook-up Rate	Sewer Hook-up Rate	Equestrian Rate
PEAK SEASON RATES (MAY 1 – OCTOBER 15)					
TIER 1	\$14	\$6	\$3	\$3	\$4
TIER 2	\$12	\$6	\$3	\$3	\$4
TIER 3	\$10	\$6	\$3	\$3	\$4
TIER 4	\$9	\$6	\$3	\$3	\$4
OFF SEASON RATES (OCTOBER 16 – APRIL 30)					
TIER 1	\$6	\$6	\$3	\$3	\$4
TIER 2	\$6	\$6	\$3	\$3	\$4
TIER 3	\$6	\$6	\$3	\$3	\$4
TIER 4	\$6	\$6	\$3	\$3	\$4

Tier & Campground Type	Sewer, Water, & Electric Hook-up Site (full hook-up)	Water & Electric Hook-up Site	Electric Site	Nonelectric Site
PEAK SEASON RATES (MAY 1 – OCTOBER 15)				
TIER 1				
Nonequestrian	\$26	\$23	\$20	\$14
Equestrian	\$30	\$27	\$24	\$18
TIER 2				
Nonequestrian	\$24	\$21	\$18	\$12
Equestrian	\$28	\$25	\$22	\$16
TIER 3				
Nonequestrian	\$22	\$19	\$16	\$10
Equestrian	\$26	\$23	\$20	\$14
TIER 4				
Nonequestrian				\$9
Equestrian				\$13
OFF SEASON RATES (OCTOBER 16 – APRIL 30)				
TIER 1				
Nonequestrian	\$18	\$15	\$12	\$6
Equestrian	\$22	\$19	\$16	\$10
TIER 2				
Nonequestrian	\$18	\$15	\$12	\$6
Equestrian	\$22	\$19	\$16	\$10
TIER 3				
Nonequestrian	\$18	\$15	\$12	\$6
Equestrian	\$22	\$19	\$16	\$10
TIER 4				
Nonequestrian				\$6
Equestrian				\$10

Tier 1 Campgrounds	Tier 2 Campgrounds	Tier 3 Campgrounds	Tier 4 Campgrounds
Backbone South Lake	Bellevue	Ambrose A. Call	Preparation Canyon
Backbone Six Pines	Black Hawk	Beeds Lake	Shimek Forest Equestrian
Brushy Creek Beach	Elk Rock Nonequestrian	Brushy Creek North Equestrian	Shimek Forest Nonequestrian
Clear Lake	Fairport	Brushy Creek South Equestrian	Stephens Forest Equestrian
Elinor Bedell	Geode	Dolliver	Stephens Forest Nonequestrian
Emerson Bay	George Wyth	Elk Rock Equestrian	Waubonsie Equestrian

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Attachment #8

Green Valley	Lacey-Keosauqua	Gull Point	Wildcat Den
Lake Ahquabi	Lake Macbride Nonmodern	Honey Creek North & South	
Lake Anita	Lake of Three Fires	Lake Keomah	
Lake Darling	Lake of Three Fires Equestrian	Nine Eagles Modern	
Lake Macbride Modern	Lake Wapello	Nine Eagles Nonelectric	
Lake Manawa	McIntosh Woods	Nine Eagles Equestrian	
Ledges	Pine Lake	Pilot Knob	
Lewis & Clark	Springbrook	Red Haw	
Maquoketa Caves	Stone	Wapsipinicon	
Marble Beach (Main & North)	Union Grove		
Palisades-Kepler	Volga River – Albany (all)		
Pikes Peak	Volga River – Lake View		
Pleasant Creek 1,2,3	Waubonsie Nonequestrian		
Prairie Rose East & West	Yellow River Nonequestrian		
Rock Creek	Yellow River Equestrian		
Viking Lake			
Walnut Woods			
Wilson Island			

Youth Group campsites have a tiered approach with three different rate schedules.

Tier 1 Youth \$25	Tier 2 Youth \$20		Tier 3 Youth \$15	
Backbone	Bellevue	Pleasant Creek	Beeds Lake	Stephens Forest
Lake Ahquabi	Brushy Creek	Prairie Rose	Black Hawk	Volga River
Lake Macbride	Elk Rock	Rock Creek	Dolliver	Lake Darling
Ledges	Geode	Springbrook	Honey Creek	Elinor Bedell
Maquoketa Caves	George Wyth	Stone	Lacey-Keosauqua	Lewis & Clark
Walnut Woods	Green Valley	Viking Lake	Lake Anita	
Wildcat Den	Lake Manawa	Wilson Island	Lake of 3 Fires	
	Palisades Kepler	Yellow R. Forest	Lake Wapello	
	Pikes Peak		Nine Eagles	
	Pine Lake		Pilot Knob	

C. Cabin/Yurt Fees - 561 IAC 16

In addition to reservation transaction fees owed, all appropriate rental fees of DNR will be charged and collected by the Contractor or call center at the time the reservation is made. Local and state hotel taxes apply and are not included in rental fees below. All cabin and yurt rental fees are determined by DNR.

Park	Cabin/Yurt Type	Daily	Weekly
Backbone	Modern Deluxe	\$200	\$1200
Backbone	Modern 2-bedroom	\$150	\$900
Backbone	Modern 1-bedroom	\$100	\$600
Black Hawk	Modern Deluxe	\$150	\$900
Dolliver Memorial	Basic Family	\$50	\$300
Green Valley	Camping	\$75	\$450
Honey Creek	Camping	\$50	\$300
Lacey-Keosauqua	Modern Studio	\$75	\$450
Lake Darling	Camping	\$50	\$300
Lake Darling	Modern 2-bedroom	\$110	\$660
Lake of Three Fires	Modern Studio	\$75	\$450
Lake Wapello	Modern 1-bedroom	\$75	\$450
Lake Wapello	Modern 2-bedroom (Cabin 13)	\$100	\$600
McIntosh Woods	Yurt	\$60	\$360
Nine Eagles	Modern 1-bedroom	\$75	\$450
Palisades-Kepler	Modern 1-bedroom	\$80	\$480
Pine Lake	Modern 1-bedroom	\$90	\$540
Pine Lake	Modern Studio	\$75	\$450
Pleasant Creek	Camping	\$60	\$360
Prairie Rose	Camping	\$50	\$300
Springbrook	Modern Multi-family	\$200	\$1200
Stone	Camping	\$50	\$300
Union Grove	Modern 2-bedroom	\$90	\$540
Waubonsie	Modern 3-bedroom (Cabin 1)	\$110	\$660
Waubonsie	Modern Studio (Cabin 2)	\$70	\$420
Waubonsie	Modern 2-bedroom (Cabin 3)	\$100	\$600
Waubonsie	Camping (Cabin 4)	\$60	\$360
Waubonsie	Camping (Cabin 5)	\$50	\$300
Waubonsie	Camping 2-bedroom (Cabin 6)	\$70	\$420
Waubonsie	Camping (Cabin 8)	\$30	\$180
Waubonsie	Camping (Cabin 9)	\$40	\$240

Yellow River Forest	Camping	\$75	\$450
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D. Lodge Fees – 561 IAC 16

In addition to reservation transaction fees owed, all appropriate rental fees of DNR will be charged and collected by the Contractor or call center at the time the reservation is made. Local and state sales taxes apply and are not included in the rental rates below. All lodge fees are determined by DNR.

Park	Per Weekday (M - Th)*	Per Weekend Day (F - Su)
Ambrose A. Call	\$50	\$100
Backbone Auditorium	\$75	\$150
Backbone Beach Lodge	\$125	\$250
Beeds Lake	\$40	\$80
Bellevue	\$100	\$200
Clear Lake	\$100	\$200
Dolliver Center Lodge	\$30	\$60
Dolliver South Lodge	\$37.50	\$75
Fort Defiance	\$50	\$100
George Wyth	\$35	\$70
Gull Point	\$200	\$400
Lacey-Keosauqua Beach Lodge	\$35	\$70
Lacey-Keosauqua Main Lodge	\$40	\$80
Lake Ahquabi	\$45	\$90
Lake Darling	\$150	\$300
Lake Keomah	\$62.50	\$125
Lake Macbride	\$100	\$200
Lake of Three Fires	\$35	\$70
Lake Wapello	\$50	\$100
Lewis & Clark	\$50	\$100
Lewis & Clark Visitor Banquet Room	\$75	\$150
Mini-Wakan	\$100	\$200
Palisades-Kepler	\$150	\$300
Pine Lake	\$40	\$80
Stone	\$112.50	\$225
Viking Lake	\$100	\$100
Walnut Woods	\$150	\$300
Wapsipinicon Rotary Lodge	\$40	\$80
Wapsipinicon Boy Scout Lodge	\$20	\$40
Waubonsie	\$100	\$200

*The weekend day fee applies to New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas even though the holiday may fall on a weekday.

E. Open Shelters – 561 IAC 16

In addition to reservation transaction fees owed, all appropriate rental fees of DNR will be charged and collected by the Contractor or call center at the time the reservation is made. Local and state sales taxes apply and are not included in the rental rates listed below. All shelter fees are determined by DNR.

Shelter Type	Park	Daily Rate
Open Shelter with Kitchenette	Elinor Bedell Geode Lake Manawa Viking Lake	\$75
Large Open Shelters	Big Creek Brushy Creek Lake Darling Lake Manawa	\$75
Historic Beach House Shelters	Lake Ahquabi Springbrook	\$40
Open Shelters - General	Statewide	\$25
Beach Cabanas	Big Creek Brushy Creek	\$15

F. Group Camp (Lake Keomah) – 561 IAC 16

In addition to reservation transaction fees owed, the following reservation deposits will be charged and collected by DNR at the time the reservation is made. All remaining fees owed will be collected by park staff after the party has arrived for their stay. The reservation confirmation will include a statement that the remaining fees will be calculated and paid in full upon arrival. Group camp rental fees are determined by DNR.

Lake Keomah	Rental Fees	Reservation Deposit
All groups	\$40 per day for dining/restroom facility plus applicable camping fee	\$40
	\$90 per day day-use rental of dining/restroom facility**	Entire rental fee due

**Subject to its availability, dining/restroom facility may be rented for day-use ONLY if the rental lodge is reserved.

G. Rental Facility Damage Deposit Fee. - 571 IAC 61.5(4)

Renters shall pay in full a damage deposit for a cabin, yurt, lodge, or open shelter with kitchenette in an amount equal to the weekend daily rental fee for the facility or \$50, whichever is greater by the established deadline for the facility. The fee shall be returned by park staff upon satisfactory inspection of the facility after renter has vacated premises.

I. Special Circumstances, Alter Fees.

Call center staff with proper security clearance will be able to alter reservation transaction fees for special circumstances. DNR staff with proper security clearance will be able to alter DNR's camping fees or rental fees for a transaction. All such alterations shall be reported to both parties, with explanation. Park staff must work through their respective district offices for decisions impacting camping fee refunds or rental facility refunds resulting from failures of park services and other special circumstances.

J. Fee Discounts – Reservation Fee.

No standard discounts will be applicable to the reservation fee unless jointly approved by Contractor and DNR.

K. Methods of Payment.

Acceptable methods of payments should be clearly stated for the customer before the user gets very far into the reservation, whether made via telephone or website.

1. **Call Center Transactions.** Credit cards and debit cards backed by major credit cards, personal checks, and money orders will be accepted as payment for reservation transactions made at the call center.
2. **Website Transactions.** Credit cards and debit cards backed by major credit cards will be accepted as payment for reservation transactions made online through the website.
3. **Park Level Walk-in Transactions.** Money orders, personal and other checks (excepting there from two-party checks), and cash are accepted for walk-in camper transactions and walk-in rental facility transactions. All walk-ins are entered into the reservation system through the field manager feature.

L. Split Payments.

Through the Call Center, customers may use two or more separate checks to pay for the same reservation. Call Center should advise customers paying with more than one check, to try to have all checks mailed in one envelope to avoid cancellations due to a delinquent check. If the ability to use two different credit cards to pay for the reservation becomes available by Contractor, then split payments will be accepted using two different credit cards.

Call Center representatives encourage all customers to pay by credit card at the time the reservation is made. This guarantees the confirmation(s) will be received in a timely manner by electronic mail or regular mail, depending on which the customer requests.

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 3 months before arrival, we do not wait to process their payment. It will be processed the day the reservation is made. Some customers are concerned that they will be paying interest on their credit cards for the reservation. The representative will inform the

customer that they do have the option of using a check debit card or paying by check, but either way the full payment will be collected. If a customer chooses to send in the payment by check, they will be instructed the check must be received within 10 calendar days from the date of the reservation was made.

Example: A reservation made on the 2nd day of the month; check routed to Contractor's Des Moines Post Office Box, and received at least by the 12th of the month. If not received by the 12th, the reservation will automatically be cancelled.

M. Insufficient Funds.

If the DNR/Contractor receives two insufficient funds checks from the same camping party or customer reserving a rental facility, DNR/call center/Contractor will flag this customer's file and no longer accept checks from the customer. The customer would then be required to pay by money order or valid credit card. If DNR/Contractor receives a bad check and has not been successful in obtaining payment for the bad check, DNR/Contractor may require the customer to satisfy the bad check before processing any additional reservations for the customer.

N. Taxes, and Tax-Exempt Nonprofit Groups.

If a customer inquires about taxes, they should be advised that the camping fees include tax. All cabin and day-use rental facility fees do not include tax and the appropriate tax will be charged. If a situation arises where the customer claims exemption from taxes, they should be directed to contact the DNR's central office to be verified as tax exempt. DNR's central office staff will also make any reservations.

SECTION 4 RESERVATION PAYMENT PROCESSING

The customer should be encouraged to pay by credit card; however, if they desire to pay by check, money order or other approved mechanism, the representative will tell the customer the total amount due, advise them to make the check payable to ***Iowa State Park Reservations***, give the reservation/confirmation number (which should be written in the memo section of the check) and have them mail the payment to the following lockbox address:

**Iowa State Park Reservations
PO BOX 310302
Minneapolis, MN 55485-0302**

The customer will be notified at the time the reservation is being made that the payment will have to be received at the Contractor's reservation office by a certain date and received before the reservation arrival date.

A. Credit Cards.

1. **Camping Reservations.** Camping reservation transactions paid by credit card or debit card backed by major credit cards should be finalized before the reservation window closes. The reservation window may vary from park to park and could be a 2-day, 1-day, or same day window. Example of two days prior to arrival date: For Friday evening arrival, the window closing is the prior Wednesday at 7:00 p.m. CST for the call center, and at midnight for the website year-round.
2. **Rental Facility Reservations—Peak Season.** Rental facility reservation transactions paid by credit card or debit card backed by major credit cards should be finalized before the window closing of four days prior to arrival date for the rental. (For Friday evening arrival, the window closing is the prior Monday at 7:00 p.m. CST for the call center, and at midnight for the website year-round.)
3. **Rental Facility Reservations—Off Season.** Rental facility reservation transactions paid by credit card or debit card back by major credit cards should be finalized before the window closing of seven days prior to the arrival date for the rental (For Friday evening arrival, the window closing is at 7:00 p.m. CST for the call center, and at midnight for the website year-round.)

B. Money Orders.

If paying by money order, the customer must make the reservation no later than 21 days prior to the arrival date.

Example: If arriving June 26, the last day to make a reservation with a money order payment is June 5.

This is to allow time to receive the money order and communicate the confirmation. The customer must be advised that the money order must be received in the designated lockbox/PO

Box no later than 10 calendar days from the date of the initial reservation. Neither Contractor nor DNR will be responsible for payments lost or delayed in postage paid mail.

NOTE: Customers will not be allowed to change a reservation until payment is received in full.

C. Personal Checks.

If Contractor has a mechanism for electronic check clearing, e-checks should be accepted for reservation transactions up until 14 days prior to arrival. If paying by personal check, the customer must make the reservation no later than 21 days prior to the arrival date.

Example: If arriving June 26, the last day to make a reservation with a check payment is June 5.

NOTE: Customers will not be allowed to change a reservation until payment is received in full.

This is to allow time to receive the check and communicate the confirmation. The check must be physically received in the lockbox/PO Box no later than 10 calendar days from the date the reservation transaction was made.

NOTE: If the 10th day of the 10-day deadline lands on a weekend, Contractor's administrative staff shall process any payments received over the weekend first thing Monday morning without the reservation being cancelled.

D. Money Orders or Personal Checks – Incorrect Amount or Incorrect Payee.

Money orders and personal checks which have incorrect information or missing information will not be accepted and the check will be sent to DNR central office. DNR central office staff will contact customer regarding the problem and ask for a new payment, which could include switching to a credit card/debit card. DNR central office will return the voided check to the customer. The system must have a mechanism or process to deal with payments of incorrect amounts or wrong payee.

E. Payment Not Received Promptly.

The call center must advise the customer that payments must be physically received in the financial institution ten (10) calendar days from the transaction date. The postmark date on the envelope is irrelevant because the payment must physically be in the financial institution the tenth calendar day from the transaction date. (Example: Customer calls May 3 to reserve a campsite for June 3-4 and wishes to pay by check. The payment must be received by Contractor by 4:30 p.m. on May 13.) The call center must also advise the customer if the payment is not received, the reservation will automatically be cancelled. The inventory will then be opened up for resale.

F. Payment Mailed, but Not Received.

If the payment is received after the tenth calendar day and the reservation has been cancelled, Contractor will notify DNR. DNR will contact customer to discuss situation and either process a new reservation and apply payment or issue a refund check. The appropriate notes will be documented in the reservation.

SECTION 5 CONFIRMATION OF RESERVATION

Any reservation processed (which includes receiving the payment) 10 calendar days or more before the arrival date will receive a confirmation letter automatically. If the customer has an e-mail address listed, then the confirmation will be sent automatically by e-mail. If the e-mail address is no longer valid or if there is not an e-mail address, then a hard copy confirmation will automatically be printed to the call center printer and mailed out by close of business or the call center's next business day. If insufficient time exists, confirmations will be given via other acceptable methods (orally, over the phone will be acceptable for short turnaround). Written confirmation letters/e-mails will hold a variety of information, such as reservation details, some park policies, directions to park, cancellation policy, refund issues, etc.

1. If the arrival date of the reservation is inside of the 10-day window, confirmation letters will be e-mailed to customers. If e-mail address is not listed and the arrival date is inside the 10-day window, then a confirmation will not be created automatically, but a confirmation number will be given to the customer verbally.
2. A call center representative may reprint a confirmation letter at any time for any reason, but should do so only for either the camping party that owns the reservation, DNR staff, or the call center staff.
3. If a customer calls and informs a representative that the confirmation is not showing what they had requested when they made the reservation (i.e., wrong dates, sites, cabin, park, etc.) then the representative taking the call will correct any mistakes at that time without a transaction fee. Once the corrections have been made, that representative will reprint the confirmation letter. Such information should be documented in the notes field of the customer to deter abuse. If a policy is incorrect on the confirmation letter (i.e., cancel policy, fees, etc.) then the representative will clarify and answer any questions the customer may have and if needed the representative will notify the reservation supervisor of any errors. If any corrections are made to the policy information, the confirmation will be reprinted and the corrected information will be distributed to the call center and/or park staff. All instances of incorrect information on confirmation cards/letters must be reported to DNR park staff.
4. A confirmation should be provided for each reservation, even if several reservations were made by one party.

SECTION 6 CAMPING

A. Campground and Campsite Types.

Campsite/Campground Types	Other Information
Modern Campground	Camping areas which have showers and flush toilets or all sewer/water hook-up campsites.
Nonmodern Campground	Camping areas which have no showers and contain only pit-type latrines or flush-type toilets. Potable water may or may not be available to campers.
Equestrian Campground	Camping areas which are designated for equestrian campers and may be modern or non-modern in nature.
ADA Campsite	A campsite intended to be used by persons with disabilities. An ADA campsite may have basic, electric, or sewer-electric campsite amenities.
Basic Campsite	Parking/camping pad, table, and grill.
Electric Campsite	Parking pad, table, grill, and electric power supply.
Sewer-Electric-Water Campsite (commonly referred to as full hook-up sites)	Parking pad, table, grill, electric power supply, water supply, and a sewer connection Freezing temperatures may affect water availability from at least November 1 to April 15
Electric-Water Campsite	Parking pad, electric power supply, water supply, table and fire ring (w/ or w/out grill)
Hike-in Campsite	Not accessible by vehicle; subject to carry-in, carry-out trash policy; most are within 50-500 yards of a modern campground. No electric power supply. Camping pad, table and fire ring (w/ or w/out grill)
Buddy Campsite	Two campsites in close proximity that may share a common drive. Campers are required to reserve both sites. At park's discretion, first-come users may occupy one or both sites. Double campsites may be Basic, Electric, or Full hook-up.
Group Campsite	Four campsites in close proximity that share a common green space including picnic tables and fire rings/grills. Camper is required to reserve all campsites in the group designation. At the park's discretion, first-come, first-serve users may occupy one or more sites. The sites may be Basic, Electric or Full hook-up.
Equestrian Electric Campsite	Parking pad, electric power supply, table, fire ring (w/ or w/out grill) Associated with an equestrian campground; may be Basic, Electric or Full hook-up. An additional equestrian fee is applied to the campsite fee.
Equestrian Full Hook-up Campsite	Parking pad, electric power supply, water supply, sewer connection, table and fire ring (w/ or w/out grill). Some campsites may have hitching rail or stable/corral close by. Freezing temperatures may affect water availability from at least November 1 to April 15
Equestrian Water & Electric Campsite	Parking pad, electric power supply, water supply, table and fire ring (w/ or w/out grill).

	Freezing temperatures may affect water availability from at least November 1 to April 15.
Equestrian Non-electric Campsite	Parking/camping pad, table, and fire ring (w/ or w/out grill)
Equestrian Buddy Campsite	Parking/camping pad, table, and fire ring w/ grill. Sites are standard electric.
Chaperoned Organized Youth Group Campsites	An open area designated within or nearby a campground. Site may or may not have electricity available. Only chaperoned organized youth groups (members 17 years of age and younger) such as Boy Scouts, church groups, Girl Scouts, etc. may use the area for camping.

B. Campsite Capacities – 571 IAC 61.4.

Campsite capacities are necessary to ensure a quality camping experience for our visitors and to protect the natural and recreation resources of our camping areas.

1. **Equipment Capacity.** In general, the equipment capacity will be one basic camping unit, and one non-sleeping mode of transportation. A small tent no bigger than 8' x 10' shall also be allowed on a campsite. The maximum occupancy for the small tent is four. Unless otherwise posted, only one additional vehicle may be allowed on the site. All other vehicles must be placed in extra vehicle parking or purchase another site to accommodate those vehicles or equipment.
2. **People Capacity.** The maximum number of people using a designated campsite is six (6). (See exception below.) When the number of persons wishing to occupy a single campsite exceeds six, the group shall split and occupy more than one site.

Exceptions:

- a. Families that exceed six persons may be allowed on one campsite if all members are immediate family and cannot logically be split to occupy two campsites. The equipment capacity requirements shall apply.
 - b. Any extended family, only as long as the group does not exceed the equipment capacity requirement stated above.
3. **Campsite Registration Age Requirement.** Campsite registration must be in the name of a person 18 years of age or older who will occupy the camping unit for the full term of the registration (or reservation).
 4. **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. No extension cords or other means of hook-up shall be used to furnish electricity from one site to another.
 5. **Design Capacity.** Physical design capacities of a campsite are not to be exceeded. Where possible, vehicle wheels and tires shall be on the camping pad.

Examples:

- Any wheeled vehicle(s) must not exceed the size of the campsite's parking pad.
- A 30-amp electric service cannot support a 50-amp RV.

5. **Quiet Hours.** From 10:30 p.m. to 6 a.m. are quiet hours. During quiet hours we ask our customers to respect their camping neighbor by keeping electric generator sound, conversation, radio, television, and musical instrument volumes to a minimum. All non-camping visitors must exit the campground by 10:30 p.m.

C. Reservation Limitations.

1. **Reservable Campsites.** All park and forest campgrounds except for AA Call, Fort Defiance, and Preparation Canyon are reservable.

All park and forests campgrounds will have at least 75% of campsites available for advanced reservations through the reservation system. The percentage of campsites may be increased up to 100% after a review and evaluation of relevant criteria and data.

The following campgrounds have 100% of campsites available for advanced reservations through the reservation system:

- Maquoketa Caves Campground

2. **Number of Campsites Reserved in One Telephone Call or Web Session.**

- a. **May 1 through October 15 (Peak Season);**
- i. Camping days Sunday through Thursday – 5 sites
 - ii. Friday and Saturday camping stays – 5 sites
- b. **October 16 through April 30 (Off Season) – no limit**

Note: If the off season ends on a Friday (April 30), then the entire weekend would be viewed as an off-season weekend with no limitation on the number of sites a person could reserve for that weekend.

3. **Campsite Registration.** Each campsite reserved must be registered in the name of a person at least 18 years in age or older that will be present at the campsite for the full term of the reservation. At a minimum the caller must be able to give the name, phone number, city and state of that person going to occupy the site. The calling customer must pay a reservation fee and appropriate camping fees for each site reserved.
4. **Number of Camping Trips.** A customer may, in one telephone call or web session, make reservations for an unlimited number of camping trips at one park or for multiple parks so long as all the camping trips lie within the designated window. Each camping trip is charged a separate reservation fee.

Example: in one telephone call or web session, customer may reserve Backbone's campsite 25 for June 6 & 7, July 9 & 10, AND Geode's campsite 100 July 19 and 20 (subject, of course, to availability). Each camping trip is charged a separate reservation fee.

5. **Site Specific.** Subject to the campsite's availability, the customer will be able to choose 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.

Example: "I would like an electric campsite at Viking Lake State Park near the lakeshore.

6. **Reservable Accessible Campsites.** All ADA campsites are reservable. These sites are intended to be used by persons with a disability. If no one in their party needs an accessible site, customers are supposed to select another site unless that is the only site of their desired type available at the time of their request. If not reserved, the site will be available on a first-come, first-serve basis. DNR cannot require documentation of disability (proof) from the camper such as having a parking permit or placard in order to occupy an accessible campsite.

7. **Required Minimum Stay.** IAC 571 61.4(5)

- a. **May 1 to October 31 (Recreation Season)** – minimum of two nights is required for weekends. Two nights shall be designated as a Friday and Saturday night stay.

EXCEPTION – HOLIDAY WEEKENDS:

- Memorial Day and Labor Day holiday weekends – minimum of three nights (Friday, Saturday AND Sunday) is required.
- 4th of July Holiday – minimum of three nights (Friday, Saturday AND Sunday) will be required when the 4th occurs on a Monday.

There are no minimum stay requirements for first-come, first-served campers, even if the first-come user is staying on an available reservable campsite.

Clarifications:

- A two-night minimum (Friday/Saturday) and three night minimum for holidays stay is intended to deter individuals from camping only one night on a Friday/Saturday weekend or a major holiday. A two-night minimum and a three-night minimum are not applicable to individuals that camp prior to or immediately following the weekend or major holiday. A person could make a reservation to camp Monday-Friday nights and not be required to stay Saturday.
 - When the peak season date of October 15 lands on a Friday, the F/S 2-night stay requirement will not apply. When the peak season date of October 15 lands on a Saturday, the F/S 2-night stay requirement applies.
- b. **November 1 – April 30 (Off Season)** – No minimum stay is required for weekends or weekdays.

- c. **Chaperoned Organized Youth Groups** - No minimum stay is required for weekends or weekdays during both peak and off seasons.

8. **Maximum Stay.** 571 IAC 61.4(5) The maximum stay of any one camper, camping group, or camping unit shall not exceed 14 consecutive camping nights (15 camping days). Campers must vacate (including removing the camping unit) the state park or recreation area for three nights before returning to camp in that same park or recreation area except for Lake Manawa and Walnut Woods State Parks. Campers shall not exceed 14 camping nights in any consecutive 30-day period Lake Manawa and Walnut Woods State Parks. Once the 14-night maximum has been reached, the system should restrict the party from making a reservation for additional camping nights for a 3-night time period (14-night period for Lake Manawa and Walnut Woods State Parks within 30 days.) For first-come users, a camper or camping group must exit the facility for at least 3 camping nights (except at Lake Manawa and Walnut Woods which is a 16-night period). This applies to both advanced reservations and walk-in customers.

If park staff note one camper, camping group, or camping unit exceeding the 14-night limit, they should notify the camper immediately that they will need to exit the park. Park staff should have the customer complete a refund request form to process any necessary refunds. Park staff place a note in customer's file, and ensure camper leaves the park.

Example A: Camper X may stay from Aug. 1 to Aug. 15 (check-out on the 15th) at Backbone, then travel to Volga River and stay from Aug. 16 to Aug. 30 (check-out on the 30th). Acceptable.

Example B: It would be unacceptable to allow Camper X to stay Sept. 15 through Oct. 3 (18 camping days/17 camping nights).

Example C: Camper X camped from June 1 to June 10 (9 nights) at Lake Manawa. If they returned to the same park on June 20, they could stay no longer than June 25 (check-out on the 25th) as the camper cannot camp more than 14 nights in a 30-day period at the park.

Example D: Camper X camped 14 nights at Rock Creek and then moved to a different site as the guest of a friend. This is not acceptable since Camper X has exceeded 14 camping nights in the same park. The camping party must vacate the park.

Example E: Camper X reserved a site for 14 nights. Mrs. X called and reserved the same site for the next 14 nights (28 nights of camping reserved) Camper X left the unit there while numerous different family members came and went throughout the 30-day period. Unacceptable since the camping unit exceeded the 14-night maximum.

9. **Camping Stays During the Winter.** DNR cannot guarantee roads will be accessible in the winter due to weather. Therefore, the campground reservation system will not be available to make camping reservations for "winter" camping stays for the months of November, December, January, February, and March. Depending upon the weather and road conditions campsites may be available for first-come, first-serve camping only. There may also be campgrounds that are not open to year-round camping. – may change based on Maquoketa C

10. **Reserving Buddy/Group Campsites.** A reservation customer must reserve both/all sites of buddy and group reservable campsites.
11. **Equestrian Campgrounds.** Any camper. (equestrian or non-equestrian) wishing to camp in a designated campground may reserve a campsite. However, the equestrian fee shall be charged for all equestrian campsites whether or not the camper is an equestrian (camper with horses.)

D. Reservation Window.

Camping reservations can be made 3 months in advance. The last day to make a camping reservation depends upon the payment method.

1. Window Closing, Credit Card Reservations. May change if we move to 1-day

- a. **Two-Day Cut-off** - When applicable fees are paid by an approved credit or debit card backed by a major credit card, a camping reservation may be made as late as **2 days prior to the arrival date.**

Example: A Friday evening arrival credit card camping reservation will be processed at the call center prior to close of business (7:00 p.m. CST) Wednesday. A web reservation for a Friday evening arrival must be finalized prior to 12 midnight on Wednesday night.

Example: A Friday evening arrival credit card cabin reservation (peak season) will be processed at the call center prior to the close of business (7:00 p.m. CST May 1 to September 30) on Monday. A web reservation for a Friday evening arrival must be finalized prior to 12 midnight on Monday night.

- b. **Same Day Reservations** – For parks which are 100% reservable, campers will be able to make reservations up to 9:00 p.m. on the day of the camping stay. This includes campers who are physically at the campground.

NOTE: After 9:00 p.m., reservations for camping stays will not be accepted. There will be no walk-in camping allowed.

2. Window Closing, Reservations Paid by Money Order/Personal Check.

- a. **21-Day Cut-off** – The last day a camper can make a reservation paying with money orders or checks is 21 days prior to the arrival date.

Example: With an arrival date of August 25, the last day to process a reservation paid via money order, check is August 4, with subsequent receipt of payment within 10 calendar days.

- b. **Same Day Reservations** – For parks which are 100% reservable, campers who make a same-day reservation while in the park will not be able to pay with money order or check. All

reservations must be made online or by the call center through the reservation system and paid for with a credit card or debit card backed by a major credit card.

3. **Customer Calls Inside 2-day (two days prior to arrival) or 1-day (one day prior to arrival) Window.** The customer should be advised about the number of sites not reserved and those sites available on a first-come, first-served basis. The call center should not use a park hold to hold campsites within the 2-day or 1-day window.

Example: For a Friday evening arrival, the 2-day window will begin on the prior Thursday at 12:00 a.m. CST for website transactions and 7 a.m. CST opening of the call center.

E. Changes to Initial Reservation.

1. **Cut-off to Accept Changes.** For typical campsites, changes will be accepted up to four (4) days prior to the date the change affects if paying by credit card. For typical campsites, changes will be accepted up to 21 days prior to the date the change affects if paying by check or money order. Changes also may be made at arrival for various situations, such as camper RV will not fit in the space, electrical pedestal is not functioning, etc.

NOTE: Customers will not be allowed to change a reservation until payment is received in full. If customer calls and wishes to change a reservation and does not want to wait until the check/money order is received, the customer may give a credit card to complete the pending reservation and then complete the reservation change. The change fee will apply.

2. **Change Fee & Change Options.** Only one change fee will be charged the customer for one telephone call or web session to make a change(s) to an individual reservation, even if more than one parameter is changed. Changes may include:
 - a change in the arrival date (with certain limitations)
 - a change in the departure date
 - a change in the dates of the whole trip (i.e., camp May 1 & 2 instead of May 8 & 9)
 - a transfer from one park to another (i.e., changing the camping reservation from Backbone State Park campground to a campsite at Wapsipinicon State Park campground).
 - a transfer to a different available campsite of the same campsite type (i.e., from site #25 to site #99)
 - a transfer from one campsite type to another campsite site (i.e. switch from an electric campsite to a full hook-up campsite)
 - a transfer from campsite to a cabin
 - other changes

If the change results in additional fees to be paid, the system shall correctly calculate the new balance due and the appropriate payment processed. If the change results in an “over payment”, the system shall correctly calculate the refund due and the refund shall be processed.

What happens if the changes are being paid by check or money order and the payment is not received in time?

If the reservation change does not involve additional monies owed other than the change fee, the call center shall contact the customer once to get the payment completed and reservation will not be cancelled. If the Contractor/Call center is unsuccessful in collecting the payment, the reservation will be manually cancelled and notification sent to the customer that the reservation was cancelled due to lack of payment and a refund will be sent. The cancellation fee will be assessed and deducted from the money to be refunded.

Example 1: Customer has a reservation for Campsite 32 at Geode State Park and calls to change the reservation to Campsite 33 for the same weekend and the campsite cost is the same as Campsite 32. The only money owed for this change is the change fee.

Example 2: Customer has a reservation for Campsite 100 at Gull Point State Park and calls to change reservation dates from May 1-3, 2016 to May 8-10, 2016. The only money owed for this change is the change fee.

3. Unacceptable Changes. The following changes to a reservation are **not** permitted:

- a. From a financial aspect, a change from one customer to another customer including payment.

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

- b. The system must not accept reservation changes to a date where the arrival date is outside the reservation window. EXCEPTION: Acts of God or unique administrative issues may require the changing of reservations by Contractor/call center, with DNR approval, to dates outside of the reservation window.

4. Confirming the Reservation Change. Customers must promptly receive a confirmation notice that reflects the reservation changes processed by the system. The new confirmation must be distinguishable from the first confirmation and should be routed to the customer by close of the next business day following the change transaction or receipt of additional payment, if applicable. Customer must be advised that he/she may be required to present the new confirmation upon arrival for his/her stay.

5. Changing the Reservation Arrival. A customer may change the arrival date only if they add days for an earlier arrival than the original date. A customer may not change the arrival date to a subsequent day (within the original stay dates) which is later than the original arrival date. This is to deter customers from trying to get around the 3-month window by reserving earlier for a desired weekend such as Memorial Day and then canceling most of the days of the reservation period except the weekend desired.

Example of an acceptable arrival date change: Customer calls March 9 for a reservation for June 9 and 10. Customer calls later to change the arrival date from June 9 to June 8.

Example of unacceptable arrival date change: Customer calls February 16 for a reservation for May 16 – 30 (Memorial Day holiday weekend). Customer later calls to change the arrival date from May 16 to May 27.

6. **Requests to Change Reservation Prior to Receiving Payment – Release of Inventory.** A customer should not be changing a reservation until payment is received. If a customer calls and wishes to change a reservation and has not sent in the payment, the customer may give a credit card to complete the original reservation transaction and then complete the reservation change. The change fee will apply.

If customer does not want to pay with credit card, the customer may make a new reservation and let the pending reservation expire (exceed the 10-day payment deadline).

7. **Change After Arrival at Park Campground – Early Departure.** After arrival at the park campground, a change may result from varied reasons. The categories include:

- I. customer has an emergency,
 - II. customer circumstances change,
 - III. individual circumstances beyond the park's control;
 - IV. park has failed the camper; and
 - V. park has an emergency.
- a. Category I - for typical items identified under this category, the customer will receive a refund for all unspent nights including the current day. Any transaction fee to change the reservation (reduce the #nights) will be waived for the customer and DNR shall pay the transaction fee owed to Contractor.

I. Customer Has An Emergency
Medical emergency
Sickness
Emergency at home
Death in family
Vehicle breakdown/accident
Other

Example: Camper reserved campsite for 7 nights. On the day of the fourth camping night, the customer must leave due to medical emergency at home. Customer has used three camping nights. Customer will receive refund of four nights and DNR will pay the Contractor the appropriate transaction change fee.

- b. Categories II and III - for typical items categorized under II and III, the camper will forfeit all camping fees paid in the original reservation. Refunds will not be issued for early departures due to customer circumstances change and individual circumstances beyond the park's control.

II. Customer Circumstances Change	III. Individual Circumstances Beyond Park's Control
Had to work – last minute notice	Fish not biting
Fight with spouse	Too hot/cold
Other	Raining
	Too many bugs
	Beach monitoring results
	Equestrian trail closures
	Other

- c. Categories IV and V - for items categorized as IV and V, the customer will lose all camping fees up to and including the current camping night so long as they were able to spend an undisturbed night on the site and receive a refund all the remaining camping fees. If their camping night (10:30 p.m. – 6 a.m.) was disturbed by a flood event, or unresolved incident, etc. they will not forfeit the current day of the camping night to DNR. Park staff should try to provide alternative campsites prior to the camper leaving the campground if possible. Refunds will be issued only after all alternatives have been exhausted. The transaction change fee will be waived for the customer. A transaction change fee will be due to the Contractor for those operational and developmental issues identified in category IV which will be paid by DNR. No transaction change fee will be due to the Contractor for issues identified in category V.

IV. Park has Failed the Camper	V. Park Emergency
Disruption in the campground	Flood or other Acts of God
Excessive dumpster odor	Security evacuation
Loss of electricity, sewer, or water	Other emergencies
Dogs barked all night	
Other	

Example: On the day of the 3rd camping night of a 7-night camping trip, the electric shorts out. When park staff has exhausted all park solutions and the camper chooses to leave, they are entitled to a refund for 5 nights of camping. (Possible park solutions: move camper to an equivalent site; move camper to a lesser site and offer a refund; or have customer complete a refund request form and submit to local park office for processing.) The transaction change fee shall be waived for the customer and DNR shall pay a transaction change fee to the Contractor.

8. Early Departure Refund Process. The following procedures will be used to process any requests for refunds for an early departure. Requests will be reviewed on a case-by-case basis. Requests which meet the approved circumstances criteria listed in 6.E (7) will receive a refund.
- Camper must contact park within 48 hours after early departure.
 - Camper should stop by park office to pick up a refund request form. If necessary, park staff will mail, e-mail or fax the form to the customer.

- c. Customer must complete the form, sign and date it and return it to the park office within 10 business days.
- d. Park staff will review the completed form, verify the circumstance, sign and date the form and send onto district office.
- e. District office will review the form and approve or deny the request.
- f. Approved Requests -- District office will calculate appropriate refund and process it.
- g. Denied Requests -- District office will notify customer if the request is denied and provide the reason.
- h. Approved Requests – District office will calculate appropriate refund and process it.
- i. If customer contacts call center within the 48-hour timeframe, the call center representative can do one of two things:
 - i. Inform the customer to contact the park. – preferred method
 - ii. Send the customer a refund request form via mail, e-mail or fax. Call Center representative should contact the park staff as soon as possible letting them know about the call. The call center can also make a note in the customer’s reservation account on the system.

If customer leaves without first contacting park staff and does not telephone the park within 48 hours from departure time, the customer forfeits the ability to receive a refund for camping nights not used.

9. **Extend Stay After Arrival at Park.** Customer may extend their stay up to 2 camping nights so long as the site is available, and thereafter on a day-by-day basis by checking incoming camper reports. No communication is necessary with the call center. If an extension exceeds 2 camping nights and the customer does not want to risk having to leave earlier than desired, the customer must check incoming camper reports for the first 2 camping nights and contact the call center for the 3rd and subsequent camping days of the extension. The first 2 camping nights will be treated as a first-come, first-served camper, and all subsequent camping nights will be treated as a new reservation payable through the call cent

F. Cancellation Policy of Initial Reservation.

1. **General.** Cancellations will be accepted during business hours of the reservation call center and 24 hours a day via the website. The cancellation fee applies to each individual reservation which is cancelled.

Cancellation policies, options, and deadlines shall be discussed with the customer at the time the reservation is made. Cancellation policies shall be included on the customer's confirmation card, whether by postage paid mail, facsimile transmission, or e-mail message. At no time shall the customer be charged a cancellation fee that exceeds the amount of the customer's camping/rental fees charged and paid for the initial reservation. Call center representatives will always work with a customer to change their reservation to a different park and/or dates depending on the reason the customer is requesting the cancellation.

2. **Cancel Up to Two days Prior to Reservation Start Date.** An applicable refund will be granted for any reason. For cancels received 2 or more days prior to arrival, the appropriate cancellation fee shall be assessed and no camping fees will be forfeited to DNR. Example: last day to call is Wednesday May 7 (reservation call center-7:00 p.m. Central Time, Web – midnight) for Friday May 9 arrival.

***FOR FRIDAY, MAY 9 ARRIVAL**

<-----	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri*	Sat
<-----	May 2	May 3	May 4	May 5	May 6	May 7	May 8	May 9	May 10
Customer will lose value of cancellation fee to DNR/Contractor. DNR receives no camping fees.									

Examples of cancellations up to two days prior to the reservation start date:

- a) Customer has made a 2-day reservation on a Basic campsite (\$11 + \$11), and chooses to cancel online 5 days prior to arrival. DNR receives no camping fees, and \$22 is available in customer's account to cover the cost of a cancellation. (Actual = \$5 online cancellation fee + \$17 refund to customer)
 - b) A customer has made a 1-day reservation on a Basic campsite (\$11), and chooses to cancel online 5 days prior to arrival. DNR receives no camping fees, and \$11 is available in customer's account to cover the cost of a cancellation. (Actual = \$5 online cancellation fee + \$6 refund to customer.)
3. **Cancel One Day Prior to Reservation Start Date.** An applicable refund will be granted for any reason. For cancels received one day prior to arrival, the appropriate cancellation fee will be assessed and the customer will forfeit one night of camping to DNR.

Example: If customer telephones Thursday a.m. to cancel for a Friday evening camping night, they would forfeit one camping night fee to DNR and the appropriate cancel fee.

***FOR FRIDAY, MAY 9 ARRIVAL**

<-----	Fri	Sat	Sun	Mon	Tues	Wed	Thurs	Fri*	Sat
<-----	May 2	May 3	May 4	May 5	May 6	May 7	May 8	May 9	May 10
Customer will lose value of cancellation fee, plus 1 night camping fee to DNR, subject to monetary limitations.									

Examples of cancellations one day prior reservation start date:

- a) Customer has made a 3-day reservation on a Basic campsite (\$11 + \$11 + \$11), and chooses to cancel 1 day prior to arrival. DNR receives a forfeiture equal to the value of one night of camping (\$11), funds available = \$22 to process the cancellation. (Actual = DNR --\$11 camping fee forfeiture, cancellation fee - \$5; customer refund - \$17.)
- b) Customer has made a 2-day reservation on an electric campsite (\$16 + \$16), and chooses to cancel 1 day prior to arrival. DNR receives a forfeiture equal to the value of one night of camping (\$16), funds available = \$16 to process the cancellation. (Actual = DNR - \$16 camping fee forfeiture, cancellation fee - \$5 customer refund - \$11.)

NOTE: If the cancellation fee and one-night camping fee forfeiture is greater than the original reservation payment (excluding reservation fee), then the original payment is kept, the customer receives no refund and no additional payment will be required. The DNR shall pay the contractor the value of the appropriate cancellation fee.

Example: One day reservation on Electric campsite (\$16), and cancels 1 day prior to arrival. Since the original reservation payment was \$16 there is not enough money to cover the forfeiture of one night of camping plus the appropriate cancellation fee (\$21). DNR. Therefore, the original payment is kept (\$16) and the customer receives no refund. The DNR shall pay the contractor the appropriate cancellation fee.

4. **Cancel Day of Arrival without Arriving at the Park.** An applicable refund will be granted for any reason. For cancels received on the day of arrival, an appropriate cancellation fee will be assessed and customer will forfeit two nights of camping to DNR.

NOTE: If the total amount of the original reservation payment (excluding reservation fee) is less than the amount due to DNR based on the cancellation fee and camping fee forfeiture, then the original reservation payment is kept, the customer receives no refund and no additional payment is required. The DNR will pay the Contractor the appropriate cancellation fee.

- a) Two-day reservation on electric campsite (\$32) cancel on camping day of arrival would result in \$32 to DNR. (Per cancellation policy \$32 (2 nights) + \$5 cancellation fee = \$37 due DNR). Since the original reservation was only \$36, DNR receives \$36, customer receives no refund and no additional payment is required.

b) Four-day reservation on equestrian electric campsite (\$76) cancel on camping day of arrival would result in \$43 to DNR (2 nights of camping (\$38) and \$5 cancellation fee), and \$23 refund to customer.

c) One-day reservation on a sewer-electric campsite (\$19) cancel on camping day of arrival would result in \$19 to DNR.

Cancellations which occur on camping day of arrival must be immediately transmitted to the park via facsimile, voice message or e-mail transmission so that the park is advised and may potentially offer the site to a first-come user.

5. **Cancel after Reservation Start Date Without Arriving at the Park, "NO SHOWS"**. For the duration of their camping stay or rental facility stay, 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 partial or full refund; **UNLESS** extenuating circumstances are substantiated through documentation and subsequently approved by DNR. Extenuating circumstances should be rare and unusual. If the circumstances are validated, DNR may authorize call center to process such refunds of rental fees. If the call center receives a call from the party midway through the reservation, the park must verify that the customer did not arrive.
- a. Customer calls and cancels on the 2nd camping day of a 5-day stay on a Basic site. Customer was involved in a personal injury accident that prevented him/her from arriving on time and calling within 24 hours. Customer will receive refund.
 - b. Customer calls two weeks after his 3-day stay. No refund is due to the customer.
Exception: Validated extenuating circumstances.
 - c. Customer calls the last day of a 3-day stay. No refund is due to the customer.
6. **Insufficient Payment.** If the customer's money order or personal check is not received within the specified timeframe or the customer's credit card is denied, the reservation will automatically be cancelled and a cancellation notice will be sent to the customer. The call center/Contractor may automatically cancel the unsuccessful reservation and must provide customer with a written cancellation notice sent via postage-paid mail, e-mail, or facsimile transmission. No transaction fees (initial reservation fee or cancellation fee) are due from DNR to Contractor.
7. **Force Majeure Events.** Call center or park staff will be responsible for contacting reservation customers who may be affected by special unforeseen circumstances in the campground or at the rental facility location. Special unforeseen circumstances may include extensive campground/rental facility damages from occurrences such as flood, tornado, fire, infrastructure failure, etc., and should occur infrequently, if ever. DNR shall notify Contractor/call center immediately of such occurrence(s) and the potential duration of interrupted camping services (such as 2 days, a week, a month, etc.) or rental facility services. Call center staff should try to accommodate the customer by **changing** the reservation rather than canceling the reservation.

- a. Customers must be advised that if they cancel their reservation under these circumstances, that DNR will issue a full refund including the original reservation fee.
- b. Customers should be given a period of time, if needed, to reschedule, change the park location, etc. about their changed trip when the change is a result of Force Majeure events.
- c. Customers who have already arrived at the park and their stay is interrupted by a Force Majeure event will be compensated for any unused camping/rental facility 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 – evacuate campground at 3 a.m. Friday. Refund Thursday through Sunday since Thursday night was interrupted.
- Tornado - evacuate campground at 8 a.m. Friday morning. Refund Friday through Sunday. Do not refund Thursday since night was uninterrupted at 6 a.m. and already spent

8. **Other Special Circumstances.** Call center/DNR will be responsible for contacting reservation customers to change or cancel a reservation for customers affected by other special unforeseen circumstances in the campground due solely to DNR operational or developmental issues of the campground or rental facilities. (For example, equipment failures of DNR, in-house construction crew has extended reconstruction of a major campground and requires the whole campground to be closed for an additional two weeks past the anticipated opening date, etc.)

Under these circumstances, the customer will be credited a full refund when the reservation is canceled (including the customer's initial reservation fee). For example, if customer had \$52 invested in the camping trip (\$48 camping fees + \$6 initial reservation fee) and if the customer chooses to cancel, the customer will receive a refund for \$52. If the customer chooses to only change to a different park, site, etc., the difference must be calculated and processed accordingly with the customer except for the change fee. In such instances, Contractor's call center/DNR should diligently work with the customer to change the reservation rather than to cancel the reservation.

9. **Cancellation Information to Park.** The park staff must have access to information to easily determine reservations that were canceled and the contacts that were made between call center staff and the customer.

G. Equestrian Trail Closures – Cancellation/Change.

Park staff or call center staff shall notify equestrian campers as soon as possible when equestrian trails are closed due to wet conditions if customers have an arrival date on the day the trails were closed or the following day. This may be done through e-mail or telephone communications. **Park staff/call center shall attempt to notify campers only once.**

- If there are 5 or fewer customers that will need to be contacted, park staff and a person in the central office will handle the cancellations or any changes in the reservations.
- If there are 6 or more customers that will need to be contacted, park staff will notify the support staff with the contractor/call center and the contractor's account manager with a reservation listing report of all campers that need to be notified.

The campers have the option to cancel or change their reservation per the cancellation and change rules and shall be responsible for paying any transaction fees.

If equestrian trails are closed and it is impossible for park staff/call center to contact equestrian campers with reservations AND the campers show up at the campsite, park staff are unable to approve cancellations and refund any camping fees. Any cancellations need to be processed by a person designated in the DNR central office or through the call center. A cancellation fee will apply and it shall be the responsibility of the camper.

RESERVATION CHANGES:

Campers may change their reservation to a different park or time per the change policy and the change fee applies. The last day to make a change to a camping reservation is 4 days prior to arrival. However, the following exception to the change cut-off window shall apply:

- If the reservation arrival date is the same date as the equestrian trail closing date or the following day, those campers will be able to change his/her reservation by calling the call center. The call center will override the change rule that prohibits people from changing reservations less than 4 days prior to arrival. This rule override applies ONLY to equestrian campsites.

If equestrian trails are closed after the camper has arrived, no refunds will be given.

The call center/website shall advise equestrian customers when making a reservation that they should call ahead or check the website prior to leaving for the campground to check the status of the trails. Park staff or call center staff shall post a closure message on the reservation system and promptly remove the message when the trails are opened. Park staff should also change the park's answering machine to reflect the trail closure notice and promptly remove the message when the trails are opened.

H. Walk-in Campers.**1. Reservable Campsites.**

- a. Reservable sites that are not reserved shall be available for use by first come, first-served campers on a night to night basis only. First-come, first-serve campers may not occupy unrented, reservable campsites before 10:00 a.m. of the first day of their camping stay.
- b. DNR staff must confirm campsite availability via the daily incoming camper report. The park's 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 facility if another site is not available.
- c. If more than two nights are desired by the camper, the camper will have opportunities to view at-a-glance incoming camper reports to track availability on a day-by-day basis. Alternatively, they also may be directed to the website or to call the call center to make a reservation for the camping nights outside of the reservation window if they want the assurance of a campsite. There will be a transaction fee applicable for the reservation, and the customer must pay the reservation portion of their stay via electronic payment methods to the call center.
- d. Reservable campsites must be vacated by 3 p.m., whether occupied by a reservation customer or occupied by a first-come, first-served customer.

- 2. Walk-in Camper Registrations.** Park staff are required to enter all walk-in camping registrations (first come, first serve campsites and reservable campsites into the reservation system. All registrations must be entered within 24 hours after the day of arrival or the day of, if possible. All financial sessions and financial deposits must be closed out weekly, at a minimum. Staff will use the following generic customer provide to enter all walk-in camper registrations.

IA WALKIN
1234 Fake Rd
Fake Town, IA 50319
(515) 123-1234

I. Arrival of Campers.

- 1. Camping Check-in Time.** 571 IAC 61.4(5)"j" The camping day begins at 4:00 p.m. CST; therefore, check-in for reservable campsites is 4:00 p.m. CST.
- 2. Arrive Before Camping Day Begins.** Call center should warn about early arrival. There is no guarantee that the site will be vacant and ready for use prior to 4:00 p.m. CST. If arriving early, customer must verify occupancy with park staff to ensure campsite is ready. The one-hour window between check-out and check-in is to make sure the site is cleaned up and ready to use.

3. **Late Night Arrival.** All parks have quiet hours that run from 10:30 p.m. to 6:00 a.m. CST. Set up is discouraged during quiet hours.
4. **Reservation System Check-in.** Park staff are required to check-in and out all reservations and first come, first serve registrations through field manager. A reservation should not be checked-in until the following day of arrival in case a customer wants to cancel the reservation. Once a reservation is checked in, neither the customer or call center agents cannot cancel the reservation. The only time a reservation should be checked in on the day of arrival is if park staff confirms the customer has arrived on the site.

J. After Arrival, Camper Requests to Switch Campsites.

At no time will a customer be told by the call center staff that they can switch to a different campsite once they arrive at the park. This is left up to the discretion of the park staff. Customers' requests to switch should be considered because there may have been a lack of communication between the customer and agent as to which type of site was needed or which is more desirable. Customers that are successful in switching sites after arrival are not restricted by the limitation of changing their site at least four days in advance. The four-night limitation is necessary so that the daily arrival report received at the park level is final and no other alterations will occur between receiving the report and the arrival of the camper.

1. **If Customer Asks to Switch, 2 Nights or Less.** If a customer asks about this issue, the call center representative will inform them that if their camping stay is 2 camping nights or less, it is completely at the parks' discretion if the camper can move to another campsite once they are at the park. If the park allows the move, the reservation user may only move to an available reservable campsite. They may not move to a first-come, first-serve campsite. If the customer insists upon moving to a first-come campsite, the customer would need to cancel their reservation and move to the first-come site as a first-come user. In this instance, the customer would lose the value of camping fees for the current day plus one extra day to DNR, and would incur a cancellation fee charge. The first-come site transaction is viewed as a new, separate transaction. The customer may also abandon their reservation (short stay) and move to the new first-come site. There will be no refund compensation for the abandoned site.

*****If Allowed to Switch to Another Reservable Site:*****

- a. Steer camper to a campsite of equivalent value (i.e., electric site to new electric site). No additional fees will be required. Document the move.
- b. If customer wants a lesser valued site, there is no refund for the difference in value. Document the downgrade.
- c. If customer wants a greater valued site, collect the additional monies from customer and document the upgrade.

2. **If Customer Asks to Switch, 3 or More Nights.** If their camping stay is 3 camping nights or greater, the customer may move to an available reservable campsite after first checking the desired site's availability for the first two nights at the park (confirming with park staff), and the customer must then call the call center to change their 3rd and subsequent days of their reservation. There will be a change fee owed. The park staff will address the collection of additional monies for the first and second days of the changed stay, if any, for upgrades. The call center will address the collection or refund, if any, of additional monies for the third and subsequent days. Those payments through the call center would need to be with a credit card.

3. **Why not allow moving from a reservable site to a first-come site?**

- a. It is not fair to the first-come user for people to come in on a reservation and then move to a first-come site. This places the true first-come user in the position of taking available reservable sites, which limits their immediate stay to a day-by-day basis.
- b. Allowing campers to move from reservable sites opens the door for the criticism, "your reservable sites are never occupied." This is perceived by users as the reservation system is not working well and that more sites should be first-come.

K. Exit of Campers.

On the camper's last camping day of their stay, campers must exit all reservable campsites by 3:00 p.m. CST to allow a one-hour buffer between the first camper's departure and the incoming camper's arrival. (571 IAC 61.4(5)"j") Additional fees may exist for occupying a campsite past 3:00 p.m. on departure camping day if there is an incoming reservation for that site on that day.

1. **Leave Before Check-Out Time.** If the customer is leaving one or more camping nights before their departure date, the customer may receive a refund if the circumstances surrounding the early departure meet the approved circumstances criteria in 6.E (7). The refund process in 6.E (7) should be followed.
2. **Leave Without Communicating With Park Staff.** If the customer simply leaves the park and fails to communicate with park staff about early departure and does not contact the park within 48 hours from the departure time, they forfeit the ability to receive a refund for any unused camping nights that are applicable for an approved refund. Special circumstances will be considered for refunds after this time period as long as documentation can be provided by the customer, which is then verified by district supervisory staff.
3. **Phones Call Center About Early Departure.** If the call center is contacted about early departure from the park, the call center staff should direct them to telephone the park within 48 hours from the departure time to obtain a refund request form. If the park has not verified early departure through a completed Refund Request form by the customer at the park, no refund is applicable to the customer. Notes will be documented in the reservation. If they have already left the park and telephone the call center within 48 hours from departure, the call center staff should direct the customer pick up a form at the park or contact the park office immediately. Call center should contact the park that they received the call.

4. **Reservation System Check-Out.** Park staff are required to check out **all** reservations and first come, first serve registrations. All check-outs shall must be completed on the day of departure or the following day.

SECTION 7 RENTAL FACILITIES (CABINS, YURTS, LODGES, SHELTERS)**A. Rental Facility Types.**

Facility Type	Definition	Occupancy	Other Amenities
Multifamily Cabin	4+BR, full kitchen, full bath(s), heating/air conditioning	8-11	Stove, microwave, refrigerator, dining table w/8-10 chairs, misc. pots and pans, various size/style beds, sitting chairs, futons, picnic table and fire ring
Deluxe Family Cabin	2-story 2-3BR, full kitchen and full bath(s), heating/air conditioning	6-9	Stove, microwave, refrigerator, dining table w/6 chairs, misc. pots and pans, 2 full size beds, 2 futons, 1 twin bed, sitting chairs, picnic table and fire ring
Modern Family Cabin	1 or 2-BR, full kitchen or kitchenette, full bath, heating/air conditioning	4-6	Stove (cooktop at Palisades), microwave, refrigerator, dining table w/4 or 6 chairs, misc. pots and pans, futons, full size beds and/or twin bunk beds, sitting chairs, end tables and lamps (in some), picnic table and fire ring
Studio Family Cabin	Open floor plan, full kitchen or kitchenette, full bath, heating/air conditioning	4	Stove or cooktop, refrigerator, microwave (in some), dining table w/4 chairs, futons, sitting chairs in some, picnic table and fire ring or fire grill
Basic Family Cabin	Open floor plan, running water, kitchenette, ½ bath in some	4	Cooktop, microwave, dorm-size refrigerator, dining table w/4 chairs, bunk beds (twin and twin/full), picnic table and fire ring
Camping Cabin	Open floor plan, electricity, heating/air conditioning in most, no sanitary facilities or running water but located close to campground with sanitary facilities, heating	4	Microwave in some, dorm-size refrigerator in some, dining table w/4 chairs, futon(s), twin bunk beds, picnic table and fire ring or fire grill
Yurt	Circular tent-like structure on platform w/electricity, no kitchenette or sanitary facilities but located close to campground with sanitary facilities.	4	Dining table w/2 chairs, futon, twin bunk bed, picnic table and fire ring or fire grill
Group Camp	Areas which contain overnight cabins or designated camping area, dining hall facilities and restroom/shower facility. (Lake Keomah) Used by family groups or youth groups.	Varies	Bunk beds, tables w/chairs, various kitchen equipment
Lodge	Day-use building which is enclosed on all four sides and may have kitchen facilities and is available for rent on a daily basis	Varies	Some may have stoves, refrigerators, microwaves, fireplaces, variety of tables and chairs, patios or attached open shelters

Open Shelter	Building which is open on two or more sides and which may or may not include a fireplace	Varies	Picnic tables, fireplace (in some), fire grills
Beach House Open Shelter	Building located on the beach which is open on two or more sides and which may or may not have a fireplace	Varies	Picnic tables, fireplace (in some), fire grills
Open Shelter w/ Kitchenette	Building which is open on two or more sides and may or may not have a fireplace. Also has an enclosed kitchenette and restrooms	Varies	Picnic tables, fireplace (in some), fire grills,
Large Open Shelter	Building which is open on all four sides	Varies	Picnic tables, fire grill (near some)
Beach Cabanas Open Shelter	Building which is open on all four sides	10	1 Picnic table, two-sided fire grill (near some)

B. Reservation Limitations.

- Number of Cabins or Individual Rental Facilities Reserved in One Telephone Call or Web Session.** A customer may reserve an unlimited number of rental facilities in a park during one telephone call or web session.
- Rental Facility Registration.** Each rental facility must be registered in the name of a person at least 18 years of age or older that will be present at the facility for the full term of the reservation. At a minimum, the customer making the reservations must give the name, phone number, city and state of residence for the responsible person to be registered for each rental facility. The calling customer must pay a reservation fee and appropriate rental facility fees for each site reserved during that session.
- Number of Cabin/Yurt/Group Camps* Trips or Facility Rentals.** A customer may, in one telephone call or web session, make reservations for an unlimited number of cabin/yurt/group camp trips or facility rentals at one park or for multiple parks so long as all the trips and rentals lie within the designated window.

*The Group Camp at Lake Keomah State Park is currently not on the reservation system, but may be added in the future.
- Site Specific.** Subject to the cabin's availability, the customer will be able to choose a specific cabin for their use. If no specific cabin is requested, the operator/system will automatically pick a cabin for the customer based on certain criteria. (This applies to cabins within a park).

5. Required Minimum Stay – Cabins/Yurts/Group Camps.

- a. Basic Family Cabins/Camping Cabins/Yurts/Group Camps - Customers must reserve multifamily cabins, basic family cabins, camping cabins, yurts and the group camps at Lake Keomah for a minimum 2-night stay year-round.
- b. Deluxe, Modern and Studio Family Cabins - Customers must rent cabins for a minimum of one week (Friday-Friday stay) beginning the Friday of the Memorial Day Holiday weekend through Thursday evening after the national Labor Day holiday.

Customers may rent cabins for a minimum of 2 nights beginning the Friday after the national Labor Day holiday through the Thursday prior to the national Memorial Day holiday weekend.

- c. Multifamily Cabins – Customers must rent cabins for a minimum of two nights with the following conditions:
 - A Friday, Saturday, Sunday night stay is required for the national Memorial Day holiday weekend, the Fourth of July holiday weekend when the fourth of July occurs on a Monday, and the national Labor Day holiday weekend.
6. **Maximum Stay – Cabins/Yurts/Group Camps.** The maximum cabin stay for customers is two weeks for all rental cabins and yurts.
7. **Maximum Rental Period – Lodges and Shelters.** A maximum of two weeks (14 days) shall apply to all lodge and shelter rentals.
8. **Day-use Rental Facilities – Access to Facilities.** Day-use rental facilities such as lodges and open shelters may be reserved for multiple consecutive days. The customer may occupy the facility beginning at 8:00 a.m. on the first day of rental. However, customers and their guests must vacate the facility and park by 10:00 p.m. each day the facility is rented. If the facility has been reserved for consecutive days, the customer and guests may occupy the building on the following day beginning at 8:00 a.m.
9. **Arrival Blockers – Cabins.** For year-round cabins an arrival block will be in place for Thanksgiving Day, Christmas Day, and New Year's Day. The arrival blocker prevents reservations arriving on these three holidays.

C. Reservation Window.

Rental facility reservations can be made 12 months in advance. The last day to make a rental facility reservation depends upon the payment method and season.

1. **Window Closing, Credit Card Reservations.** When applicable fees are paid by an approved credit or debit card backed by a major credit card, a camping reservation may be made as late as 2 days prior to the arrival date. A reservation may be made as late as 4 days prior to the

arrival date for rental facilities for peak season. A reservation may be made as late as 7 days prior to the arrival date for rental facilities for off season.

Example: A Friday evening arrival credit card camping reservation will be processed at the call center prior to close of business (7:00 p.m. CST) Wednesday. A web reservation for a Friday evening arrival must be finalized prior to 12 midnight on Wednesday night.

Example: A Friday evening arrival credit card cabin reservation (peak season) will be processed at the call center prior to the close of business (7:00 p.m. CST May 1 to September 30) on Monday. A web reservation for a Friday evening arrival must be finalized prior to 12 midnight on Monday night.

2. **Window Closing, Reservations Paid by Money Order/Personal Check.** 21 days prior to the arrival date is the cut-off for accepting all non-electronic payment methods (checks, money orders)

Example: With an arrival date of August 25, the last day to process a reservation paid via money order, check is August 4, with subsequent receipt of payment within 10 calendar days.

3. **Rental Facilities Peak Season--Inside 4-day Window (four days prior to arrival), Customer Calls.** The customer should be advised about the available rental facilities. The call center should not use a park hold to hold rental facilities within the 4-day window. The 4-day window is to give the parks time to ensure cabins have been cleaned and ready for a rental. Call center should advise the customer to contact local park staff to see if the facility is still available for a "last minute" rental through the park staff.

Example: For a Friday evening arrival, the 4-day window will begin on the prior Tuesday at 12:00 a.m. CST for website transactions and 7:00 a.m. CST opening of the call center.

4. **Rental Facilities Off Season--Inside 7-day Window (fourteen days prior to arrival), Customer Calls.** The customer should be advised about the available rental facilities. The call center **should** not use a park hold to hold rental facilities within the 7-day window. The 7-day window is to give the parks time to adjust work schedules and ensure cabins have been cleaned and ready for a rental. Call center should advise the customer to contact local park staff to see if the facility is still available for a "last minute" rental through the park staff.

Example: For a Friday, May 15 evening arrival, the 7-day window will begin on the prior Thursday, May 8 at 12:00 a.m. CST for website transactions and 7:00 a.m. CST opening of the call center.

D. Changes to Initial Reservation.

1. **Change, When Accepted.** Changes will be accepted up to 15 days prior to the date the change affects if paying by credit card. Changes will be accepted up to 21 days prior to the date change affects if the customer will use a check or money order as payment.

Changes may also be made at arrival for various situations, sewer problems, loss of electricity, etc.

NOTE: Customers will not be allowed to change a reservation until payment is received in full. If customer calls and wishes to change a reservation and does not want to wait until the check/money order is received, the customer may give a credit card to complete the pending reservation and then complete the reservation change. The change fee will apply.

2. **Change Fee & Change Options.** Only one change fee will be charged to the customer for one telephone call or web session to make a change(s) to an individual reservation, even if more than one parameter is changed. Changes may include:
- a. a change in the arrival date and/or departure (with certain limitations)
 - b. a change in the dates of the whole trip (i.e., stay May 1 & 2 instead of May 8 & 9)
 - c. a transfer of the reservation from one park to another (i.e., moving cabin reservation from Backbone State Park cabin to a Palisades-Kepler State park cabin).
 - d. a transfer to a different available cabin of the same cabin type (i.e., from Cabin #1 to Cabin #4)
 - e. a transfer from one cabin site type to another cabin site type (i.e., from a camping cabin to a modern family cabin)
 - f. a transfer from a cabin to a campsite
 - g. other changes

If the change results in additional fees to be paid, the system shall calculate the new balance due and the appropriate payment processed. If the change results in an “over payment”, the system should correctly calculate the refund due and the refund shall be processed.

What happens if the change fee is being paid by check or money order and the payment is not received in time?

If the reservation change does not involve additional monies owed other than the change fee, the call center shall contact the customer once to get the payment completed and reservation will not be cancelled. If the Contractor/Call center is unsuccessful in collecting the payment, the reservation will be manually cancelled and notification sent to the customer that the reservation was cancelled due to lack of payment and a refund will be sent. The change transaction fee will be waived and a cancellation fee will be assessed and deducted from the money to be refunded.

Example 1: Customer has a reservation for Cabin A at Backbone State Park and calls to change the reservation to Cabin B for the same weekend and the cabin rental fee is the same as Cabin B. The only money owed for this change is the change fee.

Example 2: Customer has a reservation for Cabin 1 at Lake Wapello State Park and calls to change reservation dates from May 1-3, 2021 to May 8-10, 2021. The only money owed for this change is the change fee.

3. **Unacceptable Changes.** The following changes to a reservation are **not** permitted:

- a. From a financial aspect, a change from one customer to another customer including the payment.
Example: My boss is using the rental facility instead; his credit card number is XXXXXXXXXX. Credit my account.
- b. The system must not accept reservation changes to a date where the arrival date is outside the reservation window. EXCEPTION: Acts of God or unique administrative issues may require the changing of reservations by Contractor/call center, with DNR approval, to dates outside of the reservation window.

4. **Confirming the Reservation Change.** Customers must promptly receive a confirmation notice that reflects the reservation changes processed by the system. The new confirmation must be distinguishable from the first confirmation and should be routed to the customer by close of the next business day following the change transaction or receipt of additional payment, if applicable. Customer must be advised to present the new confirmation at park check-in.

5. **Changing the Reservation Arrival/Departure.** A customer may change the arrival date only if the change does not conflict with any minimum stay requirements.

- a. Day-Use Lodges – A customer may change the arrival date only if they add days for an earlier arrival than the original date. A customer may not change the arrival date to a subsequent day (within the original stay dates) which is later than the original arrival date. This is to deter customers from trying to get around the 12-month window by reserving earlier for a desired and then canceling most of the days of the reservation period except the date(s) desired.
- b. Cabins and Shelters – A customer may change the arrival date only if the change does not conflict with any minimum stay requirements or other business rules.

Example of an acceptable arrival date change: Customer calls August 9 for a reservation for October 4-7. Customer calls later to change the arrival date from October 4 to October 5. (only a 2-night minimum stay requirement)

Example of unacceptable arrival date change: Customer calls May 20, 2021 for a modern family cabin reservation for Friday, May 20 through Friday, June 3, 2021 (includes Memorial Day holiday weekend). Customer later calls to change the arrival date from Friday, May 20, 2021 to Saturday, May 28, 2021. (all cabins must be reserved for a minimum of one week during that time period with the rental week beginning on a Friday)

6. **Requests to Change Reservation Prior to Receiving Payment – Release of Inventory.** A customer should not be changing a reservation until payment is received. If customer calls and wishes to change a reservation and does not want to wait until the check/money order is received, the customer may give a credit card to complete the pending reservation and then complete the reservation change. The change fee will apply.

If customer does not want to pay with credit card, the customer may make a new reservation and let the pending reservation expire (exceed the 10-day payment deadline). The customer must be sure to put the correct confirmation number on the memo section of the check.

7. Change After Arrival at Park Rental Facility– Early Departure. After arrival at the park rental facility, a change may result from varied reasons:

- I. customer has an emergency
- II. customer circumstances change,
- III. individual circumstances beyond the park's control;
- IV. park has failed the customer; and
- V. park has an emergency.

- a. Category I - For typical items identified this category, the customer will receive a refund for all unspent nights/day (rental fees) up to current rental day/night. Any transaction fee to change the reservation (reduce the # nights/days) will be waived for the customer and DNR shall pay the transaction fee owed to Contractor.

I. Customer Has An Emergency
Medical emergency
Sickness
Emergency at home
Death in family
Vehicle breakdown/accident
Other

Example: Customer reserved cabin for 7 nights. On the day of the fourth rental night, the customer must leave due to medical emergency at home. Customer has used three rental nights. Customer will receive a refund of three nights and DNR will pay the Contractor the appropriate transaction fee.

NOTE: Weekly cabin rental rates are based on six nights instead of seven (seventh night is free).

Example: So, if the customer stayed in a Backbone deluxe cabin the calculation is as follows: \$1260 (total rental fee plus tax) - \$630 owed to DNR for nights used = \$630 paid back to customer.

- b. Categories II and III - For typical items categorized under II and III, the renter will forfeit all rental fees paid in the original reservation. Refunds will not be issued for early departures due to customer circumstances change and individual circumstances beyond the park's control.

II. Customer Circumstances Change	III. Individual Circumstances Beyond Park's Control
--	--

Had to work – last minute notice	Fish not biting
Fight with spouse	Too hot/cold
Other	Raining
	Too many bugs
	Beach monitoring results
	Equestrian trail closures
	Other

- c. Categories IV and V - For items categorized as IV and V, the customer will lose all rental fees up to and including the current rental night/day so long as they were able to spend an undisturbed night at the facility. If their cabin night (10:30 p.m. – 6 a.m.) was disturbed by a flood event, unresolved incident, etc. they will not forfeit the current day of the rental night to DNR. Refunds of remaining rental fees will be issued only after all alternatives are exhausted. The transaction change fee will be waived for the customer. A transaction change fee will be due to the Contractor for those operational and developmental issues identified in category IV which will be paid by DNR. No transaction change fee will be due to the Contractor for issues identified in category V.

IV. Park Has Failed the Renter	V. Park Emergency
Disruption in cabin area	Flood or other Acts of God
Excessive dumpster odor	Security evacuation
Loss of electricity, sewer, or water	Other emergencies
Dogs barked all night	
Other	

Example: On the day of the 3rd cabin night of a 5-night cabin rental, the electric shorts out. When park staff has exhausted all park solutions and the renter chooses to leave, they are entitled to a refund of the total rental fees paid less two nights which were “spent”. Backbone deluxe cabin rental \$1260 less \$420 (2 nights used) = \$840 refund to customer. (Park solutions: move renter to an equivalent cabin; or have customer complete a refund request form and submit to the local park office for processing.) The transaction change fee shall be waived for the customer and DNR shall pay a transaction

8. **Early Departure Refund Process.** The following procedures will be used to process any requests for refunds for an early departure. Requests will be reviewed on a case-by-case basis. Requests which meet the approved circumstances criteria listed in 7.D (7) will receive a refund.
- Renter must contact park within 48 hours after early departure.
 - Renter should stop by park office to pick up a refund request form. If necessary, park staff will mail, e-mail or fax the form to the customer.
 - Customer must complete the form, sign and date it and return it to the park office within 10 business days.
 - Park staff will review the completed form, verify the circumstance, sign and date the form and send on to district office.

- e. District office will review the form and approve or deny the request.
- f. Approved Requests -- District office will calculate appropriate refund and process it.
- g. Denied Requests -- District office will notify customer if the request is denied and provide the reason.

If customer contacts call center within the 48-hour timeframe, the call center representative can do the following: should inform the customer to contact the park to discuss the early departure and request a refund request form.

If customer leaves without first contacting park staff and does not telephone the park within 48 hours from departure time, the customer forfeits the ability to receive a refund for camping nights not used.

9. **Extend Stay After Arrival at Park.** Customer may extend their stay on a night-to-night basis so long as the facility is available and the minimum stay requirements are met. Payment of the additional nights will be handled by local park staff.

E. Cancellation of Initial Reservation.

1. **General.** Cancellations will be accepted during business hours of the reservation call center and 24 hours a day via the website. A cancellation fee applies to each individual reservation which is cancelled.

Cancellation policies, options, and deadlines shall be discussed with the customer at the time the reservation is made. Cancellation policies shall be included on the customer's confirmation card, whether by postage paid mail, facsimile transmission, or e-mail message. At no time shall the customer be charged a cancellation fee that exceeds the amount of the customer's rental fees charged and paid for the initial reservation. Call center representatives will always work with a customer to change their reservation to a different park and/or dates depending on the reason the customer is requesting the cancellation.

2. **Cancels Up to 30 Days Prior to Reservation Start.** An applicable refund will be given for any reason. For cancels received 30 or more days prior to arrival, the appropriate cancellation fee shall be assessed and no rental fees will be forfeited to DNR.
3. **Cancels 15-29 Days Prior to Reservation Start.** An applicable refund will be given for any reason. For cancels received 15-29 days prior to arrival, the appropriate cancellation fee shall be assessed and customer shall forfeit one night (daily rate) of a cabin/yurt rental fee or one day of a day-use facility rental fee.

NOTE: If the cancellation fee and forfeiture fee amounts exceed the total amount of rental fees paid, customer will not receive any refund and there will be no collection of additional money.

4. **Cancels Less than 15 Days to Reservation Start up to Arrival Date.** An applicable refund will be given for any reason. For cancels received less than 15 days prior to arrival, the appropriate

cancellation fee shall be assessed and customer shall forfeit two nights (daily rate) cabin/yurt rental fees or two days of a multi-day day-use facility rental fee. There will be no refund to a customer with a one-day lodge or open shelter rental. Call Center should communicate last minute cancellations to the park staff.

NOTE: If the cancellation fee and forfeiture fee amounts exceed the total amount of rental fees paid, customer will not receive any refund and there will be no collection of additional money.

5. **Cancel After Reservation Start Date Without Arriving at the Park, "NO SHOWS"**. For the duration of their rental facility stay, 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 partial or full refund; UNLESS extenuating circumstances are substantiated through documentation and subsequently approved by DNR. Extenuating circumstances should be rare and unusual. If the circumstances are validated, DNR may authorize call center to process such refunds of rental fees. If the call center receives a call from the party midway through the reservation, the park must verify that the customer did not arrive.
 - a. Customer calls and cancels on the 2nd day of a 5-day stay in a rental cabin. Customer was involved in a personal injury accident that prevented him/her from arriving on time and calling within 24 hours. Customer will receive refund.
 - b. Customer calls two weeks after his 3-day stay. No refund is due to the customer. Exception: Validated extenuating circumstances.
 - c. Customer calls the last day of a 3-day stay. No refund is due to the customer.
6. **Cancellation, by DNR/Contractor, for Insufficient Payment.** If the customer's money order or personal check is not received within the specified timeframe or the customer's credit card is denied, the reservation will automatically be cancelled and a cancellation notice will be sent to the customer. The call center/Contractor may automatically cancel the unsuccessful reservation and must provide customer with a written cancellation notice sent via postage-paid mail, e-mail, or facsimile transmission. No transaction fees (initial reservation fee or cancellation fee) are due from DNR to Contractor.
7. **Cancellation/Change, by DNR/Contractor, Force Majeure Events.** Call center or park staff will be responsible for contacting reservation customers who may be affected by special unforeseen circumstances in the campground or at the rental facility location. Special unforeseen circumstances may include extensive campground/rental facility damages from occurrences such as flood, tornado, fire, infrastructure failure, etc., and should occur infrequently, if ever. DNR shall notify Contractor/call center immediately of such occurrence(s) and the potential duration of interrupted camping services (such as 2 days, a week, a month, etc.) or rental facility services. Call center staff should try to accommodate the customer by changing the reservation rather than canceling the reservation.
 - a. Customers must be advised that if they cancel their reservation under these circumstances, that DNR will issue a full refund including the original reservation fee.

- b. Customers should be given a period of time, if needed, to reschedule, change the park location, etc. about their changed trip when the change is a result of Force Majeure events.
- c. Customers who have already arrived at the park and their stay is interrupted by a Force Majeure event will be compensated for any unused camping/rental facility 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: Cabin renter is staying Thursday, Friday, Saturday, Sunday, leaving Monday.

- Tornado – evacuate cabins at 3 a.m. Friday. Refund Thursday through Sunday since Thursday night was interrupted.
- Tornado - evacuate cabins at 8 a.m. Friday morning. Refund Friday through Sunday. Do not refund Thursday since night was uninterrupted at 6 a.m. and already spent.

8. **Cancellation/Change, by Contractor, Other Special Circumstances.** Call center/DNR will be responsible for contacting reservation customers to change or cancel a reservation for customers affected by other special unforeseen circumstances at rental facilities due solely to DNR operational or developmental issues of the campground or rental facilities. (For example, equipment failures of DNR, in-house construction crew has extended reconstruction requires the facility to be closed for an additional two weeks past the anticipated opening date, etc.)

Under these circumstances, the customer will be credited a full refund when the reservation is canceled (including the customer's initial reservation fee). For example, if customer had \$100 invested in the cabin rental (\$100 rental fees + \$6 initial reservation fee) and if the customer chooses to cancel, the customer will receive a refund for \$106. If the customer chooses to only change to a different park, site, etc., the difference must be calculated and processed accordingly with the customer except for the change fee. In such instances, Contractor's call center/DNR should diligently work with the customer to change the reservation rather than to cancel the reservation.

9. **Cancellation Information to Park.** The park staff must have access to information to easily determine reservations that were cancelled and the contacts that were made between the call center staff and the customer.

F. Arrival of Customers.

As a general rule, if the customer has not yet arrived at the park, they should contact the call center to communicate cancels, late arrival, problems or trouble. After arrival at the park, the customer should communicate with park staff for other matters that affect their reservation stay. However, both the park facility and call center must be flexible on this issue and communicate with each other.

1. Standard Check-in Times.

- a. Cabins/Yurts/Group Camps - The cabin day begins at 4:00 p.m. Cabin renters must check in at or after 4:00 p.m. CST. Except by arrangement for later arrival with park staff, no cabin, yurt or group camp reservation will be held past 6:00 p.m. on the first night of the reservation period if the person reserving the facilities does not arrive.
 - b. Lodges/Open Shelters – The rental day begins at 8:00 a.m. CST and all renters and guests must vacate the park or recreation area by 10:00 p.m. CST.
2. **Arrive Before Cabin Day Begins.** Call center should warn about early arrival. There is no guarantee that the site will be vacant and ready for use prior to 4:00 p.m. CST. If arriving early, customer must verify occupancy with park staff to ensure cabin is ready. The five-hour window between check-out and check-in is to make sure the site is cleaned up and ready to use.
 3. **Difficulties in Arriving on Time—Cabins/Yurts/Group Camps.** Variance is provided for customers experiencing unique difficulties. Customers that experience unique difficulties in arriving by 6:00 p.m. of the first night of the reservation should contact park staff immediately. When arrangements for late arrival have been made, the person must appear prior to the parks closing time of 10:30 p.m. CST or access will not be permitted to the facility until 8:00 a.m. CST the following day. Arrangements must be made with park staff in charge of the area if the next-day arrival is to be later than 9:00 a.m. CST.
 4. **Difficulties – No Arrival.** Customers that fail to show should promptly call the call center or the park office to be eligible for a refund if applicable.

When a customer calls into the call center on the day the reservation is beginning, or later, to let us know they will be late, then that representative who takes the call will contact the park and let them know. The call center representative will give the park the renter's name, reservation number and rental facility number/name. Notes will also be added to the customer's reservation regarding the late arrival. Communicating this information after park office hours will necessitate the use of a facsimile transmission or e-mail conveying the appropriate information.

While a reservation is being made, if a customer informs the call center representative that they will be arriving after the official check in time, but before the latest arrival, then that time will be documented in the notes section of the customer's reservation.

G. Exit of Renters.

1. Standard Check-out Times.

- a. Cabins/Yurts/Group Camps -- On the renters last day of their stay, renters must exit all cabins, yurts and group camps by 11:00 a.m. CST. This allows park staff a period of time to clean all facilities and get them ready for the next set of renters who will be checking in at 4:00 p.m. that same day.

- b. Lodges/Open Shelters -- Renters of lodges and shelters must exit all rental facilities by 10:00 p.m. CST.
- 2. **Leave Before Check-Out Time:** If the customer is leaving one or more cabin rental nights before their departure date, the customer may receive a refund if the circumstances surrounding the early departure meet the approved circumstances criteria in Section 7.D (7). The refund process in Section 7 D (8) should be followed.
- 3. **Leave Without Communicating with Park Staff**. If the customer simply leaves the park and fails to communicate with park staff about early departure and does not contact the park within 48 hours from the departure time, they forfeit the ability to receive a refund for any unused cabin rental nights that are applicable for an approved refund. Special circumstances will be considered for refunds after this time period as long as documentation can be provided by the customer, which is then verified by district supervisory staff.
- 4. **Phones Call Center About Early Departure.** If the call center is contacted about early departure from the park, the call center staff should direct them to telephone the park within 48 hours from the departure time to obtain the refund request form. If the park has not verified early departure through a completed Refund Request form by the customer at the park, no refund is applicable to the customer. Notes will be documented in the reservation. If they have already left the park and telephone the call center within 48 hours from departure, the call center staff should direct the customer pick up a form at the park or contact the park office immediately. Call center should contact the park that they received the call.

SECTION 8 REFUNDS

Once a camper/renter arrives at the park and then chooses to leave for whatever reason, a camper/renter may be eligible to receive a full or partial refund (See Change to Reservation Sections 6E and 7E regarding early departures). Park staff may offer their camping/rental fee refund through completion of a Refund Request Form which will be reviewed by local park staff and forwarded to the district park office. (Refund Request Form is included at the end of this section.)

A. Reservation Fee Refunds.

Unless caused by system errors, call center staff errors, or DNR 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 also result in a refund of the initial reservation fee (unless the refund is based on an early departure). Please refer to Section 3A for more information about exceptions.

B. Camping/Rental Fee Refunds, by Contractor, Prior to Arrival.

Camping/rental fees collected by the Contractor through Contractor's payment engine will be refundable by the Contractor via the same method of original payment. Credit card refunds shall be processed by close of business of the next business day, and will only be refunded on the original credit card. If the credit card is no longer valid, the Contractor shall contact DNR to process a refund check. Refunds for money order/personal check payments will be in the form of a refund check issued by DNR, and which will be received by the customer.

C. Camping/Rental Fee Refunds, by DNR, After Arrival.

DNR must authorize refunds due to early departure of reservation customers. All such refunds will require the customer to complete a refund request form prior to leaving the park facility or if leaving in the middle of the night, they should telephone the park within 48 hours from the departure time to advise the staff about the reason for sudden departure and to obtain the necessary refund request form. If the customer contacts the call center within the 48-hour timeframe, the operator should collect the necessary customer data and forward this to the park for the park to submit the form to the customer for the requested refund.

NOTE: When a refund is requested against a reservation transaction paid by credit card, the refund back to that credit card must be made by the call center staff or central park office staff.

Examples:

- Camper on Basic site for 10 camping nights. On the day of the 7th camping night, the camper leaves early because of heat. Camper forfeits all camping fees remaining—no refund.
- Camper on Basic site for 5 camping nights. On camping day 2 leaves early because the electricity quit working at the site. Reservation was paid for by paper check. All alternatives were exhausted and no solution found. Refund shall be calculated as follows: Camper is due a refund of \$44 (4 unspent nights x \$11 camping fee).

- Customer rents a cabin for 7 nights. On the day of the third rental night, the park's water supply is inoperable and customer wants to leave. All alternatives have been exhausted and park is at fault. Customer receives cabin fees less two nights (daily rate) already spent.

7-night rental for Backbone Deluxe cabin is \$636 (includes tax). Calculated refund is \$636 – 212 = \$424 due to Customer.

D. Campground/Rental Facility Evacuated for Force Majeure Event.

(Acts of God or other circumstances out of DNR's control)

Customers who have already arrived at the park and their stay is interrupted by a Force Majeure event will be compensated for any unused camping/rental nights, including the night of the event if the event resulted in the camper's/renter'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 – evacuate campground at 3 a.m. Friday. Refund Thursday through Sunday since Thursday night was interrupted.
- Tornado - evacuate campground at 8 a.m. Friday morning. Refund Friday through Sunday. Do not refund Thursday since night was uninterrupted at 6 a.m. and already spent.

E. Camping/Rental Fee Refunds – First-come, First-served Users.

If a first come user pays for more than one day at a time (without making a reservation) and decides to leave early, they will forfeit all remaining camping/rental fees unspent.

F. Transaction Fees Due Contractor.

Anytime a refund is approved for an early departure which was not the fault of the Contractor or due to the Contractor's policies, the Contractor retains the original reservation transaction fee.

G. Refunds, Addressee Unknown.

In the event a reservation transaction refund check is returned to the DNR's Des Moines office stamped "Addressee Unknown," DNR should send a second request via postage paid mail marked "Address Correction Requested." If still undeliverable after the use of the "Address Correction Requested" DNR should, on an annual basis issue a new check payable to State Treasurer of Iowa that is equivalent to the amount of outstanding checks for the reporting period. A detail report, available through the reservation system program, must accompany said check. The State Treasurer then assumes responsibility for the unclaimed money. Outstanding checks must be reported on standard financial reports as required by the State Treasurer's office. This policy is in accordance with Iowa Code Chapter 556.



IOWA STATE PARKS CAMPING/RENTAL FACILITIES REFUND REQUEST FORM

1. Completed by person requesting refund (please print)

Today's Date: _____

Name: _____

Address: _____

City/State/Zip: _____

Telephone: _____

Name of Park: _____

Did you make a reservation? ☐ Yes ☐ No

Reservation Number: _____

Facility Type (check one)

- ☐ Campsite ☐ Cabin/Yurt
☐ Lodge ☐ Group Camp
☐ Open Shelter ☐ Open Shelter w/ kitchenette
☐ Beach house/Open Shelter

Campsite/Facility Number/Name: _____

Arrival Date: _____

Actual Departure Date: _____

Departure Time: _____ ☐ am ☐ pm

Reason for Leaving Early (check one)

- Family Emergency: ☐ Death of immediate family
 ☐ Serious illness
 ☐ Serious accident
 Park Failed Customer: ☐ Electric/sewer/water failure
 ☐ Cabin/lodge amenity failure
 ☐ Other- State below
 Other: ☐ Security Evacuation
 ☐ Flood/Act of God

Provide brief specifics for the scenario checked above:

DNR

Customer Signature and Date

Completion of this form does not guarantee a refund. Each request is reviewed on a case-by-case basis and is subject to applicable policy.

10/2020 cmc

2. For Park Office Use Only

Park Staff Comments (required):

DNR

Park Staff Signature and Date

3. For District Office Use Only

Request has been: ☐ Approved ☐ Denied

Scheduled Arrival Date: _____

Scheduled Departure Date: _____

Number of Nights/Day Paid: _____

Number of Nights/Days Used: _____

Number of Nights/Days Refunded: _____

Calculations

Number of Nights/Days Used: _____

Daily Fee: _____ x _____

Amount of Fees Used: \$ 0.00

Total Camping/Rental Fees Paid: _____

LESS Amount of Fees Used (above): - \$ 0.00

Total Refund Due: \$ 0.00

Refund Payable by: ☐ Check☐ Credit Card

Refunds will be processed by method of payment when reservation was made.

DNR

District Supervisor Signature and Date

SECTION 9 PARK INVENTORY CLOSURES

A park inventory closure is a mechanism to temporarily remove campsites or rental facilities from the reservation system's inventory. Park inventory closures should be used minimally and as a tool for campground/facility management.

A. At Park Request.

Any park manager or park ranger with reservation security identification may process a park inventory closure for any duration for sites at their facility via the reservation system using the steps listed below. Alternatively, any park staff with reservation security identification also may communicate with the Contractor's help desk via e-mail to initiate/change/release a park inventory closure at their facility. The person requesting the park inventory closure will be noted, as well as the reason for the closure.

Full Time Park Staff WILL:

1. Keep a file of park inventory closures for your campsites and/or rental facilities, including closure communications with Contractor, district supervisor, call center or DNR administrative staff.
2. Determine when a park inventory closure is needed—reasons vary (electrification project, flood event, tornado, fire, paving project, site enhancement, etc.). For extensive closures for any number of sites that exceed 7 consecutive days, confer with district supervisory staff **prior** to closing the sites on the system. This determination will need to be finalized at least 6 to 12 months in advance for construction projects (depending upon rental facility—campground, cabin, lodge, etc.), and as soon as possible for Acts of God. Be very specific about beginning and ending dates. For major projects, it is recommended that the sites be closed for one year. Having the sites closed too long is not a problem. Not finishing the project and having them reserved is a big problem.
3. Determine the sites affected.
4. Initiate the park inventory closure via the reservation system (or via phone to call center if enabled by Contractor). The details within the closure must be specific and clear as to why the closure was created.
5. Check the park closure for accuracy via the reservation system.
6. On occasion, check the online system to ensure the park inventory closures remains intact.
7. Communicate with the reservation help desk if errors or changes are noted to the closure.
8. Check the adjustments, if any, for accuracy.
9. Project running longer than anticipated? -- Adjust the closure, if necessary, by adding additional days. This should be done at least 6 to 12 (depends upon the rental facility type) months in advance of the last day of the first closure.

Example: Original closure was 3 days to complete an asphalt sealing on the parking pad or to stain a rental facility. Equipment failure has delayed the project. Park staff call to extend the project another 4 days (total 7 days). If more than 7 days are needed, park staff to contact district supervisory staff for added extension.

10. Release the park inventory closure when it is no longer needed or you are assured of a specific opening date for the campsites/campground/rental facilities. If you know on Jan. 1 and can guarantee that your sites will be ready by August 1, release them in January effective for August 1. If you are not positive the job will be done, leave them closed until the sites are ready. The person initiating the original closure should be the person releasing the sites/rental facilities back to the inventory.

Example: Park staff of Geode State Park requested a 3-day closure on site 25. Park staff of Geode State Park may remove the park closure. It is not acceptable for Gull Point State Park staff to remove a park closure on the Geode State Park sites.

11. **Proposed Inventory to Close Already Reserved.** Sometimes reservations will already exist in the inventory to be closed. The park staff needs to determine if the reservation can be satisfied on another site, park staff should call the customer to discuss the issue if they will be given another site, or perhaps the reservation needs to be canceled. If the only option is to cancel, the cancel fee will be on DNR if the situation arose due to DNR's inability to plan ahead. If the reservation existed in the "closed" inventory because of system errors, Contractor will pay the cancel fee.

B. At the Call Center.

The call center should not initiate a park closure unless it has been requested by DNR.

SECTION 10 DOCK MANAGEMENT AREAS (DMA)

Dock Management Areas are governed under 571 IAC Chapter 16 "Docks and other Structures on Public Waters." Park staff use the marina manager mechanism to assign DMA slips to customers who want to pay online on an annual basis. The system will apply a slip rental fee and hoist fee for each customer.

A. Slip and Hoist Fees - 571-IAC 16.29.

DMA Name	Dock Fee	Hoist Fee
East Okoboji Beach	\$250	\$50
Triboji Lakeshore	\$250	\$50
Triboji Lazy Lagoon	\$250	\$50 (hoist or slip fee)
Pillsbury Point	\$250	\$50

B. Convenience Fee.

A convenience fee of 2.5% is assessed for each online payment. The convenience fee goes to the Contractor.

C. Payments.

1. **Online.** Customers may pay their annual fees online using a credit card or debit card backed by a major credit card only. Customers must have a customer account on the reservation system. If a customer does not have an account, the customer either creates the account on their own or requests that park staff create the account. Once the customer account is created, the slip is assigned to their account by DNR. The customer should be able to do future payments online by logging into that account.
2. **Mail-in or In-Person.** Customers who pay by check or money order must either mail the payment to the local park office or deliver in person at the local park office. Customers who pay by cash must pay in person at the local park office.
3. **Failure to Pay.** Customers who fail to pay within the established deadline will forfeit the slip assignment and park staff may assign the slip to another person if there is a waiting list.

1.

SECTION 11 NONRESIDENT USER ANNUAL PERMIT

The nonresident user annual permit for Lake Manawa and Waubonsie state parks is a pilot project which is scheduled to sunset July 1, 2022. Customers may purchase the annual vehicle permit either at the local park office or online through the centralized reservation system point of sale mechanism. Second vehicle annual permits are not available through the reservation system and must be purchased locally at the park office.

A. Nonresident User Permit Fees – 571 IAC 16.29.

Permit Type	Fee
Annual Vehicle Permit (online or in park)	\$40
Second Vehicle Annual Permit (in park only)	\$15
Daily Permit (available in park only)	\$5

B. Contractor Fees.

Contractor will invoice DNR \$838.50 each month for the annual permit pilot project.

C. Permit Information.

The reservation system will assign a permit number from the preloaded permit numbers for each annual permit purchased. Central Office park staff will mail the annual permit to the customer.

OPERATING POLICIES AND PROCEDURES REVISION HISTORY

<u>Revision Date</u>	<u>Section</u>	<u>Revision Description</u>
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