

571—61.3(461A) Centralized reservation system—operating procedures and policies. The centralized reservation system of the department accepts and processes reservations for camping and rental facilities in state parks, recreation areas and state forest campgrounds.

61.3(1) Recreation facilities available on centralized reservation system.

a. Rental facilities. All rental facilities are available on the centralized reservation system with the exception of the conservation education center rental at Springbrook State Park.

b. Campgrounds.

(1) All campgrounds are available on the centralized reservation system except for the campgrounds at A. A. Call State Park, Fort Defiance State Park and Preparation Canyon State Park and the backpack campsites located in state forests.

(2) No less than 50 percent and up to no more than 75 percent of the total number of campsites in each individual campground shall be designated as reservable sites on the reservation system. The determination of which campsites shall be included in the reservable designation shall be the responsibility of the park staff in each park. Park staff shall include a combination of electric, nonelectric and sewer/water sites while taking into consideration campsite characteristics such as location, shade and size. The department will review the percentage of reservable sites and usage on a biennial basis and determine whether the percentage of reservable campsites should be changed. A reservable campsite will be identified with a reservable-site marker on the campsite post.

(3) All designated organized youth group campsites and campsites marked with the international symbol of accessibility are included in the reservation system.

(4) Reservations will not be accepted for camping stays that occur November 1 through March 31.

61.3(2) Methods available to make reservations. Persons may make reservations by telephone through the call center or through the Internet by using the reservation system website.

61.3(3) Reservation transaction fees. Fees to process a reservation, change a reservation or cancel a reservation shall be set contractually with the reservation system vendor and published on the department's website with the camping, rental facility and other special privilege fees set by the department pursuant to 561—Chapter 16.

61.3(4) Reservation window.

a. Camping. Camping reservations may be made up to 3 months before arrival but no later than 21 days before arrival if payment is made by paper check or money order and no later than 2 days before arrival if payment is made by credit card or debit card.

b. Rental facilities.

(1) Rentals for May 1 to September 30. Rental facility reservations may be made up to 12 months before arrival but not later than 21 days before arrival if payment is made by paper check or money order and no later than 4 days before arrival if payment is made by credit card or debit card.

(2) Rentals for October 1 to April 30. Rental facility reservations may be made up to 12 months before arrival but not later than 21 days before arrival if payment is made by paper check or money order and no later than 7 days before arrival if payment is made by credit card or debit card.

61.3(5) Site-specific reservations. All reservations shall be for a specific campsite, cabin, lodge or open shelter.

61.3(6) Changing a reservation. Changes to reservations shall not be made until the initial reservation has been paid in full.

a. Camping.

(1) The last day a person may make a change to a camping reservation is 4 days prior to the scheduled arrival date if payment is made by credit card or debit card or 21 days prior to the scheduled arrival date if payment is made by paper check or money order.

(2) Equestrian campers may make changes to a camping reservation less than 4 days prior to the arrival date if the equestrian trails are closed on the same day as the equestrian campers' scheduled arrival date or on the day before their scheduled arrival date.

b. Rental facilities. The last day a person may make a change to a rental facility reservation is 15 days prior to the scheduled arrival date if payment is made by credit card or debit card or 21 days prior to the scheduled arrival date if payment is made by paper check or money order.

61.3(7) *Canceling a reservation.* Persons who cancel their reservations prior to or on the scheduled arrival date shall receive a refund as follows:

a. Camping.

(1) Persons who cancel their reservations two or more days prior to the scheduled arrival date will receive a refund of all camping fees paid less the cancellation fee.

(2) Persons who cancel their reservations one day prior to the scheduled arrival date will receive a refund of all camping fees paid less the cancellation fee and forfeiture of one night's camping fee.

(3) Persons who cancel their reservations on the scheduled day of arrival will receive a refund of all camping fees paid less the cancellation fee and forfeiture of two nights' camping fees.

b. Cabins.

(1) Persons who cancel their reservations 30 or more days prior to the scheduled arrival date will receive a refund of all rental fees and tax paid less the cancellation fee.

(2) Persons who cancel their reservations 15 to 29 days prior to the scheduled arrival date will receive a refund of all rental fees and tax paid less the cancellation fee and forfeiture of one night's rental fee and tax.

(3) Persons who cancel their reservations less than 15 days prior to the scheduled arrival date or on the scheduled arrival date will receive a refund of all rental fees and tax paid less the cancellation fee and forfeiture of two nights' rental fees and tax.

c. Lodges, open shelters, open shelters with kitchenettes, and beach house open shelters.

(1) Persons who cancel their reservations 30 or more days prior to the scheduled arrival date will receive a refund of all rental fees and tax paid less the cancellation fee.

(2) Persons who cancel their reservations 15 to 29 days prior to the scheduled arrival date will receive a refund of all rental fees and tax paid less the cancellation fee and forfeiture of one day's rental fee and tax.

(3) Persons who cancel their reservations less than 15 days prior to the scheduled arrival date or on the scheduled arrival date will receive a refund of all rental fees and tax paid less the cancellation fee and forfeiture of two days' rental fees and tax, if applicable.

d. Cancellation after scheduled arrival date. Persons who cancel any reservation after the scheduled arrival date will receive no refund unless extenuating circumstances have been documented, reviewed, and approved in writing by the department.

e. Cancellation fees exceeding camping or rental fees. When the cancellation fee and forfeiture of camping fees or rental fees and tax exceed the total amount of camping fees or rental fees and tax paid, no refund will be issued.

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