



**Recreation.gov**

EXPLORE YOUR AMERICA

# **Operating Procedures Manual**

**2014**

## Purpose of this Manual

The Operating Procedures Manual (OPM) provides an overview of Recreation.gov, with emphasis on business rules and the daily operations of the reservation system. The OPM is primarily for participating agency personnel and concessionaires who work with Recreation.gov, particularly those in the field who work as the Recreation.gov field Point-of-Contact (POC) or supervise those providing reservation services to the public.

This manual supplements the on-line help tools accessed via the “agency sign-in” page of [Recreation.gov](https://www.recreation.gov) and training conducted by participating agencies and the contractor, Active Network doing business as ReserveAmerica, Inc.

Download copies of this manual and any updates from the ActiveWorks | Outdoors landing page after signing in from the “agency sign-in” page of [Recreation.gov](https://www.recreation.gov). The Recreation.gov Leadership Team reviews and updates this manual periodically. If you have questions, comments or suggestions, please forward them to your Agency Technical Representative (ATR).

## Recreation One Stop (R1S) Program Management Office (RPMO)

The term “Recreation One Stop (R1S)” describes the program that manages Recreation.gov, including staff and functions. The **Recreation One Stop (R1S) Program Management Office (RPMO)** is the federal government office responsible for implementing and managing the Recreation.gov contract and all supporting services on a daily basis. The RPMO, formerly known as the National Recreation Reservation Service (NRRS) Contract Management Office (NCMO) underwent a name change in 2010 to more accurately reflect the scope and functions of the office.

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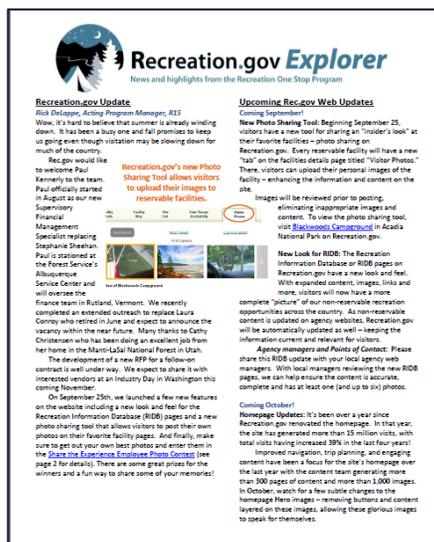
# Introduction

## 0.1. Recreation.gov Terms

Recreation One Stop and Recreation.gov are a partnership between federal land management agencies to provide the one-stop shop for federal recreation information, trip planning, and reservations through Recreation.gov.

- **Recreation One Stop (R1S)** describes the program, its staff and functions.
- **Recreation.gov** is not only our website but our “brand name.” We use the term “Recreation.gov” to describe all related services we provide such as the call center and trip planning tools.
- **National Recreation Reservation Service™ (NRRS)** describes the reservation component of Recreation.gov. However, Recreation.gov also provides information about all participating agency sites through the Recreation Information Database (RIDB).
- **Recreation Information Database (RIDB)** provides information for all participating agency locations even those that do not offer reservations. RIDB content comes directly from agency sources.

**Tip:** Appendix 1 provides definitions for most of the program-specific terms (such as “field location” or “reservation cut-off window”) that appear in this manual.



**Tip:** Subscribe to the interagency Recreation.gov Explorer for news you can use and highlights from the Recreation One Stop program, including tips and hints for using Recreation.gov and upgrades in technology, functionality and services. Contact your Agency Technical Representative (ATR) and ask them to add you to the mailing list.

## 0.2. Recreation.gov Mission Statement

The mission of Recreation.gov is to provide an innovative, easy approach for the public to reserve federal recreation facilities and activities while providing high-quality services that emulate industry standards.

## 0.3. Recreation.gov Benefits

### Recreation.gov provides high quality customer service through:

- One-stop shopping for customers to make recreation-related reservations for a wide variety of federal recreation areas, facilities, and activities.
- Innovative and user-friendly, multi-channel access to information about federal recreation facilities and activities.

### Recreation.gov improves existing reservation services through:

- Multiple sales channels for broader access to reservations.
- Trip planning features at reservable and nonreservable areas and facilities.
- Performance incentives for contract service providers.
- Increased inventory and reservable sites.
- Customer referrals to other participating facilities and activities.

### Recreation.gov supports agency field personnel by:

- Providing technical support to implement recreation-related reservations and on-site point-of-sale services at field locations.
- Continuously improving operations and management capabilities for field personnel.
- Minimizing money handling responsibilities at field sites.
- Providing easy and efficient ways to manage on-site reservations.
- Protecting over-used sites and promoting under-used recreation sites.
- Minimizing redundant data entry for recreation-related and reservation inventory.

### Recreation.gov is cost-effective through:

- Use of continually emerging technologies.
- Implementation of innovative management practices.
- Achieving economies of scale through interagency cooperation.

### Recreation.gov shares and protects data by:

- Meeting requirements for Certification and Accreditation (C&A) for information security, privacy, information collection, accessibility, and records management.

- Meeting requirements for the Payment Card Industry (PCI) Data Security Standards (DSS).
- Furnishing appropriate information to third party channels (as applicable) about participating recreation areas, facilities, and activities.
- Sharing data about federal recreation areas, facilities, and activities with state tourism websites, convention and visitor bureau websites, camping publications, etc.
- Ensuring security and privacy for financial data and customer-related data.
- Providing portal interoperability with interfaces between reservation services and related services like trip planning and recreation-related sales.

## 0.4. The Current Contract

Recreation.gov provides reservation access to more than 80,000 sites at over 2,600 field locations represented by seven federal agencies. Its inventory includes overnight camping sites for individuals, families and groups; tour ticketing activities; group day-use facilities; wilderness permits, and lotteries for special events or high-demand activities. The agencies participating in Recreation.gov for reservation sales are:

- US Department of Agriculture (USDA) Forest Service (FS)
- U.S. Army Corps of Engineers (USACE)
- U.S. Department of Interior (DOI), National Park Service (NPS)
- DOI, Bureau of Land Management (BLM)
- DOI, Bureau of Reclamation (Reclamation)
- DOI, U.S. Fish and Wildlife Service (FWS)
- National Archives and Records Administration (NARA)

Other federal agencies, such as the Department of Transportation, Smithsonian Institution and Tennessee Valley Authority do not offer reservations but participate in Recreation.gov by sharing information through the Recreation Information Database (RIDB). New agencies may join Recreation.gov by becoming active participants in the interagency agreement. View a list of [participating partners](#) on Recreation.gov.

Some agencies and organizations that support Recreation.gov are:

- U.S. Department of Treasury, the designated bank.
- Our contractor, Active Network doing business as ReserveAmerica, Inc.
- Concessionaire personnel.

## 0.5. The Recreation.gov History Timeline

**1995** – The U.S. Department of Agriculture (USDA) Forest Service, the U.S. Army Corps of Engineers, and the Department of Interior envision the interagency National Recreation Reservation Service™ (NRRS) to offer the public “one-stop” reservation services for federal recreation facilities and activities and develop an Interagency Agreement.

**1997** – The NRRS awards the first interagency reservation service contract to Park.net, Inc. of Ballston Spa, NY to develop, implement and operate the NRRS. The company was later renamed ReserveAmerica, Inc.

**1998** – In October, the NRRS launches call center reservations at more than 49,000 unique sites at 1,700+ field locations services.

**1999** – In May, the NRRS launches the first Internet sales channel, ReserveUSA.com, to provide the public with the ability to make advance reservations over the Internet at any field location.

**1999** – In the summer, the NRRS adds a field sales channel, providing customers with direct access to reservation services on-site from over 500 field locations.

**2003** – The Department of Interior Bureaus (National Park Service, Bureau of Land Management, and Bureau of Reclamation) join the USDA FS Contract. The consolidation is part of the “[Recreation-One-Stop \(R1S\)](#)” initiative in the President’s Management Agenda. The goal of R1S is to improve effectiveness, efficiency, and customer service in the delivery of federal recreation information and reservation services.

**2006** – Recreation One Stop implements the second generation contract that integrates Recreation.gov with the NRRS and adds National Park Service locations from the former National Park Reservation System (NPRS).

**2007** – In February, the NRRS joins [Recreation.gov](#) into a single point of online access at [www.Recreation.gov](#), to become the federal recreation portal and website, replacing the former NRRS website, ReserveUSA.com, and the National Park Reservation System (NPRS)

**2009** – National Archives and Records Administration adds timed entry reservations for the National Archives Museum. The same year, the U.S. Fish and Wildlife Service adds the agency’s first reservable facilities and the Salmon and Challis National Forests add the Four Rivers permits and lotteries, the first inventory of its kind and the second permit on Recreation.gov. Active Network purchases ReserveAmerica, Inc.

**2011** – The Presidential initiatives [Americas Great Outdoors \(AGO\)](#) and the [National Travel and Tourism Strategy \(NTTS\)](#) thrust Recreation.gov to the forefront as a tool to promote United States tourism on **federal lands**.

**2012** – A redesign of Recreation.gov occurs, adding significantly more travel planning content to the home page. The first Hawaii location – the highly visited USS *Arizona* Memorial and Pearl Harbor Historic Sites – adds tour tickets to Recreation.gov.

**2012 to present** – Recreation.gov experiences growth in the number and variety of complex wilderness permit and lottery systems as well as continuing to add traditional camping and day use locations.

# Chapter 1 – The Recreation.gov Contract

## 1.1 Contract Services

The USDA FS awarded the current Recreation.gov contract to ReserveAmerica, Inc. in 2007. The contract's base period ended on September 30, 2010, with the option to extend the contract through six (6) one-year periods for a maximum total of 10 years. The contractor may earn award terms based on contract performance. If the government chooses to exercise all the award terms, the contract may extend through September 2016.

Active Network/ReserveAmerica, Inc. provides a wide variety of reservation services for Recreation.gov through the ActiveWorks | Outdoors (AWO) platform, including a fully integrated web-based portal, multiple sales channels and administrative reports that users can access through the [Recreation.gov](https://www.recreation.gov) "agency sign-in" page.

**NOTE:** In 2009, Active Network acquired ReserveAmerica, Inc. This document uses both company names throughout; however our contract is with ReserveAmerica, Inc.

## 1.2 [Recreation.gov](https://www.recreation.gov): The Federal Recreation Portal

[Recreation.gov](https://www.recreation.gov) is the interagency federal recreation portal bringing federal recreation information together from diverse agencies and other sources. Recreation.gov provides the ability to make recreation-related reservations at a wide variety of federal recreation areas and offers trip planning features, maps, and comprehensive information about thousands of federal recreation opportunities, including links to activities and sites associated with federal agency partners like state tourism bureaus and other travel and recreation-related organizations.

[Recreation.gov](https://www.recreation.gov) provides innovative and easy-to-use multi-channel access to information and reservations for federal recreation facilities and activities at Forest Service, Army Corps of Engineers, National Park Service, Bureau of Land Management, Bureau of Reclamation, Fish and Wildlife Service, and National Archives and Records Administration facilities.

## 1.3 Sales Channels.

Recreation.gov offers three main sales channels for customers to make reservations: Internet, call center, and at field locations.

### 1.3.1 Internet Sales – Recreation.gov.

[Recreation.gov](http://Recreation.gov) serves as the federal recreation and activity website portal. It also provides customers with the ability to directly access reservation services for facilities and activities. Our customers make over 80% of advance reservations on-line.

### 1.3.2 Call Center Sales.

Customers may call a toll free number to connect to one of a team of sales agents who process reservation requests. Active/ReserveAmerica, Inc. operates five call centers; two of these handle Recreation.gov calls. The primary call center is in Saratoga Springs, NY, but the call center agents in Sacramento, CA, might also answer a customer's call. Call center managers route customer calls between these locations depending on customer demand and available call center personnel. The contract requires specific call center hours of operation.

#### Call Center Contact Information and Hours of Operation

Customers may call a toll free number (877) 444-6777 or (877) 833-6777 for TDD access. The Recreation.gov call center is operational seven (7) days a week, as follows:

- Peak Season – March 1 to October 31 from 10:00 a.m. to Midnight, Eastern Time.
- Non-Peak Season – November 1 to February 28 from 10:00 a.m. to 10:00 p.m., Eastern Time.
- Closed on New Year's, Thanksgiving and Christmas Days.

### 1.3.3 Field Sales Channel.

This sales channel allows a walk-up customer to come to a participating recreation site that is equipped with the required computer and communications capability and book either an immediate reservation or an advance reservation. Field personnel utilize different computer software applications depending upon their specific need (Field Manager for camping and facilities, Venue Manager for tours and ticketing, Permit Manager for wilderness permits, etc.) to provide field sales for customers. All locations that offer field sales must comply with Payment Card Industry (PCI) Data Security Standards (DSS). See **3.3.3 PCI Compliance**.

## 1.4 Field Support: The Help Desk and Customer Service

Active Network (doing business as ReserveAmerica, Inc.) provides field support under the contract through the Recreation.gov Help Desk and Customer Service (Service Resolution Team or SRT<sup>1</sup>).

### 1.4.1 The Help Desk.

The Help Desk provides technical and operational support to field personnel at participating sites. Their task is to resolve issues (software, inventory/data, programming, communications, etc.) that adversely affect reservation services at any field location. See **Chapter 6, Where to Get Help** for contact information and hours of operation and support procedures.

### 1.4.2 Customer Service (Service Resolution Team or SRT<sup>1</sup>).

Recreation.gov provides service to the public when they need assistance with existing reservations, including refunds, reservation fees, service fees, changes and cancellations. Field personnel may provide Customer Service contact information to the public when they have questions regarding their reservation. Field personnel may also contact Customer Service on behalf of customers or to follow-up on a specific customer's problem. Field personnel should not contact customer service with operational issues; refer these to the Help Desk.

Customer Service is operational year around, on the same schedule (days and time) as the call center. See **Chapter 6, Where to Get Help**, for contact information and procedures.

## 1.5 The Recreation One Stop (R1S) Program Management Office (RPMO)

The overall management of Recreation.gov is much broader than administering a service contract. It requires coordination among all participating agencies on recreation policy, the adoption of standard operating procedures for the effective delivery of reservation services to the public and financial management to safeguard and properly distribute federal funds.

Senior leadership guides the program through the interagency **Recreation Management Committee** (RMC) which includes representatives from each agency signatory to the R1S

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<sup>1</sup> Active/ReserveAmerica changed the name of the "Customer Service" Department to "Service Resolution Team" in 2013 to better reflect the array of services they provide. This document uses the more common and understood term "Customer Service."

Interagency Agreement. Contact your Agency Technical Representative to learn more about the RMC.

The R1S Interagency Agreement provides for the R1S Program Management Office (RPMO), a federal government office responsible for implementing and managing the contract and all supporting services including managing the program on a day-by-day basis. The RPMO is also responsible for managing the Recreation Information Database (RIDB) and for administering any contracts associated with provision of the RIDB.

An Organizational Chart appears in **Appendix 2**

### **1.5.1 Functions performed by the RPMO**

The RPMO staff monitors the contractor's work performance and provides financial management services for participating agencies. RPMO staff work directly with the agencies to provide effective reservation services to the public.

Recreation One Stop provides an the interagency Recreation.gov *Explorer* to help you stay informed about Recreation One Stop program, including tips and hints for using Recreation.gov and new technology, functionality and services. Contact your Agency Technical Representative (ATR) and ask them to add you to the *Explorer* newsletter mailing list.

The Green Mountain-Finger Lakes National Forest provides office space to the RPMO staff responsible for the financial management activities of Recreation.gov in Rutland, VT. Contact information for the RPMO office appears on the inside cover of this manual. Other RPMO personnel work throughout the United States and perform the following functions:

- Manage the multi-agency recreation reservation program and system.
- Manage the Recreation Information Database (RIDB)
- Manage and oversee all funds processed through Recreation.gov to assure accountability and appropriate payment to participating agencies and concessionaires.
- Process refunds where the customer paid by cash, check or money order.
- Measure critical elements of the contractor's performance to assure compliance with standards specified within the contract.
- Coordinate and interact with federal agencies interested in joining Recreation.gov.

## 1.5.2 RPMO staffing

- **Program Manager.** The program manager is responsible for general policy guidance and direction from the interagency Recreation Management Committee (RMC) and agency program managers on the daily operations of the program with the support of the RPMO staff and Agency Technical Representatives.
- **Contracting Officer's Representative (COR).** This individual is responsible for daily management and administration of the contractor-provided services and deliverables under the Recreation.gov contract and for supporting the Contracting Officer.
- **Finance Officer.** This individual is responsible for overseeing and reconciling all financial transactions.
- **Accountant.** The accountant verifies collections and disbursements and maintains the accounting records including the cash balance.
- **Support Specialists.** These individuals perform the daily RPMO financial tasks within the ActiveWorks | Outdoors (AWO) system and the general accounting system.
- **Systems Analyst.** The Systems Analyst is responsible for the project management components of the RIDB and all security requirements of Recreation.gov.
- **Permits and Lotteries Analyst.** This individual coordinates the implementation of new permits and lotteries when facilities consider joining Recreation.gov.
- **Communications/Web Content Coordinator.** The web content coordinator oversees the Recreation.gov home page production schedule and the interagency web content team.
- **Writer/Editor.** The Recreation.gov editor reviews facility descriptions to ensure they are consistent across the Recreation.gov website, writes and edits Recreation.gov travel content and the *Explorer* newsletter.
- **Performance Manager.** This individual coordinates the performance management requirements of the contract and assists the COR with contract deliverables. The PM also coordinates a designated team of agency personnel known as Performance Management Organization (PMO). These individuals assure that the contractor is meeting the performance requirements specified in the contract.

The inside of the cover page provides RPMO contact information.

## 1.6 Additional Agency Personnel who support Recreation One Stop

- **Contracting Officer (CO):** The CO is a USDA Forest Service employee with the warranted authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
- **Agency Technical Representative (ATR).** Each participating agency provides an ATR to assist the COR in managing the contract. These individuals specialize in handling reservations and reservations-related contract issues relative to the agency he or she represents.
- **Agency Points-of-Contact (POCs).** These individuals at field locations assist with implementation of the reservation service within their area of responsibility. They are responsible for inventory management, field training, refund approvals and following up with the Contractor on customer service and technical issues to assure that they are resolved.
- **Quality Assurance Evaluators and Performance Monitors.** These agency personnel evaluate how our contractor is meeting the performance requirements of the contract.

Find contract management personnel and ATR contact information by accessing the “agency sign-in” page of [Recreation.gov](https://www.recreation.gov). If you do not have a user name and password, contact your ATR. If you do not have the contact information for your ATR, call the RPMO at 1 (802) 747-6772 or [rpmo@fs.fed.us](mailto:rpmo@fs.fed.us).

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# Chapter 2 –Recreation.gov Business Rules and Policies

## 2.1 Purpose.

Recreation.gov and our contractor, Active/ReserveAmerica, Inc., operate under the business rules and policies outlined in this chapter. Recreation.gov reserves the right to modify reservation policies and procedures.

- **Exceptions:** Only the Agency Technical Representative (ATR) in consultation with the R1S Contracting Officer's Representative (COR) and Program Manager may grant exceptions to these rules. . Contact your ATR with any questions you may have about Recreation.gov business rules and policies.

Business rules establish the formal framework that enables Recreation.gov to provide reservation services. Software and system limits incorporate the business rules and control the handling and processing of reservations.

It is important that agency personnel, such as field Points-of-Contact (POCs), understand these rules and how they are applied.

## 2.2 Reservations Defined

A reservation is the sale via any sales channel of a single unit of inventory at a field location for a single period. A reservation transaction is complete when the customer pays the fees in-full and receives the confirmation number.

## 2.3 Maximum number of Reservations

Following are the maximum number of reservations allowed for a single customer at one **facility** on a single call or Internet session.

There is no limit to the number of reservations a customer can make for **multiple facilities** on **different dates** during a **single call or Internet session** (for example, the customer may be planning a cross-country trip).

- **Campsites:** The system allows a maximum of four reservations per call or Internet session at one facility. A customer may log off and log back onto Recreation.gov or call back to make additional reservations if he or she needs more than four.
- **Tours and Timed Entry or Ticketing.** The numbers of reservations is unlimited up to the maximum number of available tickets or entries.

- **Permits and Lotteries.** Permit reservation rules vary widely by location and activity. Please contact your ATR or the Recreation.gov Permits and Lotteries Specialist.

## 2.3 Primary Occupant—the name on the reservation

For camping and tours, a reservation does not have to be in the name of the primary occupant who will be on the site, nor must a customer whose name is on the reservation be the one to check-in. Consult with your ATR if you need an exception to this rule.

For permit reservation holders, the group leaders name on the permit or reservation is generally not transferable and that individual must be present with the group for the entire period the permit authorizes.

## 2.4 Maximum Reservation Window(s)

The maximum window refers to how far in advance a customer can make a reservation for a facility or activity (not to be confused with **Reservation “Cut-off” Window(s)**, which are the latest date and/or time that a customer may request a reservation prior to the arrival date).

### 2.4.1 Rolling Maximum Window

Recreation.gov uses a “rolling” maximum window (with rare exceptions such as **Yosemite National Park**). With a **rolling window**, the system makes inventory available for some specified amount of time, e.g., six months or 12 months in advance of the customer’s arrival date.

Example: 6 month rolling maximum window.

- On February 14, the inventory for August 14 is available for booking.
- On February 15, the inventory for August 15 is available for booking (and so on).

#### 2.4.1.1 Extra Days at the End of the Month.

The following example illustrates how the system handles dates when the rolling window reaches the end of the month, using a six month Rolling Maximum Window.

On February 28 the inventory for August 28 becomes available. On March 1, the inventory through September 1 becomes available, including arrival dates of August 30 and 31.

### 2.4.2 Maximum Reservation Windows for Different Types of Inventory

- **Individual Campsites, Cabin and Lookouts:** These are available up to six months in advance of the arrival date on a rolling window. Example: On January 4, a customer may make a reservation for arrival on July 4 or earlier.
- **Group Facilities.** These are available up to 12 months in advance of the arrival date.

- **Individual Tours and Timed Entry.** In general, customers may book tours or timed entry up to six months in advance of the arrival date. Exceptions include Independence Hall National Historical Park, which offers tickets up to 12 months in advance or Chimney Rock National Monument, which opens all inventory for the entire season at once.
- **Group Tours.** Available up to 12 months in advance of the arrival date.
- **Permits and Lotteries.** Permit reservation windows vary by location and activity. Please contact your ATR or the Recreation.gov Permits and Lotteries Specialist.
- **Yosemite National Park – Five Month Block Window.** At Yosemite, customers may reserve individual campsites five months in advance. An entire five months’ inventory goes on-sale the 15th of each month. For example, a customer who contacts the call center or visits [Recreation.gov](http://Recreation.gov) on January 15 can make a reservation for arrival dates between January 15 and June 14 of that year.

| If you book on: | You can make Yosemite reservations for arrival dates between: |
|-----------------|---|
| January 15th    | January 16th and June 14th                                    |
| February 15th   | February 16th and July 14th                                   |
| March 15th      | March 16th and August 14th                                    |
| April 15th      | April 16th and September 14th                                 |
| May 15th        | May 16th and October 14th                                     |
| June 15th       | June 16th and November 14th                                   |
| July 15th       | July 16th and December 14th                                   |
| August 15th     | August 16th and January 14th                                  |
| September 15th  | September 16th and February 14th                              |
| October 15th    | October 16th and March 14th                                   |
| November 15th   | November 16th and April 14th                                  |
| December 15th   | December 16th and May 14th                                    |

## 2.5 Reservation “Cut-off” Window(s)

### Minimize your Maximum!

#### ***Minimizing the Maximum Cut-off Window Provides Better Customer Service***

Recreation.gov gathers monthly customer satisfaction feedback that shows *customers want shorter reservation cut-off windows*. Many customers tell us they need the flexibility to plan their trip as few as one or two days prior to the departure date. Even though the Recreation.gov cut-off window default is four days, and even if your facility operates on a Daily Arrival Report (DAR) you can shorten your cut-off window. Contact your ATR for helpful hints and lessons learned from other DAR sites that manage a facility or activity with a cut-off window of zero to two days.

The reservation cut-off window is the latest date and/or time that a customer may request a reservation prior to the arrival date. The reservation cut-off window varies by agency and field location.

- **Camping and Day Use** (both individual and group). The reservation cut-off window is zero to four days. Exceptions beyond four days require agency ATR approval.
- **Tours and Ticketing**. In general, the reservation cut-off window for ticketing is one day. Exceptions include Chimney Rock National Monument, which allows same day (zero day) reservation cut-off window for tours.
- **Permits & Lotteries**. Permit cut-off windows vary widely by location and activity. Please contact your ATR or the Recreation.gov Permits and Lotteries Specialist.

### Q & A . . .

**Q. If a customer calls inside the maximum cut off window, do the call center agents refer the customer to the facility to ask about first-come, first-served sites?**

**A.** Active trains call center agents NOT to refer customers to the facility. If the inventory information provided by the field location indicates there are first-come, first-served campsites, agents tell customers that “there are campsites in this campground which are NOT available for advanced reservations. They are available on a first-come first-served basis and we cannot guarantee availability. You must go and see what is available when you arrive to camp.”

The field location may provide additional contact information through the inventory process which agents can read when customers have other types of questions and/or which will appear in the “Contact Information” section of the facility description.

## 2.6 Optional Weekend and Holiday Minimum Stay Rules

The default is a one night minimum stay for all overnight facilities.

Field locations may require longer than one night minimum stay on weekends or a longer than two nights minimum stay during holiday periods, if authorized by agency policy. These rules may be applied when a field location has a very high customer demand and/or where the decision is made to limit customer turnover during the weekend or holiday.”

A field location may request two types of minimum stay rules:

- Two-day minimum weekend stay.
- Three-day minimum holiday weekend stay.

Application of these rules is optional. Field personnel may select and implement one or both of these restrictions through the inventory process, but should carefully consider whether to use them. Discuss the reasons for using this option with your site’s manager and then consult with your ATR before implementing.

### 2.6.1 The Weekend Two-Day Minimum Stay Rule

- When Friday is the customer’s requested arrival day for one night, the customer is required to book Friday and Saturday, i.e., minimum two-night stay.
- When Saturday is the customer’s requested arrival day for one night, the customer is required to book Friday and Saturday, if date available, i.e., minimum two-night stay.
- If either one of the two days (Friday or Saturday) is not available, the rule does not apply and the system will allow the reservation to go through.
- If a stay starts on a day of the week other than Friday or Saturday, and includes the Friday or Saturday, the weekend rule is not enforced (i.e., Thursday arrival with Saturday checkout will follow only the regular minimum stay rule for the site).
- If a stay is two nights or longer, the system will not enforce the rule, as the stay already equals or exceeds the minimum (i.e., Saturday arrival day with Monday check out).

### 2.6.2 The Holiday Three-Day Minimum Weekend Stay Rule

This rule applies on Memorial Day, July 4<sup>th</sup> and Labor Day weekends, only at sites that observe the three-day holiday weekend minimum stay rules through the inventory process.

If the holiday arrival date falls on a Friday or Saturday:

- When Friday is the customer’s requested arrival day for two nights or less, then Friday, Saturday, and Sunday must be booked if the date(s) are available, i.e., a

minimum three-night stay. If Saturday or Sunday is not available, then the rule will not be enforced (the system will allow the reservation to go through).

- When Saturday is the customer's requested arrival day for two nights or less, then Friday, Saturday, and Sunday must be booked, if the date(s) are available, i.e., minimum three-night stay. If Friday or Sunday is not available, then the rule will not be enforced (the system will allow the reservation to go through).
  - If the customer's stay starts on a day of the week other than Friday or Saturday, and includes the Friday or Saturday of the holiday weekend, the holiday rule is not enforced (i.e., Thursday arrival with Saturday checkout will only follow the regular minimum stay for the site).
  - If the customer's stay is three nights or longer, the system does not enforce the rule (i.e., Monday arrival date and Saturday check out).
- **Notes.**
- If July 4 is not a holiday weekend (if it falls on a Tuesday, Wednesday, or Thursday) the system will not enforce the 3 night minimum stay.
  - Field Manager locations may waive the minimum stay rules for walk-in sales and advance reservation sales made through Field Manager software, if approved by the local POC.

## 2.7 Optional Weekend and/or Holiday Fees.

In addition to weekend and holiday stay restrictions, field personnel may also enter a weekend fee schedule and/or a holiday fee schedule for the Memorial Day, 4<sup>th</sup> of July and Labor Day holidays. Generally, the holiday fees start on Friday evening and extend through checkout time on the Monday holiday.

There are some exceptions to this, i.e., if the 4<sup>th</sup> of July occurs during the middle of the week. When a site chooses to use the weekend fee option, site managers must enter the holiday fee schedule in the inventory record for each field location.

- **Note:** The weekend fee schedule will roll over each year, but site managers must update the holiday fee schedule annually (it will not automatically roll over as regular fee schedules). Agency policy may restrict the use of weekend or holiday fees.

## 2.8 Maximum Length of Stay

The maximum length of stay is the maximum number of days that a customer can use a campsite or facility during a given time period (month, season, year, etc.). The maximum stay and extension policy varies by recreation facility and agency. Site staff must track customer stays and enforce the maximum stay policy, whether it is the maximum 14 days or a local policy for additional time.

## 2.8.1 The Stay Away Rule

The Stay Away Rule is the minimum number of nights a customer must leave the facility after reaching the maximum length stay. Once a customer has reached the **maximum length of stay** length at a site, he or she must check out and leave the site for a specified period before he or she can return and initiate a new maximum length stay. The stay away period is variable by individual facility and/or agency.

## 2.9 The “No Sliding” Rule

“Sliding” is when a customer books a facility for dates earlier than the date they actually want to arrive and then moves or “slides” the arrival date forward as many times as necessary to get the dates they actually desire. Customers typically attempt to slide a reservation at high-demand campgrounds or cabins. Sliding prevents customers who legitimately want the earlier dates from booking reservations because the dates are “blocked” by customers planning to slide.

The “No Sliding” rule discourages this by requiring any customer who books a reservation at the maximum window and whose departure date extends into the window from changing or cancelling the reservation for 18 days. When the reservation is booked, the web messaging or call center agent will explain to the customer that he or she may not change or cancel any reservation with departure dates beyond the maximum window for 18 days after making the reservation.

### Changes for Alaska Cabins Reservations.

Alaska cabins allow only one change per reservation. A change in reservation is defined as a modification to the start or end date of the reservation. After the first change if the customer requests additional changes, he or she must cancel the reservation and rebook the new dates later. This policy ensures that reservation procedures for cabins are fair and equitable for everyone.

## 2.10 Accessible Facilities

An accessible site must comply with applicable guidelines and standards under the Architectural Barriers Act.

Field locations are responsible for identifying and designating recreation facilities that comply with accessibility standards so that customers can find them on Recreation.gov (see **2.10.2 How to Identify Accessible Sites in the Recreation.gov Reservation Database**).

### 2.10.1 Recreation.gov Accessible Site Rules

A customer is not required to have an Interagency Access Pass or Golden Access Passport to reserve an accessible site.

If a campground has a limited number of accessible sites, these will be the last sites reserved, unless a customer with a disability requests an accessible site.

A customer seeking to reserve an accessible site will see or hear messaging that the site accommodates persons with a disability or otherwise limited physical mobility. After being so advised the person may choose to reserve the site. Never ask a customer if they have a disability.

If a campground or facility has a limited number of accessible sites (less than 75%):

- These will be the last sites reserved, unless a customer with a disability requests an accessible site.
- Customers who select an accessible site on Recreation.gov will receive an alert that they are about to reserve an accessible site.
- A customer seeking to reserve an accessible site at a facility with limited accessible sites will receive an alert that these sites are for use by those with disabilities.
- If the accessible site is the last site available to reserve, it will be available for any customer to reserve.
- If a campground or facility is mostly accessible (greater than 75 to 100%), then the facility may choose to opt out of the accessibility messaging.

## 2.10.2 How to Identify Accessible Sites in the Recreation.gov Reservation Database

Facilities can select between two accessibility options in the reservation database.

- **Accessible** – This is the primary category. A “yes” entry for this category will list the site as accessible and will display the International Symbol of Accessibility for the site (see screen shot below). Select this option only when the campsite or facility complies with applicable accessibility guidelines, including all furnishings and surfaces within the camp living area and parking spur, all routes within and connecting to other facilities and all improvements such as toilet buildings and water sources.
- **Accessible Occupant Message** –A “yes” entry for this option will enable the following Recreation.gov web and call center messaging: “This site is accessible for persons with a disability or otherwise limited physical mobility. If no one in your party needs an accessible site, please consider selecting another site unless this is the only site available at the time of your request” (see screen shot below).

Site, Loop: **001, MCML**  
 Type: **STANDARD NONELECTRIC**  
 Amenities:    
 Please enter arrival date  
 Reservation Window: Tue Dec 10 2013 – Mon Jun 09 2014  
 Arrival date:  Length of stay:  Departure date:   
 MM/DD/YY  Nights  Check-out: 12:00 pm  
 Check-in: 2:00 pm



**You are about to make a reservation for an ACCESSIBLE SITE.**  
 This site is accessible for persons with a disability or otherwise limited physical mobility. If no one in your party needs an accessible site, please consider selecting another site unless this is the only site available at the time of your request.

Do not select the Accessible Occupant Message option when 30% or more of the reservable sites within a campground are accessible. Direct questions to your Agency Technical Representative.

## 2.11 Pets

Some sites allow pets and may charge an extra fee. You must identify in your inventory if your location allows pets and/or charges an extra fee for pets. Recreation.gov does not have a standard pet policy.

## 2.12 Service Animals

The definition of **service animal** is any dog individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability<sup>2</sup>. In accordance with 28 C.F.R. Part 35.136 and 42 U.S.C. section 794:

- Do not ask a person with a service animal about his or her disability.
- A person with a service animal will not pay a fee for the service animal, even if those accompanied by pets (see 2.11) are required to pay fees. Nor will a person with a service animal be subject to any requirements not also applicable to people without service animals or pets. If a facility charges individuals for the damage that animals or pets cause, the facility may also charge an individual with a disability for damage his or her service animal causes.
- Do not require or request documentation, such as proof that the animal has been certified, trained, or licensed as a service animal.

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<sup>2</sup>The following are not service animals: those whose sole purpose is to provide emotional support, well-being, comfort, or companionship or to serve a crime deterrent, therapy dogs (such as those trained to visit nursing home residents, hospital patients, etc.) are also not “service animals,” since they are not individually trained to assist one individual with a disability in activities of daily living.

- A service animal shall have a harness, leash, or other tether, unless either the person is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks (e.g., a seizure alert dog), in which case the service animal must be under the person's control (e.g., voice control, signals, or other effective means).
- Service animals must be allowed to accompany the person they were trained to assist unless:
  - The animal is out of control and the animal's handler does not take effective action to control it; or
  - The animal is not housebroken.

## 2.13 Vehicles

A vehicle is motorized or hard-wheeled equipment and includes cars, trucks, vans, RV's, boat trailers, motorcycles, and all-terrain vehicles. It does not include snowmobiles, bicycles or railroad cars.

## 2.14 Non-refundable Reservation Fees.

Some agencies or agency facilities charge a reservation fee in addition to the use fee. These are **non-refundable**.

Examples of non-refundable fees include:

- The Forest Service \$10.00 reservation fee for call center reservations and \$9.00 reservation fee for web reservations<sup>3</sup>
- Tour facilities at certain locations that do not charge use fees (non-fee tour facilities) apply a reservation fee of \$1.50 for tour tickets and timed entry, i.e., the Washington Monument (National Park Service) and National Archives Museum.
  - **Note:** The U.S. Army Corps of Engineers does not charge a reservation fee.

## 2.15 Pass Discount Policy

Owners of the Interagency Senior or Access Pass, or the Golden Age or Access Passport may receive a fifty-percent discount on the expanded amenity (use) fee for individual campsites according to the stipulations below. Discounts do not apply to permit or lottery fees or fees for cabins, lookouts or group facilities and may not apply to certain amenities such as electricity, water, sewer, special tours, or extra fees charged for prime or premium sites.

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<sup>3</sup>Forest Service Field Manager locations do NOT charge a separate reservation fee for walk up reservations; the \$3.00 Contract Line Item (CLIN) and the use fee cost are seamlessly combined.

- **Making Reservations with a Senior or Access Pass:** Customers with a Senior or Access pass must provide the pass number when making a reservation in order to receive the discount. If the customer makes multiple reservations for the same location and date(s), the discount will only apply to the single site the pass owner will occupy.
  - **Note:** A customer is not required to have an Interagency Access Pass or Golden Access Passport to reserve an accessible site. See [Recreation.gov Accessible Site Rules](#).
- **Tickets:** Customers with a Senior or Access pass may only get the discount on one ticket per pass per tour.
- **Verification upon Arrival:** Customers using the Lifetime (Senior or Access) passes must present the pass and one piece of photo identification upon check-in to verify eligibility for the discount. If the pass owner cannot show the pass and photo identification, charge the full fee.
  - **Note:** The contractor must advise lifetime pass owners that a photo ID and the pass are required at check-in to be eligible for the discounted rate.
- **Pass owner must be present:** The pass owner must be present on a discounted campsite, and the pass discount may apply to only one reservation. The pass owner may not request multiple reservations for the same dates and facility using the same discount.
- **Group facilities.** There are no senior or access discounts for group facilities.
- **Permits and Lotteries.** Pass discounts vary based on each permit.
  - **Note:** Pass discounts are available to Senior and Access (lifetime) pass owners **only**. There are no discounts for owners of ANNUAL interagency passes; these cover only entrance fees at NPS or FWS units or standard amenity fees at USDA FS, BLM and Reclamation sites (see [3.5.1 Annual Passes](#)).

## 2.16 Funds and Method of Payment.

All fees paid to Recreation.gov for reservation services will be in U.S. Dollars. Customers must make full payment by one of the methods shown in Table 1.

**Table 1. Method of Payment by Sales Channel.**

| Method of Payment                             | Sales Channels  |          |                  |
|---|-----------------|----------|------------------|
|   | Call Center     | Internet | Field            |
| Bank Card <sup>4</sup>                        | Yes             | Yes      | Yes              |
| Certified Checks, Bank Checks or Money Orders | No <sup>5</sup> | No       | Yes <sup>6</sup> |
| Personal Checks or Travelers Checks           | No <sup>4</sup> | No       | Yes <sup>5</sup> |
| Cash  | No              | No       | Yes              |
| Foreign Currency                              | No              | No       | No               |

## 2.17 Confirmation Notices.

Once the customer pays for a reservation, the system generates a confirmation notice which field locations may customize through the inventory process. The confirmation notice verifies information about the reservation, documents the payment record, and serves as a customer receipt for payment. Recreation.gov provides confirmation notices in the following ways:

- **Email Confirmation:** Internet customers and call center customers with email addresses will receive an electronic email confirmation.
- **USPS Mail Confirmation:** When call center customers do not have an email address and make a reservation at least 10 days or more before the arrival date, the contractor will send a confirmation by mail.

<sup>4</sup> The text "Recreation.gov 888-448-1474" will appear on the customer's bank card statement. Field locations that accept credit cards for payment must comply with Payment Card Industry (PCI) Data Security Standards (DSS). See Chapter 3, Daily Operations for details.

<sup>5</sup> Recreation.gov no longer accepts certified or other checks for advance reservations through the call center.

<sup>6</sup> Field locations may still accept certified, personal or travelers checks locally for payments.

- **Telephone Confirmations:** All customers who make a call center reservation receive a confirmation number during the reservation process.

The confirmation notice contains the information shown in Table 2.

Request sample confirmation letters through Resource Manager, accessed through the “agency sign-in” page of [Recreation.gov](http://Recreation.gov), or contact Customer Service<sup>7</sup> by phone at 1 (888) 448-1474 or by email at [ActiveOutdoorsNRRSCS@activenetwork.com](mailto:ActiveOutdoorsNRRSCS@activenetwork.com)

**Table 2. Confirmation Notice Information.**

| Confirmation Notice Information                                      |  |
|--|--|
| Customer’s Name and Address  | Direction to the Field Location  |
| Name of Field Location   | Length of Stay   |
| Customer Arrival Date  | Amount of Payment  |
| Notices concerning the Field Location                                | Policies and Guidelines  |
| Method of Payment  | Important Information  |
| Security Information (Optional – can be customized by the Field POC) | Confirmation text specific to the Field Location (Optional – can be customized by the Field POC) |

## 2.18 Changes and Cancellations to Reservations.

### 2.18.1 Definitions.

- **Change:** A change is a modification to the original reservation arrival and/or departure dates, the site number within the same campground, the method of payment, fees, or an increase or decrease in the number of people planning to use a group facility if that change affects the fees paid.
- **Cancellation:** A cancellation is the release of a confirmed reservation that results in non-use by the original customer.
- **Late cancellation:** Late cancellations are those that occur between 12:01 am on the day before arrival and check out time on the day after arrival.

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<sup>7</sup> Active/ReserveAmerica changed the name of the “Customer Service” department to “Service Resolution Team” in 2013 to better reflect the array of services they provide. This document uses the more common and better understood term “Customer Service.”

## 2.18.2 Service Fees for Changes and Cancellations.

Service fees apply for changes and cancellations. Recreation.gov will deduct all cancellation service fees from the customer's refund prior to processing a refund.

There is no service fee to cancel a reservation during the initial reservation call (known as same call cancellation).

If the cancellation penalty fee is greater than the amount paid by the customer, the customer will not receive a refund for the difference and no additional service fees will be charged or collected.

### 2.18.2.1 Change and/or Cancellation Fees for Different Types of facilities and Activities.

- **Campsites, Cabins and Group Facilities:** A \$10.00 service fee will apply if a customer changes or cancels a reservation prior to the late cancellation period.
- **Tours:** A \$3.00 service fee will apply for tour ticket cancellations (except that no service fee applies for cancellation of non-fee activities). There is no fee to change to a different tour or time.
- **Permits and Lotteries.** Cancellation policies vary by location.

## 2.18.3 Late Cancellation Fee Policy

In all cases, a cancellation becomes a "late cancellation" at 12:01 a.m. Eastern Time on the day before arrival (or for group facilities, cabins and lookouts, 12:01 a.m. 14 days before arrival). For example: If a customer has a reservation with a Friday arrival date, he or she may cancel through the call center at any time. However, they will pay fee(s) based on the information provided in **Table 3. Summary of Policies and Fees for Cancellations, No-shows, Early Departures and Closures**

- **Individual Campsites:** Customers will pay a \$10.00 service fee plus the first night's camping fee when they cancel a campsite reservation the day before or the day of arrival, except when the reservation is for a single night, then no service fee applies.
- **Cabins and/or Lookouts:** Customers will pay a \$10.00 service fee if they cancel a cabin or lookout reservation within 14 days of the scheduled arrival date. The customer also forfeits the first night's cabin or lookout fee. Cancellations for a single night's use will not be assessed a service fee. **Note:** Customers are not entitled to a refund for no-shows, early departures, or cancellations after the scheduled arrival date.
  - **Note:** The \$10 fee does not apply if a customer calls with a late cancellation, but the reservation is for one night only.

- **Group Facilities:**
  - Customers will pay a \$10.00 service fee plus the first night's fee when canceling reservations for a group, overnight facility within 14 days of the scheduled arrival date. Cancellations for a single night's use will not be assessed a service fee.
  - If a customer cancels a group day use facility reservation within 14 days of the scheduled arrival date, he or she will forfeit the total day use fee (but will not pay a service fee).
- **Tours:** There is no late cancellation policy for tours and thus, no refunds except for emergencies or other situations listed under **Contractor Refund Actions that do not Require Approval**.
- **Permits and Lotteries.** Cancellation policies vary by location.

For details on initiating refund requests from the field, refer to **2.20 Refunds**

## 2.19 No-Shows.

A no-show customer is one who does not arrive at the field location or fails to cancel a reservation by a specified date/time.

### 2.19.1 No-Show fees

- **Campsites.** A camping no-show customer is one who does not arrive at the campground and does not cancel the reservation by check out time on the day after the scheduled arrival date. A \$20.00 service fee applies, plus the no-show customer will forfeit the first night's use fee. If the cancellation fee is greater than the reservation amount, the customer will not receive a refund for the difference (nor will the customer pay any additional service fees). The contractor may deny customer no-show refund requests for any amount remaining after the deduction of service fees. Refer to 2.20 Refunds.
- **Cabins/Lookouts.** No-show customers who do not arrive by the scheduled arrival date/time are NOT entitled to a refund.
- **Group Day Use.** No-show customers who do not arrive by the scheduled arrival date/time are NOT entitled to a refund.
- **Tours.** No-shows customers are those who do not arrive for the tour and do not cancel the tour reservation by the time of the tour. No-shows are NOT entitled to a refund.
- **Permits and Lotteries.** No-Show rules for permits and lotteries vary widely by location and activity. Please contact your ATR or the Recreation.gov Permits and Lotteries Specialist.

## 2.20 Refunds.

A refund is a full or partial reimbursement of the expanded amenity (use) fee(s) paid for a reservation. See also **Table 3. Summary of Policies and Fees for Cancellations, No-shows, Early Departures and Closures.**

### 2.20.1 Summary of Refund Policies.

- **Request Time Limit.** Customers must request refunds no later than 14 days after the scheduled departure date on the reservation. Customer Service will not grant refunds requested after 14 days.
- **Reservation Fee.** Where locations charge a separate reservation fee, it is **nonrefundable**.
- **Service Fee.** If applicable, Customer Service will deduct the service fee (i.e., a cancellation or change fee) from the refund amount due to the customer.
- **Requests made after arrival, during or after departure from a field location:** The contractor will process these refund requests after the field location POC approves them (based on the site’s refund policy). If Customer Service sends a refund approval request to a POC, and the POC does not reply within 15 days, Customer Service will automatically approve the request.
- **Early departure.** An early departure occurs when a customer spends at least one night of their reservation at the facility, but leaves the facility prior to the reservation departure date. No service fee applies for early check outs; however Field locations must approve refunds for early departures. Field personnel may choose **not** to process a refund under certain circumstances, e.g., when departure is due to a law violation or due to other local agency policies.
  - **Exception:** There will be no refunds for days used prior to the departure date, regardless of whether the customer was present for all those days, i.e., the customer arrived a day late.
  - **Note:** Customers are not entitled to refunds for early departures from cabins or lookouts.
- **Refunds for Emergency Closures.** In the event of an emergency closure, Recreation.gov will attempt to notify users and either re-book or cancel affected reservations and refund all fees paid. The facility is responsible for the contractor costs for each cancelled reservation.
  - **Exception:** This is not applicable for the non-fee tour parks as there are no refunds issued under any circumstances.
- **Refunds for Permits.** Refund Policies for permits vary widely by facility.

**Table 3. Summary of Policies and Fees for Cancellations, No-shows, Early Departures and Closures**

| <b>CANCELLATIONS</b>  |  |   |
|---|--|---|
|   | <b>Before the Arrival Date</b>   | <b>Late Cancellations</b>   |
|   | Through 12:00 midnight the day before scheduled arrival, e.g. through Wednesday midnight for a Friday arrival    | Late cancellations are those customers request between 12:01 A.M. on the day <b>before</b> the scheduled arrival date, e.g. 12:01 A.M. Thursday for a Friday arrival, and check out time on the day after arrival. ( <b>exception:</b> 14 days before the arrival date for cabins, lookouts and group facilities) |
| Individual & Family Campsites   | Refund minus \$10.00 service fee <sup>8</sup>  | Refund minus \$10.00 service fee plus one nights use fee  |
| Group Sites & Cabins  | Refund minus a \$10 service fee <sup>6</sup>   | Refund minus one day/nights use fee and \$10.00 service fee   |
| Tours/Timed Entry   | Refund minus a \$3.00 service fee per ticket; there is no fee to change to a different tour or time <sup>9</sup> | No refunds except for emergencies or other situations described below in “Contractor Refund Actions that do not require Approval”   |
| Permits and Lotteries   | Varies by facility   |   |
| <b>NO-SHOWS</b> –A customer who does not arrive at the field location or fails to cancel a reservation by a specified date/time.                    |  |   |
| Campsites   | Refund minus first night’s use fee and \$20.00 service fee   |   |
| Cabins, Day Use, Tours  | Entire fee paid is forfeited   |   |
| Permits and Lotteries   | Varies by facility   |   |
| <b>EARLY DEPARTURES</b> - a customer uses part of a reservation at the facility, but leaves prior to the departure time or date.                    |  |   |
| Campsites   | Refund the fees for unused nights <sup>10</sup>  |   |
| Day Use, Cabins & Lookouts, Tours   | No refund for early departure  |   |
| Permits and Lotteries   | Varies by facility   |   |
| <b>EMERGENCY CLOSURES</b> -Contractor will attempt to notify users and offer to rebook OR cancel and refund all affected reservations <sup>11</sup> |  |   |

## 2.20.2 Customer Refund Requests

- **If the customer requests a refunds before the Late Cancellation Window.** Customer Service will verify requests for refunds due to a cancellation or change before the “late cancellation” window. No action is required in the field.

<sup>8</sup> Forest Service reservation fees are non-refundable except in limited situations such as emergency closures.

<sup>9</sup> No service fee applies at non-fee tour locations, nor do we refund the \$1.50 reservation fee for these locations under any circumstances.

<sup>10</sup> Requires field POC approval (or denial, e.g., the early departure is due to a law enforcement issue).

<sup>11</sup> The field location is responsible to pay any CLIN costs associated with emergency closures.

- **If the customer requests a refund within the Late Cancellation Window.** If customers request refunds within the late cancellation window (the day before arrival, or the day of arrival), Customer Service will charge the first night's use fee and refund any remaining use fees.
- **If the customer requests a refund after the arrival date.** All refund requests after the arrival date require field POC approval. Additionally, refunds of Forest Service reservation or service fees require ATR/RPMO approval.

### 2.20.3 Refund Procedures

**2.20.3.1 If the customer contacts Active/ReserveAmerica.** Customer Service notifies the field POC at the field location. The field POC has 15 days to respond to the request by email to [ActiveOutdoorsNRRSCS@activenetwork.com](mailto:ActiveOutdoorsNRRSCS@activenetwork.com); by fax to (518) 884-9371; or by phoning Customer Service at 1 (888) 448-1474. If the field POC does not respond after 15 days, Customer Service may approve the refund request. Customer Service will notify the customer of approval or denial.

➤ **Exception: Contractor Refund Actions that do not require POC Approval.**

#### 2.20.3.2 When the customer contacts the field location for a refund

- **Refunds at Field, Venue or Permit Manager Locations.** Authorized personnel at these field locations will enter the refund information in the Field Manager software.
- **Refunds at Daily Arrival Report (DAR) Locations.** Field location POCs may provide the toll-free Customer Service phone number 1 (888) 448-1474 to the customer **or** the POC may initiate the refund on behalf of the customer through the Refund Hotline 1 (877) 267-6307.
  - **Note:** The refund hotline is for authorized personnel only.

### **The Refund Hotline: 1 (877) 267-6307**

Refund requests by phone are convenient and cost-effective, eliminate the need to complete a request form, provide the ability to complete multiple refund requests on one call, facilitate a quick turnaround time, enable POCs the ability to call in refund decisions at any time and is more reliable than a fax.

An Interactive Voice Response (IVR) will prompt the POC through the process requesting the necessary information to complete the refund. The POC will provide the following:

Park ID # (required)

POC name and phone number

Reservation number.

Customer name.

Amount of refund approved or, if denied, the reason for denial.

**Note:** The refund hotline is for field personnel only. Do not give the number to the public.

## **2.20.4 Contractor Refund Actions that do not require POC Approval.**

Recreation.gov authorizes the contractor to grant or deny refunds without POC approval under the following circumstances.

- **Refund Approvals.** Customer Service will refund all use fees in full when the cancellation is due to:
  - A death in the family.
  - A medical emergency.
  - An agent and/or System Error.

Customer Service will also refund the service fee for changes and cancellations that fall under the contractor's "**Active/Reserve America's No Hassle**" Policy (see box below).

When Customer Service authorizes the refund of a service fee, they will also reverse the associated contractor Contract Line Item Number (CLIN) charge.

- **Refund Denials:** The contractor is authorized to deny customer refund requests:
  - When the customer is/was a no-Show
  - Inclement weather.

## 2.20.5 How Customers Receive a Refund.

Customer Service will process refunds after the field POC approves them (according to the form of payment).

- **Bank Card Purchases.** If the customer made the initial payment by bank card, Customer Service will credit the customer's bank card. The contractor processes credits within 48 hours. The credit should appear on the customer's next bank card billing statement.
- **Cash or Check Purchases.** If the customer's initial payment was by cash or check at a field location, the RPMO will issue a refund check. RPMO will process refunds for check, money order, or cash payments within 30 days of receipt and approval.

## 2.20.6 Customers May Appeal Refund Denials

If the field POC denies a customer's request for a refund, Customer Service will notify the customer by mail. The customer may appeal the decision by providing a written explanation to Customer Service. The Customer Service will forward the request to the ATR for a decision. The ATR or Customer Service may refer the request to the RPMO for a final decision.

Procedures for requesting and approving different types of refunds (e.g., cancellations, no-shows, site closures, DAR locations, etc.) appear in **Chapter 3, Daily Operations**.

## 2.20.7 Refunds for Emergency Closures

In the event of an emergency closure at a site, Recreation.gov will not only refund all fees paid (with the exception of non-fee tour facilities—see **2.14 Non-refundable Reservation Fees**), but will also cancel the affected reservations and attempt to notify customers. See also **4.4 Site Closures and Emergency Closures** for procedures and tips.

### Active/ReserveAmerica's "No Hassle" Policy

Active/ReserveAmerica's "no hassle" policy provides better customer service to Recreation.gov customers. The policy allows Customer Service agents to waive *cancellation or change fees* without agency approval under certain conditions.

- **Note:** The "no hassle" policy does NOT apply to reservation or use fees. When a customer's complaint involves use fees, the agent will submit a refund request for approval by the facility.

#### The "No Hassle" Procedure:

If a customer calls about a reservation error where a cancellation fee would normally apply, the customer is eligible under the "no hassle" policy if the agent determines the cause was:

1. A system error
2. A web error
3. An agent error
4. A misunderstanding about a policy

Under these criteria, the agent will apologize to the customer (regardless of who was at fault) and waive the current cancellation or transfer fee without question. The agent will not use phrases such as "one time courtesy."

The agent will review the customer's "no hassle" history and document the current occurrence and the reason for tracking purposes. However, even with a previous waiver the customer is eligible for another. If this is the second occurrence, the agent will apologize and make sure the customer understands the policy by saying, for example "I am sorry, I see this is the second time you were not read the cancellation policy. Can I take this opportunity to read the cancellation policy to you?"

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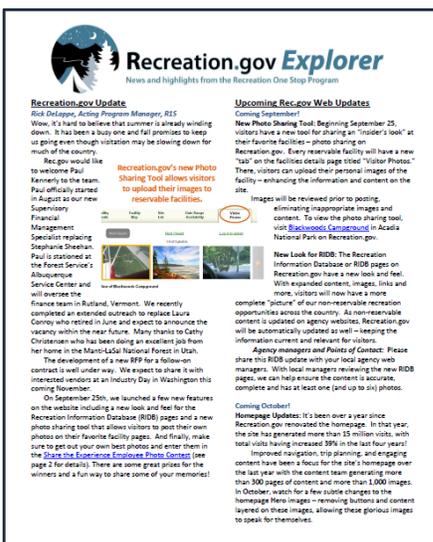
# Chapter 3 – Daily Operations

We've designed this chapter for field personnel who are responsible for the daily operations of a recreation facility using Recreation.gov reservation services. It addresses many of the issues encountered at field locations during the recreation season. The Recreation.gov Business Rules and Policies in **Chapter 2** form the basis of the procedures in this chapter.

In addition, an abbreviated version of this chapter, “**Reservations at a Glance**,” is available in Appendix 3 and provides a quick reference for those who greet the public at field locations. We recommend that managers make “**Reservations at a Glance**” available to front line field staff.

## 3.1 The Recreation.gov Explorer Newsletter

Recreation One Stop provides the interagency Recreation.gov Explorer to help inform you about the Recreation One Stop program including tips and hints for using Recreation.gov as well as new technology, functionality and services. Contact your Agency Technical Representative (ATR) and ask them to add you to the mailing list.



## 3.2 Training.

Training is available to field personnel on-line or occasionally at national and regional classroom training or workshops. Training schedules as well as user guides are available from the Help Desk through Support Center, accessed through the “agency sign-in” page of [Recreation.gov](http://Recreation.gov), or ask your ATR for details.

## 3.3 Protecting Customer Privacy and Payment Card Data

### 3.3.1. The Privacy Act.

The Privacy Act protects any Personally Identifiable Information (PII) which includes the customer's name, phone number, or payment card information and must not be shared or made public.

### 3.3.2 How to Protect Privacy

As Recreation.gov field users you have access to customers' Personally Identifiable Information (PII) through the Recreation.gov on-line data sources including the Daily Arrival Report (DAR). Even customer information shared innocently could lead to a canceled reservation without the customer's permission, or worse—criminal or illegal use.

Never post a DAR or customer information where it may be visible to others. Report anyone who asks for a copy of the DAR or any other PII immediately to your ATR. This includes customers or anyone claiming affiliation with Recreation.gov, the NRRS, Active/ReserveAmerica Client Support, Help Desk or Customer Service.

### 3.3.3 PCI Compliance

If your site accepts credit cards you must comply with Payment Card Industry (PCI) Data Security Standard (DSS). The Payment Card Industry (PCI)'s major card brands (Visa, MasterCard, Discover, etc.) developed the Data Security Standard (DSS) to encourage consistent credit card data security. The PCI considers federal sites, concessionaires, contractors and other partners that participate in Recreation.gov using Field, Venue or Permit Manager computer software applications as "merchants" because they accept, transmit, process, and/or store credit card account data.

The Department of the Treasury (Treasury) mandates that all federal government bureaus that accept credit cards comply with PCI DSS requirements to ensure proper handling, security and integrity of card account data. Treasury enforces PCI DSS requirements contractually through its merchant banking contract with Vantiv, the current financial institution that provides merchant credit card processing services to the federal government.

The Recreation One Stop Program, through your ATR, will annually assess your site to ensure that your facilities, computer hardware and software are "PCI compliant." Contact your ATR for additional information.

- **Note:** The Recreation.gov website and call centers undergo a separate PCI assessment in addition to individual assessments at field sites.

### 3.3.1.1 What if my site is not PCI compliant?

The goal of PCI DSS compliance is to protect both the merchants and their customers from fraud. Recreation.gov “merchants” must be PCI DSS compliant or risk losing the ability to process credit card payments. Sites may be subject to fines of thousands to millions of dollars per each security breach, and may be financially responsible for loss due to fraud; fraud monitoring and/or card reissue costs.

## 3.4 Reservations.

Customers can make future reservations on-line at [Recreation.gov](https://www.recreation.gov) or by calling the toll-free reservation number at 1 (877) 444-6777. Field locations should not take reservations over the phone. Instead, direct customers to the Recreation.gov website or to the toll-free reservation number.

Field locations that operate Field, Venue or Permit Manager are able to make advance reservations through these computer software applications.

Report problems with a customer’s reservation to Customer Service.

## 3.5 Interagency Pass Benefits and Procedures

This section describes the availability, benefits and field procedures for accepting passes during the check-in process. Additional information on these Passes appears in Chapter 2, Business Rules and Policies and in the *America the Beautiful – the National Parks and Federal Recreational Lands Pass Program Federal Interagency Standard Operating Procedures* available from your agency’s fee program office, agency internal website or from your ATR.

### 3.5.1 Annual Passes.

Although the America the Beautiful -- the National Parks and Federal Recreational Lands **Annual** Passes (or Interagency Annual Passes) provide a convenient and affordable way to visit numerous recreation areas managed by five federal agencies, they are NOT valid for use or expanded amenity fees such as camping, tours, boat launches nor concessionaire fees, nor do annual passes provide a discount for these fees.

Occasionally, an **annual** pass owner inadvertently receives a discount when they book a reservation. When this happens, the customer should pay the additional fees. Daily Arrival Report (DAR) facilities will contact Customer Service to have them apply additional payment or Field, Venue and Permit Manager sites can adjust the fees when the customer arrives.

Annual passes include the following:

- **Interagency Annual Pass.** This annual pass is available to anyone including international visitors for an \$80 fee and covers *entrance fees* at FWS and NPS sites or *standard amenity fees* at USDA FS, BLM and Reclamation sites for one year from the month of issuance.
- **Interagency Annual Free Pass for Military.**<sup>12</sup> This pass offers the same benefits as the annual pass but is free to U.S. military personnel and their dependents with proper identification.<sup>13</sup>
- **Interagency Volunteer Pass.** Participating agencies may award this annual pass to agency volunteers who contribute significant volunteer services.

For more information about these annual passes, request a copy of the *America the Beautiful the National Parks and Federal Recreational Lands Pass Program: Federal Interagency Standard Operating Procedures* from your agency's fee program office or from your ATR.

#### Interagency Annual Pass Sales on Recreation.gov

In January 2014, Recreation.gov began selling the Interagency Annual Pass as a convenience to our customers.

The pass sales help fund the pass program ensuring that field locations optimize the funding they receive through their pass sales.

Pass sales are also a great fit with Recreation.gov because our contractor, Active Network, is a co-sponsor of the [Share the Experience Photo Contest](#) (STE). The STE is open to the public and the winning image earns a place on the annual pass.

Recreation.gov sells the Interagency Annual pass both through the call center and on line. Web messaging and call center agents provide information about the agencies and locations that honor (or do not honor) the pass as well as the fees the pass covers (or does not cover).

Recreation.gov does not issue Interagency Senior, Access, Volunteer passes or the Free Annual Pass for Military Members.

Please visit [Recreation.gov/pass](#) for additional information or direct questions to your Agency Technical Representative.

### 3.5.2 Lifetime Passes.

Lifetime passes include the following:

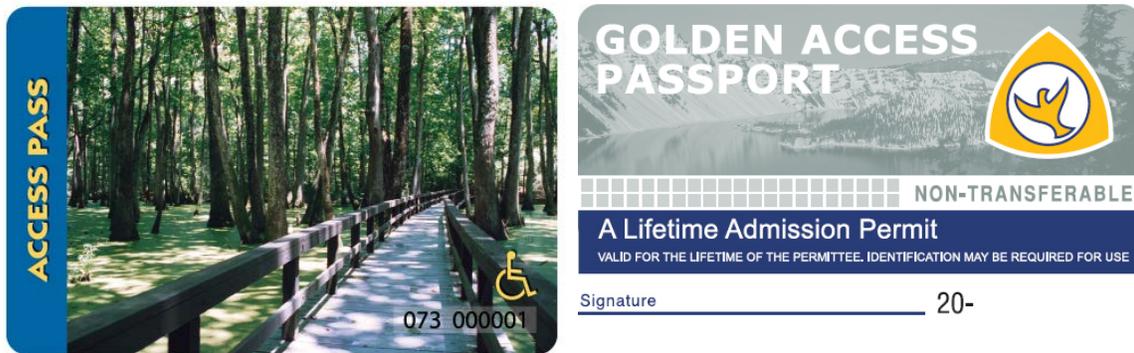
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<sup>12</sup> The Annual Free Military Pass is not associated with military fee waivers offered by USACE.

<sup>13</sup> The Interagency Annual Free Pass for Military is available through December 31, 2014 and accepted for use through the end of December, 2015. The pass program will provide additional information on the future of the free pass at the end of 2014.

- **Interagency Access Pass.** *The America the Beautiful - the National Parks and Federal Recreational Lands Access Pass* (Interagency Access Pass) is a free lifetime pass for U.S. residents, who are blind or have a permanent disability.
- **Interagency Senior Pass.** *The America the Beautiful and the National Parks and Federal Recreational Lands Senior Pass* (Interagency Senior Pass) is a lifetime pass for U.S. residents, age 62 and older.
- **Golden Age and Golden Access Passports.** The Interagency Senior and Access Passes replaced the Golden Age and Access Passports in January 2007. However, participating agencies honor the Golden Age and Passports for entry under the same conditions as the Interagency Passes.

### 3.5.2.1 Interagency Access Passes or Golden Access Passports

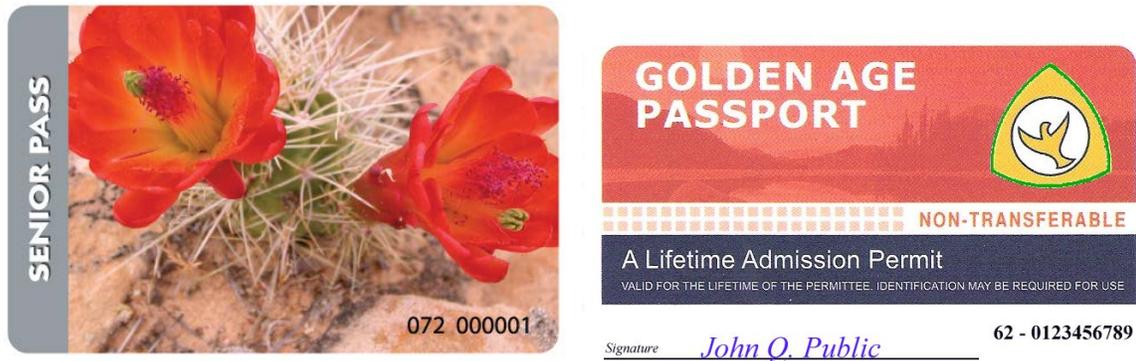


**Figure 1. Interagency Access Pass and Golden Access Passport.**

The pass admits the pass owner and any accompanying passengers in a private vehicle at federal recreation sites that charge an entrance or standard amenity fee. The pass also provides a 50 percent discount at participating agency sites on expanded amenity fees (use fees) charged for facilities and services such as fees for camping, swimming, parking, boat launching, or cave tours. Discounts do not apply to special recreation permits or concession (store items).

- **Note:** A customer is not required to have an Interagency Access Pass or Golden Access Passport to reserve an accessible site. See **2.10 Accessible Facilities**.

### 3.5.2.1 Interagency Senior Passes and Golden Age Passports.



**Figure 2. Interagency Senior Pass and Golden Age Passport**

The America the Beautiful - the National Parks and Federal Recreational Lands Senior Pass (Interagency Senior Pass) is a lifetime pass for U.S. residents, age 62 and older. The Interagency Senior Pass replaced the Golden Access Passport, beginning in January 2007. However, participating agencies still honor the Golden Age Passport under the same conditions as the Interagency Senior Pass.

The pass admits the pass owner and any accompanying passengers in a private vehicle at federal recreation sites that charge an entrance or standard amenity fee. The pass also provides a 50 percent discount for some expanded amenity (use) fees such as camping (including family sites operated by concessionaires), swimming, parking, boat launching or cave tours at participating agency sites. Discounts do not apply to special recreation permits or concession (store items).

### 3.5.3 Pass Customer Check-in Procedures

In addition to the Interagency Pass policy in **Chapter 2, Business Rules and Policies**, the following applies:

If the customer makes the reservation through the Internet, the customer must enter his or her Senior or Access Pass number on the appropriate web screen. Once the customer enters the pass number, the discount will appear on the reservation and becomes part of the reservation record.

If the call center takes a reservation, the reservation agent will ask the customer if he or she (or any member of the party) is a pass owner. If so, the agent will enter the pass number and apply the discount to the reservation. The pass number becomes part of the reservation record.

If a customer does not enter the pass information on the web page or inform the call center agent that they have a lifetime pass, the regular (full) fee rate applies.

The DAR or Field, Venue or Permit Manager will show the pass number associated with each customer who received a discounted rate.

The pass owner (who must occupy the site) must bring his or her valid pass and one form of photo identification to show upon arrival and check-in at the campground.

Field personnel are responsible for verifying the customer's pass number against the DAR or the reports within Field, Venue or Permit Manager computer software applications. They should also verify the customer's photo identification to ensure that the person using the card is the same person whose signature appears on the card.

If the pass owner does not bring the pass and photo identification, he or she should not receive the discounted rate. In this situation, the customer should pay any additional fees before occupying the site. DAR facilities should contact Customer Service to have them apply the additional payment. At sites with Field, Venue or Permit Manager, field staff should collect any the additional fees when the customer checks in.

Customers with a lifetime pass may not apply the discount to any campsite other than the one he or she will occupy.

Customers with **annual** passes (including military and volunteer annual passes) are NOT eligible for discounts on use fees for camping, tours, boat launches, etc. If an annual pass owner inadvertently receives a discount, he or she should pay any additional fees. DAR facilities will contact Customer Service to have them apply additional payment or Field, Venue and Permit Manager sites can adjust the fees when the customer arrives.

#### 3.5.3.1 Walk-up Customer Check-in.

If a walk-up customer presents a lifetime pass, field personnel will apply the appropriate discount once they verify pass information and photo identification as for customers with reservations.

## 3.6 Check-in and Arrivals.

### 3.6.1 Customers with a Reservation.

When a customer with a reservation arrives at the field location, they are checked-in and then occupy the site or facility (or for tours or permits, proceed with the activity).

- **Note:** field sites should post reserved sites in advance, but **omit** personal information to protect the customers' privacy.

If the customer's reservation includes a pass discount, the field staff should follow the procedures described above to verify eligibility.

### 3.6.2 Pre-Registration Feature

Pre-registration is a feature that provides reservation customers the option to enter additional customer information prior to arrival. Pre-registration reduces the time it takes for field staff to check in a customer with a reservation at the site.

- **Note.** Pre-registration is NOT advance on-line check in (field staff must still check customers in) but it allows the customer to enter required information prior to arrival, such as number of occupants, vehicles, pets, equipment or camping unit, etc.

Pre-Registration functionality is configurable for site specific facilities through a Help Desk request. When a facility chooses to offer customers pre-registration, Active/ReserveAmerica sends a pre-registration email invitation to the customer after he or she books a reservation.

### 3.6.3 Early Check-in.

Customers may change the arrival date of their reservation, prior to the reservation cut-off window by calling the Recreation.gov call center.<sup>14</sup> No service fee applies.

A customer with a reservation is an “early arrival” when they arrive at the facility before the reservation arrival date and/or time. If this occurs during the reservation cut-off window the following applies:

Early arrivals are subject to site availability.

Additional days of stay must fall within the cut-off window for that field location.

Collect any additional use fees.

### 3.6.4 Walk-up Customers.

A walk-up is a sale made at the time of the customer’s arrival at the field location. If a customer walks up to the field location and does not have a reservation, and after determining which facility or activity the customer wants, field staff will:

Checks reports (such as the DAR or computer data) to verify whether facilities are available to meet the customer’s request.

Ask the customer to pay all fees and completes any required registration process. Agency and local policy may allow customers to stay longer than the maximum length of stay.

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<sup>14</sup> Except where the “no sliding” rule is in effect.

## 3.7 Accepting Payment at Field Locations.

Field personnel may accept the following methods of payment in U.S. dollars: credit cards,<sup>15</sup> cash, certified checks, bank checks, money orders, personal checks and Travelers checks. Recreation.gov does not accept foreign currency. Please refer to **Table 1. Method of Payment by Sales Channel** in Chapter 2.

## 3.8 Site Changes.

A **site change** occurs when a customer with a reservation at a “site-specific” classified field location (i.e., where the facility allows the customer to choose a specific campsite at the time the customer makes the reservation) requests a change from one site to another. This is not applicable to the few field locations that manage by “site-type,” which allows a customer only to choose a type or category of site (tent, RV, electric, etc.) and field staff make specific site assignments when the customer arrives.

### 3.8.1 Site Change Procedures

- **Site changes prior to the customer’s arrival**
  - Customers may request a site change by calling the Recreation.gov call center prior to the reservation cut-off date.
  - A \$10.00 service fee applies for a site change through the call center.
- **Site changes after the customer’s arrival.**
  - A customer may request a site change once he or she arrives at the field location. There is no charge to make a site change once on-site.
  - The field staff will check the availability of the site for those days within their control, i.e., the cut-off window.
  - When the site change is to a more expensive site, the customer must pay the difference in rate.
  - If the customer changes to a less expensive site, refund the difference via a refund request.
  - If the field location has non-reservable sites that are available for the time period a customer requests and the local policy is to allow a customer to move from a reserved, site specific site to a non-reservable

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<sup>15</sup> Field locations that accept credit cards for payment must comply with the Payment Card Industry (PCI) Data Security Standards (DSS) described in this chapter.

site, then the field staff can approve a customer's request for a site change.

- If the customer's request is at a site-specific location and the length of stay requested extends beyond the cut-off window:
- Field, Venue or Permit Manager locations will check inventory for site and date availability.
- DAR locations will honor the request for those days within the field location's control, i.e., the cut-off window.
- Process changes to a different field location or facility as a cancellation of the original reservation and the creation of a new reservation.

### 3.9 Extension of Stay.

An extension of stay occurs when a customer requests additional days or time beyond the original departure date or time for a campground or other facility.

Extensions of Stay for activities such as wilderness permits are subject to the site's rules and policies.

#### 3.9.1 Extension of Stay Procedures.

Customers may be able to change the reservation arrival or departure date prior to the reservation cut-off date by contacting a call center agent who can check availability.

Customers already at the field location may extend their stay and remain on the existing site as long as no other customers are due to occupy that site, and their total length of stay does not exceed agency limits, rules or regulations. The customer will pay for the additional nights but no service applies if the extension of stay request occurs when the customer is occupying a site at the field location.

- **Extensions of Stay after Customers Arrive at DAR Locations.** Field locations may grant extensions after the customer arrives only when the requested dates fall within the local cut-off window and they have checked the DAR to confirm the site is available for extension.

Customers that wish to extend beyond the local cut-off window may call Recreation.gov and reserve the site for the dates requested (if available), with the approval of the field Location (if necessary). Customers may need to move to another location in order to extend their stay.

- **Extensions of Stay after Customers Arrive at Field Manager Locations.** If the site is available, field locations may process an extension to the customer’s reservation by entering the change in the Field Manager software.

## 3.10 Check-out and Departures.

A customer “departs” when he or she checks out of the facility. This makes the site available to other customers. As a general practice, all customers leaving the campground should notify the office or gate staff when they depart.

Field locations should develop local procedures for customers to notify the staff of their departure.

### 3.10.1 Early Departures.

An early departure occurs when a customer spends at least one night of their reservation at the facility but leaves the facility prior to the reservation departure date

Treat early departures as a cancellation of the remaining days. There will be no refunds for days used prior to the departure date, regardless of whether the customer was present for all those days, i.e., the customer arrived a day late.

Campers must notify the facility that they are leaving early, as required by local policy. Notification must occur prior to checkout time to receive credit for the night of the departure date. Field location procedures may vary depending on agency policy

The field POC must authorize any refunds for early departures or may in some cases, deny them, i.e., if the departure is associated with a law enforcement issue or is otherwise prohibited by local agency policy.

If the field location is:

- **A DAR facility.** A field POC or other representative may authorize a refund for the remaining part of the customers stay.
- **A Field or Permit Manager facility.** The POC authorizes the refund by entering the customer’s departure into the Field Manager software, which releases the “reserved” inventory.
- **A cabin.** There is no refund for early departure.

## 3.11 Cancellation – Customer-Requested.

Customers wishing to cancel a reservation should contact the Recreation.gov call center. The following procedures support the policies in **Chapter 2, Business Rules and Policies.**

- **Customer-requested cancellation procedures for Field Locations using a DAR.** Daily Arrival Reports list cancellations if the reservation appeared on a previous DAR and if

the cancellation occurred prior to the generation of the DAR. When a customer notifies field staff of a cancellation, either the customer or the field staff may request a refund (**2.20 Refunds**).

- **Customer-requested cancellation procedures for Field, Venue or Permit Manager Locations.** Field staff can process and authorize a customer’s request for cancellation using the field software application. Refer to the user manual for your computer software application available through the agency sign in page.

### 3.12 No-shows.

- **No-show procedures for field locations using a DAR.** At the discretion of the site, when field staff identify that a reservation customer is a “no-show,” they may submit a refund request (see **2.20 Refunds**). This assures that Customer Service will withhold appropriate fees from the customer and initiate a refund for any remaining funds.
- **No-show procedures for Field, Venue or Permit Manager Locations.** When a reservation customer is determined to be a “no-show”, enter the data using the field application. The software calculates the applicable fees and refund amount (if applicable). The software also changes the status of the site from “reserved” to “reservable”.

### 3.13 Cancellations – Agency-Initiated Closures.

An agency-initiated cancellation or closure occurs when the agency closes all or part of the facility or activity. Some reasons to initiate reservation cancellations may include construction, maintenance situations, emergencies, administrative closures, civil disturbance, government shutdown, acts of God, e.g., natural disasters such as earthquakes, floods, fires, severe storms, etc.

The field POC should notify the Help Desk at 1 (877) 345-6777 as soon as the site decides to close a facility and confirm the notification by email to: [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com).

Once it receives the request the Help Desk will take the following actions:

Send an automated email response including the case number within 3-4 hours to confirm that they have initiated the closure.

Remove the affected inventory from sale within 24 hours of notification for emergencies.

Run a query on the affected sites to determine if there are any existing customer reservations.

Notify the POC of any existing reservations and ask the POC to determine whether the facility will honor or cancel the reservations. Attempt to notify each customer, then cancel the reservation and issue a full refund, including service fees, as instructed by the POC.

When changes or cancellations are agency-initiated, agencies must pay the contractor the applicable (CLIN) fees. Agencies will also pay the CLIN fees for concessionaire-initiated changes or cancellations unless the change or cancellation was a result of the concessionaire failing to properly maintain a facility, creating an unsafe environment, negligence or other grave situation. In these cases, the concessionaire is responsible for paying the CLIN fees. Refer to the **4.4 Site Closures and Emergency Closures**.

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# Chapter 4 – Managing Inventory

This chapter covers Recreation.gov policies and procedures for setting up and managing reservations at participating facilities, including inventory and emergency site closure.

## 4.1 Inventory Tools

To manage your recreation field location inventory:

**Contact the Help Desk.** Request inventory additions or changes through the Help Desk on-line (available through the “agency sign-in” page of [Recreation.gov by selecting “Support Center” from the launch pad](#)); by email to [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com) or by phone at 1 (877) 345-6777 or fax at 1 (888) 724-5520.

For tracking purposes, submit all Help Desk requests in writing either before or immediately after the phone request to the Help Desk.

- **Note:** Support Center is the preferred method of contact for all data changes with the exception of emergencies.

### 4.1.1 Your Inventory Data Must Include Photos of your Site

Did you know that the most common request from Recreation.gov users is to see more and better photos of facilities? It is critical that you provide engaging, high-quality photos in addition to unique, detailed, well-written information about your federal recreation site. If you need help in planning how to add photos, please contact your Agency Technical Representative (ATR).

### 4.1.2 The User-Generated Photo Tool on Recreation.gov

In addition, effective September 2013, Active/ReserveAmerica implemented a new user-generated photo tool that allows users to upload photos of your facility. Active/ReserveAmerica moderates these photos but field location staff should periodically check these user-generated photos to ensure they are appropriate and accurate. Field locations may also use these photos on the facility and site pages.

## 4.2 Adding New Inventory to Recreation.gov

Field managers are encouraged to submit as many new facilities and activities as possible to Recreation.gov for reservation services. Agencies may have additional policies to guide field locations on the types and numbers of facilities and activities to add.

### **Getting your Message Out: Marketing and *Un*marketing with Recreation.gov**

Once your facility or activity is reservable through Recreation.gov, be sure and check **Chapter 5, Getting Your Message Out**. Whether you'd like more people to learn about your site or whether you must limit access, we can help your site meet its mission.

- 1. Contact your ATR.** Contact your ATR especially if you are considering adding complex permit or lottery systems. Your ATR will discuss the facility or activity with you, answer any questions about how Recreation.gov works and describe the inventory process and any other expectations. Together you will analyze and/or anticipate the demand and use patterns of the specific facility and discuss business rules and policies. Once the field location managers and the ATR determine that the facility can be successful and serve customers' recreational needs through Recreation.gov, and after the local agency provides approval, the facility may add inventory.
- 2. Review Recreation.gov Business Rules and Policies.** New managers should read **Chapter 2, Recreation.gov Business Rules and Policies**. It is critical to compare Recreation.gov policies against local site operating procedures.
- 3. Contact the Recreation One Stop Program Management Office (RPMO).** The site will designate the individual responsible for compiling and adding the new inventory (typically the field Point-of-Contact or POC). The POC must contact the Recreation One Stop Program Management office (RPMO) by email at [rpmo@fs.fed.us](mailto:rpmo@fs.fed.us) and provide the overall facility details.
- 4. Contact the Help Desk.** The POC will then contact the Help Desk to obtain inventory data collection forms to begin compiling the data for the new field location.
- 5. Decide whether to use a Daily Arrival Report (DAR) or offer field sales.** The site must decide if the field location will manage reservations using a Daily Arrival Report (DAR) or one of the field computer software applications such as Field, Venue, or Permit Manager.
  - o Daily Arrival Report (DAR).** The site accesses this report through Resource Manager or can request that Active/ReserveAmerica, Inc., deliver it daily via email or fax during the site's operating season.

- **Field Sales Channel.** Hundreds of field locations use computer software applications like Field, Venue or Permit Manager to manage reservations and these applications may help you manage your site as well. Discuss these for on-site management tools with your ATR or the Help Desk. Field locations may add computer software applications at any time (DAR locations often convert to on-site applications after first gaining some experience using Recreation.gov). The Help Desk will assist with developing an implementation schedule
- 6. Choose your Site Classification** Field managers must determine how to classify the facilities available for reservation at a specific field location: either “site specific” or “site type”. Recreation.gov recommends the “site specific” classification method over the “site type” method.
- **Site Specific Classification (Recommended).** “Site specific” inventory allows customers to reserve a specific site, e.g., site # 45 or A-3. This method empowers customers to choose sites that suit their needs when making the reservation. Recreation.gov recommends the “site specific” classification method.
  - **Site Type Classification (Not Recommended).** “Site type” classifies similar sites together (e.g., tent, RV, etc.), in the way that the hotel industry classifies types of guest rooms (king, double, etc.). Rather than reserving a specific site, customers, upon check-in at the field location, would choose from a group of sites of the same “type,” Or field staff would assign the customer to a specific site number within that site type. This method is easier to establish in inventory but is rarely used.
- 7. Define a plan.** The Help Desk will work with the POC or field location staff and define a plan and timeline to identify all the required steps for incorporating the new facility or activities into the reservation system.<sup>16</sup>
- 8. Determine how much inventory will be available for reservations.** Recreation.gov encourages field locations to increase the minimum percentage of reservable sites up to the agency’s maximum recommendations (check with your ATR). This provides better customer service since more sites are available for advance reservation. It also reduces the amount of funds the field location must handle, improves physical security and significantly reduces staff workload. Also, Recreation.gov displays your facility data and if only a portion of the facility displays, it can cause customer confusion.

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<sup>16</sup> **Exception:** Complex permit and lottery systems require a separate process and may require additional time to implement. Please contact your ATR for details.

#### Recommendations for Percentage of Reservable Sites:

- **Maximum.** The maximum number of reservable sites is 95 to 98% of the field location's entire inventory, which allows field staff the flexibility to handle unusual situations or emergencies. Most field locations also set aside administrative site(s) for the agency or concessionaire to use, e.g., a site for a campground host to occupy.
  - **Minimum.** The field location determines the minimum number of reservable sites depending on the needs of the facility. However, in order to provide the best customer service, field locations should consider adding as close to 95 to 98% of sites at a field location. Contact your ATR for specifics about agency minimum and maximum percentage policies for reservable sites.
- 9. Define Reservable Sites.** When the manager at a field location decides to add a campground, cabin, group shelter or other facilities to Recreation.gov, they must define the inventory available for reservation using data collection forms available through the Help Desk. Data gathering may require evaluating and describing the site's characteristics and attributes, taking measurements, calculating fees and taking photographs.
- 10. Provide Facility Description.** The POC should take time to write a pleasing description of the facility or location. Review some of the existing facility descriptions on Recreation.gov for examples. The Help Desk will provide your facility descriptions to the Recreation One Stop editor for review. The edit and review process allows for clarity and consistency within the Recreation.gov facility template as well as proper grammar, punctuation, and spelling.
- 11. Inventory Implementation and Final Verification.** Once the inventory data is assembled, submitted, and reviewed, it will be input into the system. The field POC must review and verify that the inventory entered into the system is correct. Once verified by the POC, the inventory will be available for reservation sales.
- **Important!** The most critical step in providing reservation services to the public is to check and re-check the inventory records for the new field location to ensure that every entry is correct. This is the foundation for providing effective reservation services and satisfying customers at the field location.

## 4.3 Inventory Updates and Revisions

The field POC is responsible for reviewing, updating, and correcting Recreation.gov inventory for his or her field locations, as well as informing Recreation.gov of changing

conditions. Field managers select and authorize a reservation POC who is responsible for inventory changes and regular updates. The facility often also designates a secondary POC.

Once the POC enters or changes inventory data in the Recreation.gov database, it is very important that the POC verify all the data on the Recreation.gov website. Pay particular attention to checking critical items such as: fees, seasons/dates (provide two years in advance), reservable sites, and POC information.

#### **Inventory Updates: Don't Procrastinate!**

Review your inventory data at least annually and submit updated information or corrections to the Help Desk (or use Support Center or Inventory Manager). At a minimum, check these critical items:

- Fees
- Seasons/dates
- Reservable sites
- Primary and secondary Point of Contact (POC) information
- Daily Arrival Report (DAR) recipient addresses
- Facility homepage content

Be sure to include at least two years'-worth of fees and dates to stay ahead of the maximum booking windows.

- **Exception:** If you have special fee rates for holidays, you must verify and submit them each year in advance of the maximum booking window (keep track of holiday dates, they change annually).

Contact the Help Desk at [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com) or your Agency Technical Representative if you have questions or need assistance.

### **4.3.1 Editorial Review of Facility Description Changes**

Recreation.gov requires that our web editor review changes to facility descriptions to ensure clarity and consistency. Changes to the following sections within the facility description require review:

- Overview
- Natural Features
- Recreation
- Facilities
- Nearby Attractions
- Know Before You Go

- Getting There

Changes to the following do NOT require review:

- Closures and closure modifications
- Date changes
- Fee changes (Note: NPS requires ATR approval of all fee changes)
- Phone numbers
- Confirmation letter information
- Site details
- Bulletin requests

#### 4.3.1.2 Content Review Procedure

- The POC will submit a change request through the Help Desk.
- The Help Desk will provide the support case number and content that requires review to the Recreation.gov web editor.
- The editor will review the content, make edits, approve changes, and, if the changes are minor (grammar, spelling, streamlining content, etc.), will forward the final version to the Help Desk. Should the content require substantial editorial revisions, the editor will contact and discuss those changes directly with the POC.

#### 4.3.2 Changing Management Organizations.

The Recreation.gov reservations database contains a management organization structure for all participating field locations. Once the database establishes these for agency-managed field locations, they should not change.

- **Exception:** changes in concession-managed/operated Forest Service sites may result in changes to the management organization structure.

#### 4.3.3 Concessionaire Facility Changes

Agency field sites are responsible to notify the RPMO when a change in concessionaire operations occurs at a field location or group of field locations. Appropriate notification assures proper payment to the concessionaire for reservation sales.

These procedures also apply when the Forest Service will run a facility until the forest awards a new concession permit. If there is a delay between concessionaire permit awards or if the agency must temporarily manage the facility, notify the RPMO and the Help Desk in advance to assure that the appropriate managing organization receives disbursements.

During any gap in facility management, the RPMO holds reservation funds in a separate account until the facility designates a new concessionaire.

Once the site awards a permit to a new concessionaire, send a copy of the permit to the RPMO office via email to [rpmo@fs.fed.us](mailto:rpmo@fs.fed.us) or fax. The RPMO will record the implementation dates and establish a disbursement schedule.

Complete inventory data and POC changes through the Help Desk.

## 4.4 Site Closures and Emergency Closures.

Applying a site closure makes sites unavailable for advance reservations for the specified date range. Closed sites may still be available for walk-in customers at the campground, depending on the options selected when you apply the closure. Site Closures allow the manager to close an entire facility, a group of sites or one individual site to respond to changes in field conditions.

When requesting a Site Closure the field POC must specify an ending date for this change so that reservations can resume when the field location lifts the closure.

- The **start date** is the first night/day of stay the closure affects
- The **end date** is the last night/day of stay the closure affects. The end date for site closures is necessary so that reservations can resume when the field location reopens. Specify an end date far enough in the future to cover the situation but remember that the closure will affect customers with existing reservations.

### 4.4.1 Existing Reservations

The field POC must consider any existing reservations for the date range that the facility is closed. If the site closure request affects customers who are arriving within 14 days of the current date, cancellations will show on the DAR. Include the request and details of the closure, including how you would like to handle pending reservations. Site closures may require customer service to contact customers about cancellations.

### 4.4.2 Initiating a Site Closure

There are several ways to initiate a site closure.

- **Field, Venue or Permit Manager** may submit a closure request using these field applications.
- **For Emergency Closures**, phone the Help Desk at 1 (877) 345-6777
- **For non-emergency closures**

- Support Center is the Help Desk’s preferred method to receive requests with the exceptions of emergencies, especially for those POCs with experience and access to Support Center.
- Email the request to [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com).
- Phone the Help Desk at 1 (877) 345-6777

The Help Desk will log the request and apply the site closure within one hour of receipt and Customer Service will begin notifying customers as needed.

If you have question about the process, call the Help Desk at 1 (877) 345-6777.

For helpful suggestions, read the **Closure Tips box** at the end of this section.

### 4.4.3 Additional Steps for Emergency Closures

An emergency may arise that requires a facility to place a closure, often due to conditions beyond the site’s control such as fire, flood or wind damage. Emergency closures can also result from water or electrical failure, the presence of threatened or endangered species, or the administrative needs of the agency.

1. When at all possible, contact your Regional Coordinator or ATR for information and assistance prior to contacting the Help desk.
  2. Call the Help Desk (877-345-6777) and report the closure. A closure will halt further reservations and initiate a process to cancel existing reservations for the period identified.
  3. Be ready to provide the Help Desk with the following:
    - Name of Facility and Park ID number
    - Your name, position and contact information. (Note: should be the POC for the facility, Regional Coordinator/ATR, or agency emergency staff).
    - Reason for closure
    - Length of closure in days
    - Whether to honor or cancel existing reservations.
- **Important:** For most emergency closures, you will want to cancel the existing reservations. If you honor existing reservations, customers will arrive and someone will have to provide an alternate location for them to stay. This may be manageable if you have staff onsite and if the closure only affects a few campsites or one loop in a large campground.

4. The POC must follow up with a notification through Support Center or via email to [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com) to confirm the phone request. You may include the words “Emergency Closure” in the subject header.
5. Request a bulletin statement announcing closure on your facility details page.
6. The Help Desk will send an automated response within three to four hours of receiving the request, initiate the closure, and begin notifying customers, to either rebook, if possible, or cancel affected reservations and refund all fees paid<sup>17</sup>. The closure request is usually complete within one day.
7. If you have questions about the process, call the Help Desk at 1 (877) 345-6777.

#### Closure Tips

- **Check your arrival lists.** Pull a Reservation Detail Report or a Daily Facility Data Management Report to see the current list of customers with reservations for the two to three weeks that follow. Do this prior to the closure to help with decisions.
- **Decide how long to place the closure.** The most difficult decision is how long to place the closure. You’ll need to estimate the time it will take to resolve the situation at hand. It could be as short as a day or two, but often for fires or floods etc., it is best to work a closure week by week.
- **Place longer closures but work cancellations in blocks.** A closure is easily lifted to allow customers to make reservations (given the minimum booking window), but the more difficult aspect of a closure is contacting the customers with cancelled reservations in a timely manner. You can place a closure for a month, and work the cancellations in three or four one week blocks. It may be difficult to keep up with shorter blocks, especially when the emergency affects the POC, Support Agents and our customers.
- **The local unit may assist the Help Desk by contacting customers.** If possible, the Help Desk will attempt to contact all the affected customers. As a supplemental measure especially for emergency closures, the local unit may decide to assist in reaching customers.

Your Regional Coordinator or ATR can provide guidance, along with our Agency Liaisons or agents at the Help Desk.

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<sup>17</sup> Recreation.gov cannot issue refunds for the non-fee tour locations under any circumstances.

## 4.5 Removing Facilities from Recreation.gov.

Before a field location removes a facility from inventory, the site manager and the ATR must analyze the demand and use patterns of the facility relative to agency policies and site operating procedures. In addition, removal of facilities from inventory requires careful consideration of the impacts on the facility, customer service and customer expectations.

If it is necessary to permanently remove an existing facility or field location from Recreation.gov inventory, please follow these steps:

Contact your ATR to approve the request.

Notify the RPMO by email to [rpmo@fs.fed.us](mailto:rpmo@fs.fed.us).

Once the ATR approves the request, the field POC submits the request along with the approval to the Help Desk for processing.

If the field POC submits a request to remove an existing facility or field location from Recreation.gov without prior approval, Active/ReserveAmerica, Inc. will contact the ATR to obtain approval. If approved, the ATR will notify RPMO staff before removing the facility.

Recreation.gov and/or RPMO staff will determine if the inventory database requires changes in order to credit disbursements to the appropriate management organization.

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# Chapter 5 – Getting your Message Out: Marketing or Unmarketing with Recreation.gov

Whether your site’s goal is marketing to increase the use of underutilized facilities or *un*marketing sensitive, high-demand or over-utilized sites, Recreation.gov can help.

Please contact us through your Agency Technical Representative (ATR) and let us know how we can help you achieve your goals.

## 5.1 Contractor Responsibilities

Our contractor has the responsibility to promote Recreation.gov and the reservation service and to educate customers about the service and participating sites. Education may include reasons for various use limits or other existing rules and policies.

The contractor submits the plan each year to the Contracting Officer’s Representative for approval. The Marketing Plan outlines our contractor’s responsibilities for promoting Recreation.gov. Recreation One Stop agency staff and the contractor jointly develop and carry out the annual Recreation.gov Marketing Plan.

## 5.2 Field Responsibilities

The ATR and the field Points of Contact (POCs) are responsible for educating agency customers about Recreation.gov.

Examples of how participating agencies fulfill this responsibility include:

- Joining local and regional trade shows/special events.
- Distributing Recreation.gov marketing materials that include the current Recreation.gov logo, web address ([www.Recreation.gov](http://www.Recreation.gov)), and toll free number(s). For a supply of current marketing materials, Email Recreation Solutions, the program’s marketing materials distributor, at [nrrs@fs.fed.us](mailto:nrrs@fs.fed.us) (see **Where can I order Recreation.gov materials?**).
- Ensuring that your site’s printed materials also include the Recreation.gov logo and web address.

## 5.3 The Recreation.gov logo

The Recreation.gov logo communicates a unified brand to the public. Use the Recreation.gov logo for official purposes only, such as site publications or bulletin boards. These logos are available by accessing the “agency sign-in” page of [Recreation.gov](https://www.recreation.gov) and then linking to the Marketing website (or contact your ATR).

Use the logo judiciously—protect the Recreation.gov logo as you would your agency logo. When in doubt, check with your ATR.



*Figure 3. Full Color Version of Recreation.gov Logo.*

## Q & A . . .

### Q. Where can I order Recreation.gov materials?

A. A variety of materials are available for the field to distribute or display to customers. Participating Recreation.gov sites can order pre-printed materials through Recreation Solutions, such as:

- “Tool Kits” for distribution to customers. Customers use these as bookmarks in their Travel Guidebooks or Road Atlases for easy access to Recreation.gov contact information.
- Recreation.gov posters with a variety of locations
- Recreation.gov post cards
- Recreation.gov mouse pads
- Bulletin board placards
- Reservation site placards

The USDA Forest Service Recreation Solutions team provides this service, but it is available to all participating agencies.

Recreation Solutions  
Voice: (406) 329-3024  
email: [nrrs@fs.fed.us](mailto:nrrs@fs.fed.us)

[www.fs.fed.us/recreation/recreationsolutions](http://www.fs.fed.us/recreation/recreationsolutions)

Please include preferred quantity of item(s) and we will do our best to accommodate the request. For more information, contact Recreation Solutions or your ATR.

## 5.4 Highlighting Your Site on the Recreation.gov Home Page

As a Point of Contact (POC) for your Recreation.gov destination or site, you play an important role in communicating with the public about your special places. Recreation.gov receives over seven million unique visit to our website annually from people who want to book a facility or activity or just to enjoy and recreate on federal lands.

### 5.4.1 Why feature your site on Recreation.gov?

- **To provide better customer service.** The recreating public wants to know what recreation opportunities are available. They want to confirm that a destination or site is reserved and waiting for them when they arrive.
- **To connect the public with new recreation opportunities.** Highlighting lesser-known facilities can provide additional opportunities for the public while reducing the

pressure on those nearby high-demand locations and the impact to cultural or natural resources.

- **Increase occupancy and use at under-utilized facilities and activities.** By featuring your site, you may increase occupancy rates and thus generate revenue to operate and maintain facilities.
- **To manage demand and impact on high-demand or sensitive sites through education.** By featuring unique reservations, lotteries, and permit applications, we provide awareness and education to the public about these special places – protecting and conserving the land and water resources. Feature your high-demand or limited access site or facility to inform the public about these special places, illustrate the reasons for limiting access, and remind the public that some areas require a much needed break.
- **To provide accurate information for high-demand locations.** By featuring unique reservations, lotteries, and permit applications, we can provide accurate information *directly from your site* about directions, policies, safety tips, and other “how-to” information, eliminating the need for visitors to search elsewhere— or worse— the possibility of obtain inaccurate information from illegitimate sources.
- **To reconnect America with the outdoors.** *America’s Great Outdoors Report* identifies Recreation.gov as an avenue to reach new audiences and reconnect communities, families, and friends with America’s cultural and natural resources.

## 5.4.2 How Recreation.gov can feature your site on the home page

Recreation.gov agency staff are ready to help you! Coordinate with the Recreation.gov home page team (through your ATR) to feature your location in any of the following:

- **Home page “Hero” Images** (large, engaging photos at the top of the home page)
- **Home page “Discover Great American Adventures” articles** (spotlights about facilities, activities and destinations)
- **Home page “Go Lists”** (Lists that encourage a “get active” lifestyle)
- **Videos on the Home page or Recreation.gov YouTube channels**
- **Home page “Explore Trip Ideas” articles** (Trip planning for popular destination cities)
- **Conferences or trade show exhibits and materials**
- **Social Media**, e.g., Twitter, Facebook, YouTube, Blogs, Pinterest or Instagram
- **Press Releases**

For further details about how Recreation.gov can feature your site, please contact your ATR who will connect you with Recreation One Stop’s home page team.

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# Chapter 6 – Where to Get Help

Agency and field personnel at participating locations may require assistance with implementing and managing reservation services. The Recreation.gov **Help Desk and Customer Service (Service Resolution Team or SRT<sup>18</sup>)** provide this assistance.

This chapter describes these two contractor teams.

## 6.1 The Recreation.gov Help Desk: Your First Stop for Assistance.

The Recreation.gov Help Desk provides quick and effective support and assistance to internal customers (you and the field staff) for reservation issues.

The Recreation.gov Help Desk is the field’s primary resource for assistance in resolving technical and or inventory related issues. Examples include: use fee changes, DAR issues, field software (Field, Venue, Permit or Resource Manager) issues, changes to inventory, season or fee updates and field location alerts and notices.

The Active Network guide *How to use your Client Support Team* is available through Support Center, which participating field locations can access through the Recreation.gov agency sign in page or obtain a copy through your ATR.

### 6.1.1 Help Desk Hours of operation and Contact Information.

If you are experiencing a problem with inventory issues, reservation services or technical issues, contact the Recreation.gov Help Desk and submit the report in one of the following ways.

- On-line through Support Center, which you can access through the “agency sign-in” page of [Recreation.gov. Support center is](#) the preferred method of contact for all data changes with the exception of emergencies.
- Help Desk phone number: 1 (877) 345-6777.
- TDD phone number: 1 (877) 833-6777. (ask for the Help Desk)
- Help Desk Fax number: 1 (888) 724-5520.

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<sup>18</sup> Active/ReserveAmerica changed the name of the “Customer Service” Department to “Service Resolution Team” to better reflect the array of services they provide. This document uses the more common and well-understood term, “Customer Service.”

- Help Desk email address:<sup>19</sup> [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com)

Help Desk services are available seven (7) days per week throughout the year during the following hours:

- March 1 to October 31 7 a.m. to 1:00 a.m. Eastern Time
- November 1 to February 28 8 a.m. to 11:00 p.m. Eastern Time

### 6.1.2 Reporting Issues through the Recreation.gov Help Desk.

Submit a request to the Recreation.gov Help Desk through the “agency sign-in” page of [Recreation.gov](http://Recreation.gov) by email or by phone. Always include the following information (and remember to get a case number!):

- Your Name.
- Facility Name and ID number.
- Your contact information (email and phone number, COE District/Forest Name/NPS Park:
- Description of the issue. Identify the general area where you require assistance and then describe the specific situation. Include all of the facts known.
- Priority level of the problem (see Table 4.).
- For reservation service related issues, describe the Specific Issue(s) and include:
  - Site/Tour etc.
  - The date the issue occurred
  - Customer Name and Reservation Information (if applicable)
  - How was reservation made (Call Center, Internet, or Field Application)
  - Reservation Agent Name (if available)

Be sure to reread your request before submitting it and make sure you have clearly stated the issue and/or request.

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<sup>19</sup> Note: Use [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com) to expedite service. The older [nrrshelp@reserveamerica.com](mailto:nrrshelp@reserveamerica.com) and [nrrs-inventory@reserveamerica.com](mailto:nrrs-inventory@reserveamerica.com) are also acceptable, and are automatically routed to the new email address. You may occasionally receive messages from other contractor email addresses.

### 6.1.3 Resolving Issues: What Happens Next?

The Help Desk will assign your case to an individual Help Desk Specialist by category (closure, fee, inventory, etc.). The Recreation.gov Help Desk specialist reviews the details of the request and assigns a priority level (see Table 4).

Should the Recreation.gov Help Desk specialist have questions, he or she will contact you, the end user, for clarification. The field POC will receive an email within 12 hours for critical issues or within three days for non-critical issues.

Whether you submit a request online through Support Center, by email or by phone, the Help Desk creates a case using the information you provide.

- **Support Center or email request:** You will receive an automatically generated message, typically within 3-4 hours, that includes the case number in the message (within the subject line).
- **Phone request:** The Help Desk provides the case number during the initial call. After the phone call, the Help Desk will provide an email confirmation of the submission with a case number within the subject line.

The content will vary slightly, but will include the case number and **Case Completion Time Estimates** (Table 4). For tracking purposes, follow up all telephone requests with a written request to provide a paper trail.

- **Note:** Once you have the case number, you are encouraged to track the progress of your case online through the Support Center.

### 6.1.4 Case Verification

Once completed, a member of the Recreation.gov Help Desk Quality Control team will verify that the work is complete and in accordance with the request. When Quality Control approves the work, the Help Desk will send an email to the POC advising that the work is complete and ask the affected end user to verify the accuracy of the work.

Field staff should review the work and verify that the Help Desk completed the work correctly, and then confirm the work is accurate by email or through Support Center. Once you, the end user, confirm the work is accurate and complete, the Help Desk closes the case.

If you do not verify the work, the Help Desk will send two additional requests for you to verify the work. If you still do not verify the work, the Help Desk will close the case. The Help Desk sends a final email notice (with a copy furnished to the ATR).

**Table 4. Case Completion Time Estimates**

| DESCRIPTION   | IMPACT                | SEVERITY                  |
|---|-----------------------|---------------------------|
| Emergency Closure (and/or Customer Contact), Ticket Holds, Permitting Fire Restriction Bulletins & Alert for Call Center Agents etc.  | Critical Impact       | High, Escalated – (1 Day) |
| Fees and business rule updates, site type changes that impact fees, modifying open dates for seasons in the reservation window, updating availability of a site, non-emergency closures (outside maximum reservation window), adding new sites, site renumbering, new permit type, adding or building quota, and add tour time etc. | High Impact           | High (3-5 Days)           |
| Updates to general content information/setting up annual permitting lotteries, building annual tour times and yearly on sales.  | General Non-Emergency | Low (45 Days)             |
| Adding new facilities (non-permitting facilities)   |                       | Medium (30 – 45 Days)     |

### 6.1.5 When the Help Desk can't resolve your Issue: Case Transfers to other departments

If the Recreation.gov Help Desk specialist is unable to resolve the issue, he or she will forward the request to another department for resolution. The case notes will document the transfer of the case to allow the field user to track the status of a request even when different departments are working on it.

A representative of the new department, e.g., Product Support, will contact the end user and advise them of the situation.

### 6.2 The Field Survey Invitation from Recreation One Stop

You'll receive a final "Issue Closed" email which also includes an invitation to take a survey about your satisfaction with Help Desk services for the specific case. Although we arrange with Active/ReserveAmerica to send you the invitation, the Recreation One Stop program owns and manages the survey through a separate survey provider. Recreation One Stop staff reviews the survey results each month.

We understand how busy things can be during your peak season, but it only takes about a minute to complete one of these surveys for each Help Desk case. The agency contract

management team uses your responses to improve the services provided under the contract with Active Network/ReserveAmerica, Inc.

## 6.3 Customer Service: The Service Resolution Team (SRT).

Field personnel may contact the Customer Service/Service Resolution Team (SRT) on behalf of customers and/or to follow up on reservation changes, modifications, or refunds. Field personnel should not contact the SRT with operational issues. Refer these to the Help Desk.

### 6.3.1 Customer Service Hours of Operation and Contact Information

The SRT is operational year around, on the same schedule (days and times) as the Call Center.

|                                |  |
|--------------------------------|--|
| Phone:                         | 1 (888) 448-1474   |
| Fax:                           | 1 (518) 884-9371   |
| Refund Line (agency use only): | 1 (877) 267-6307   |
| Email Address:                 | <a href="mailto:ActiveOutdoorsNRRSCS@activenetwork.com">ActiveOutdoorsNRRSCS@activenetwork.com</a> |

## 6.4 Help Desk and Customer Service After Hours Support

If you need assistance outside of normal Help Desk or Customer Service hours, call the Recreation.gov Help Desk phone number. Follow the instructions to have the call forwarded to a cellular phone for product or technical support emergency assistance. Use this option only in an emergency, such as a fire that closes part of a campground.

If the call is not immediately connected, leave a message with your contact information (name and phone number).

If the Help Desk does not return your call within 30 minutes, repeat the above process.

If the second call is not immediately connected or you do not receive a call-back, send an email to: [HDSupervisor@activenetwork.com](mailto:HDSupervisor@activenetwork.com)

When reporting after operating hours on an issue that can be resolved during the next business day, leave a message with your contact information. A Help Desk specialist will assign a case number the next business day and return the call back for further information.

## 6.5 Response Time.

The Recreation.gov contract requires Active Network/ReserveAmerica, Inc., to provide effective, courteous, and timely field support.

As described in this chapter under Reporting and Resolving Issues through the Help Desk, an:

The Help Desk generates an automatic response to the initial request (including a case number) within 4 hours of submission.

The Help Desk agent responds to critical issues within 12 hours or within 3 days for noncritical issues and will complete the request within the times provided in **Table 4. Case Completion Time Estimates**.

### 6.5.1 Escalation Procedures.

Escalation involves notifying a higher authority, such as a Help Desk or Customer Service supervisor, the Help Desk or Customer Service do not provide effective, courteous, and timely field support. If the field POC receives an untimely or unsatisfactory response from **the Help Desk**, use the following procedure:

- **Follow up.** Resend the original request to the Help Desk with the case number by email to [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com) or to Customer Service by email to [ActiveOutdoorsNRRSCS@activenetwork.com](mailto:ActiveOutdoorsNRRSCS@activenetwork.com) and request a status check. While you may also follow up by phone the Help Desk at (877) 345-6777 or Customer Service at 1 (888) 448- 1474, it is preferable to have a written record of your contact.
- **CC your ATR.** In addition, while it is the Field POC's responsibility to submit, follow-up on requests and escalate cases, you may determine it necessary to copy or forward individual cases to your ATR.
- **Escalate.** After following up
  - You have not received an update within 24 hours of submitting a written follow up request.
  - You determine that the work does not reflect your request.
  - You learn that the case is closed but the work is not satisfactory.

Then the POC should escalate the issue via email to [HDSupervisor@activenetwork.com](mailto:HDSupervisor@activenetwork.com).

- **Refer the case to your ATR.** Contact your ATR through appropriate agency channels if the above steps fail to achieve results.

## 6.6 Service Complaints.

All Recreation.gov customers, both internal field staff and the public, should use the following process to make formal complaints about Recreation.gov service or policies.

## 6.6.1 Customer Complaints.

Reservation customers wishing to inquire about Recreation.gov services or to make a complaint should contact Customer Service at 1 (888) 448-1474.

Field personnel may also document complaints which they may receive related to a specific customer's experience and send an email on the customer's behalf to:

[ActiveOutdoorsNRRSCS@activenetwork.com](mailto:ActiveOutdoorsNRRSCS@activenetwork.com) .

Include as much information as possible, in writing, about the reservation issue, e.g., the reservation number, agent name, date and time of contact.

Consider copying your ATR and/or follow the appropriate escalation procedures described above as appropriate.

## 6.6.2 Field Staff Complaints.

Field locations wishing to make a complaint regarding operational issues should document in writing and submit complaints to either the Help Desk or to Customer Service as applicable.

Document as much information as possible in writing including reservation number, agent name, and date and time of contact. Consider copying your ATR and/or follow the appropriate **escalation procedures** above as needed.

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# Appendix. 1 – Definition of Terms

**Accessible:** Describes a site, building or facility that complies with applicable accessibility guidelines and standards under the Architectural Barriers Act which ensures the construction of facilities that are accessible to people with disabilities.

**Accounting Operations Center (AOC):** The National Park Service (NPS) centralized Accounting Operations Center. This office is the authority that prescribes financial accounting procedures for the NPS.

**Activity:** A term used to describe a variety of events open to public visitation and for which the public can make reservations. Activities include, but are not limited to, tours and other recreation opportunities.

**Administrative Hold:** A field location may temporarily place a hold status on a recreation facility or activity for any management purposes.

**Advance Reservation Sale:** Transactions made within the booking window for reservations at field locations.

**Advanced Reservation Sale for Non-Fee Facility:** Transactions made within the booking window for reservations at facilities that do not charge recreation use fees, e.g., Washington Monument, Independence National Historic Park.

**Agency Technical Representative (ATR):** Also known as the agency COTR, this individual is an authorized representative of the Contracting Officer, serving as the technical staff advisor on matters related to the operational implementation of the contract requirements and acting within the limits of the authority delegated by the Contracting Officer.

**America the Beautiful – the National Parks and Federal Lands Recreational Pass:** see Interagency Pass Program.

**Arrival Date/Time:** The earliest time the reserved inventory is available.

**Backcountry:** An area of federal land characterized by a lack of development. Similar to Wilderness, but not formally recognized in law, it may include access limits that are subject to special federal regulations.

**Bank Card:** A form of non-cash payment rendered for goods and services using a financial institution's authorization. This can be either a credit card or debit card.

**Block Window:** A booking term which indicates that new inventory becomes available on nondaily basis.

**Booking Window:** The number of days or months prior to the first reservable date that a customer may book a facility or activity. For example, a customer may reserve a campsite with a six month booking window up to six months prior to the date of customer arrival. Different types of facilities and activities may have different booking windows.

**Boundary Waters Canoe Area Wilderness (BWCAW):** The BWCAW is a congressionally designated Wilderness Area located in the Superior National Forest in northeastern Minnesota and managed by the USDA Forest Service.

**Call Center:** A channel for distribution of reservation services, sales and recreation information.

**Campground:** A designated recreation facility made up of individual campsites and/or group sites for overnight use. A day use facility may be in a campground.

**Camping Fee:** A recreation use (expanded amenity) fee paid by a customer for occupying a campsite overnight.

**Campsite:** A site designated for overnight occupancy, which may feature various amenities, such as a picnic table, fire ring, grill, etc.

**Cancellation:** The release of a confirmed reservation that results in non-use by the original customer.

**Capacity:** Limit on the use of the unit of inventory, such as maximum number of people, vehicles, tents, trailers, horses, watercraft, etc.

**Change:** A customer-initiated modification of the original reservation, which may include but is not limited to changing arrival/departure dates, site numbers and types within the same campground, method of payment, and party size.

**Computer Permit:** A permit reserved and transmitted electronically to a specified Permit Issuing Station prior to the customer's entry date, as listed on the permit.

**Concessionaire:** A private operator of agency campgrounds or other recreational facilities under permit, lease, or other administrative instrument.

**Concessions:** Commercial businesses that may provide visitor accommodations, facilities, or services within a location (National Park) under the provisions of a concession's contract or permit.

**Confirmation:** A notice to the customer confirming reservation, permit, or sale. It verifies specific information, documents the payment record, and serves as a customer receipt.

**Congressional Inquiry:** A verbal or written inquiry from a member of Congress.

**Contract Line Item Number (CLIN):** A specific unit of work for which the government pays the contractor to perform work.

**Contracting Officer (CO):** A warranted individual of the USDA Forest Service with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

**Contracting Officer's Representative (COR):** An authorized representative of the CO who administers the day-to-day operation of the contract. This individual acts within the limits of the authority delegated by the CO.

**Contracting Officer's Technical Representative (COTR):** *See Agency Technical Representative.*

**Cooperator:** A privately owned business or non-profit organization under agreement with the USDA Forest Service for issuing wilderness permits (e.g., BWCAW permits)

**Credit:** A credit to a customer's account in lieu of a refund, held in the Central Reservation System for future use by the customer.

**Cutoff Date/Time:** The date and/or time beyond which an action will not be accepted.

**Cutoff Window:** The latest date and/or time that a customer request can be processed for a specific action; for example, the latest date a reservation, change, or cancellation can be made.

**Daily Use Fee:** A fee that is charged for the use of a facility or to participate in an activity (camping, tours, and day visits).

**DAR:** *See Daily Arrival Report*

**Daily Arrival Report (DAR):** A report that documents customers arriving on a daily basis for each reservable facility or activity in the system.

**Day Use:** A recreation facility or activity intended for use during daylight hours; (for example, picnic areas, swimming beach, shelters, or tours).

**Day Use Motor Quota:** A weekly (Saturday through Friday) quota in the BWCAW set up for visitors to enter by motor for day use only. The visitor must exit at night. The visitor must specify an entry week (some may request a specific day within the week) when making the reservation, but the permit is only valid for any one day during that week.

**Defaulted Payments:** Default of the payment instrument which may include chargeback transactions, non-sufficient funds checks, and other denials.

**Denials:** These are financial transactions that are "stopped" because the Bank Card (Credit or Debit card) has expired or the customer stops payment.

**Departure:** The designated date and/or time for the customer to vacate the recreation facility or activity.

**Designated Bank:** A financial institution approved by the U.S. Department of Treasury, for depositing public funds (31 USC 3302) into a U.S. Government treasury account.

**Designated Representative:** Person(s) authorized by the CO or COR to represent the government on matters relating to a contract.

**Differential Pricing:** The pricing of different sites within a single field location at different rates; for example, a higher price for overnight use of a site on the waterfront. This may occur between seasons or within seasons.

**Double Booking:** Multiple reservations above an established capacity for the same site, facility or activity with the same arrival date/time or activity date/time.

**Electronic Funds Transfer (EFT):** Transfer of funds by electronic means from one location to another.

**Entrance Fee:** A fee charged for entering parks or recreation areas (also known as basic fees).

**Entry Point:** A physical location designated in the permit for customers to access a Wilderness Area, Wild and Scenic River and the BWCAW.

**Equipment Type:** A classification of a visitor's camping equipment, for example, tent, trailer, motor home, or recreational vehicle for use at a campsite.

**Exempt Permit:** A BWCAW permit issued to a homeowner or resort owner or their guests on named lakes listed in Public Law 95-495. These people are exempt from day use motor quotas.

**Expanded Amenity (Use) Fee:** An authorized fee charged to the customer for use of a recreation facility or participation in a recreation activity. It may be charged on a per-day, per-night, or per-person basis (**Note:** Formerly known as Recreation Use Fee).

**Extensions:** Customer request before or after arrival for additional days or time beyond the original departure date or time.

**Facility:** A structure or area available for use by the public and includes but is not limited to: campsites, day use areas, pavilions, cabins, and fire towers.

**Field Location:** A location where recreation facilities or activities exist.

**Field Location Sales Channel:** An agency, concessionaire, and/or lessee operated sales channel.

**Field Manager:** An individual who is responsible for the day-to-day management of a recreation facility or activity.

**Firewall:** Combination of hardware and software that is designed to protect computer systems from access by unauthorized users.

**First-Come, First-Served Site:** A recreation site or activity that is not available for advanced reservations.

**Golden Access Passport:** A free, lifetime pass that was provided to citizens and permanent residents of the United States, who have been medically determined to be blind or have a permanent disability. The Interagency Access Pass replaced the Golden Access Passport in January 2007; however many customers still own the old passport. The passport provides free entrance to certain federal areas, and a discount of 50% for some facilities and activities. It does not provide a discount for group campsites or cabins.

**Golden Age Passport:** A lifetime pass that was provided to citizens or permanent residents of the United States who are 62 years of age or older. The Interagency Senior Pass replaced this Passport beginning in January 2007; however the old passport may still be used. The passport provides free entrance to certain federal areas, and a discount of 50% for some facilities and activities. It does not provide a discount for group campsites or cabins.

**Group Area:** A facility that available for use by organized groups that can accommodate a designated number of people.

**Group Shelter:** A designated facility capable of accommodating groups for day use activities, such as picnicking, reunions, etc.

**Group Tour Discount:** A discount that applies to groups.

**Guide:** A paid individual who receives compensation for leading an activity.

**Help Desk and Inventory Team:** A contractor-provided service that provides field level support for inventory or software related issues.

**Interagency Pass Program:** A suite of annual and lifetime passes that provide access to certain federal recreation lands and discounts on certain use fees and recreation services.

**Internet Sales Channel:** An authorized sales channel for conducting recreation reservation transactions over the Internet.

**Inventory:** A database of recreation facilities and activities, including their attributes and administrative information with a cumulative list or subset of facilities, activities, or permits.

**Kiosk:** A staffed or un-staffed, field sales channel that provides recreation information and/or reservations.

**Lessee:** An individual, organization, or governmental agency that manages recreation facilities or activities under a lease instrument from an Agency.

**Local Sales:** Transactions made by field locations that include sale of reservations for recreation facilities and activities where the inventory is not reservable through Recreation.gov, or where the inventory is reservable through Recreation.gov but falls within the reservation cutoff window.

**Lockbox:** An account set up by the agencies with the U.S. Department of Treasury's Financial Management Service and one of their designated commercial banks. Field locations deposit checks and/or money orders into the lockbox account and the bank electronically transfers funds to a Forest Service account for distribution.

**Lookout:** A facility for overnight use that was once a forest fire observation facility.

**Lottery:** A random number drawing process that systematically allocates use of a limited number of high demand sites or recreation activities. A lottery is used to fairly and equitably distribute these to the public.

**Move:** A change, after arrival, in the customer's facility (site or site type) or activity; a move is sometimes called a transfer.

**National Recreation Reservation Service™ (NRRS):** The federal interagency reservation component of the Recreation One Stop (R1S) program.

**No-Show.** A customer who does not arrive at the field location by the "check-out" time the day after scheduled arrival, or who changes or cancels a reservation after the "check-out" time the day after scheduled arrival.

**Non-Reservable:** A classification that refers to sites or activities that are not available for advance reservation.

**Non-Sufficient Funds (NSF) Check:** A personal check for payment of goods and/or services that the Designated Bank returns because there are insufficient funds to cover the amount of the check.

**NRRS Contract Management Office (NCMO):** See Recreation One Stop (R1S) Program Management office (RPMO).

**Outfitter:** A commercial company or non-profit organization that furnishes supplies and equipment to parties who are entering Agency field locations or areas.

**Overnight Motor Quota:** A weekly (Saturday through Friday) quota in the BWCAW for the number of parties allowed for overnight campers traveling by motorized water craft, during any portion of their visit. This quota is a subset of the overnight quota.

**Overnight Quota:** A daily quota for the number of permits for parties that may to enter and camp overnight in the BWCAW. This applies to hikers, paddlers and motorized watercraft users.

**Party Leader:** A person or non-profit organization, whose name appears on the permit and who is the primary point-of-contact for the party.

**Permit:** A document allowing a visitor to use a government facility or participate in an activity.

**Permit Issuing Station:** Designated locations near a Wilderness, or river Entry Point where a customer can pick-up their permit, e.g., sites near the BWCAW. The Agency or Cooperators may operate these stations.

**Point-of-Contact (POC):** Field managers at locations that offer reservations must designate this individual to make decisions about inventory, refunds, and reservation related issues at specific field location(s).

**Portal:** A web portal is a website that brings information together from diverse sources in a uniform way. Recreation.gov is a collection of dynamic web pages that make information easily available to a number of users. It is a common, integrated starting point where users may deploy and manages internal and external applications and information services using only an Internet web browser.

**Quick Permit:** A permit issued to walk-in customers who do not have a reservation, e.g., BWCAW.

**Quota:** A maximum number of units, e.g., permits, people, etc., set by the Agency that limits entry into either a field location or at an Entry Point.

**Quota Bumps:** Action taken by the Contractor resulting in exceeding the maximum number of units, e.g., permits, people, etc., set by the Agency for entry into a field location or Entry Point.

**Rain check:** A credit that provides the customer the ability to rebook their originally scheduled activity or facility using the full value of their original reservation. There is no penalty to the customer for this action.

**RCML:** Shorthand for an extensible markup language (xml) specification that defines terms for recreation areas (parks), facilities (trails, campgrounds, etc.), activities (hiking, wildlife viewing, etc.), alerts (temporary closures), events, and similar recreation elements. It will be coordinated with other data standards for conducting transactions, responding to customer inquiries, fulfilling orders for maps/publications, etc., so computer systems/websites can exchange data easily via the Internet. RECML is a voluntary data sharing specification for recreation information (Recreation.gov).

**Recreation Fees:** Those fees authorized by the Land and Water Conservation Fund Act of 1965, as amended, and the Fee Demonstration Authority authorized in the Omnibus Consolidated Rescissions and Appropriations Act of 1996, as amended. Visitors using certain recreation facilities and/or services pay these fees. Examples of recreation fees include daily use fees, entrance fees, standard amenity fees, expanded amenity fees, special recreation use fees, etc.

**Recreation One Stop (R1S) Program Management office (RPMO):** The office responsible for administration of Recreation.gov contract by designated Agency personnel.

**Recreation Related Sales:** The sale of recreation related products that include, but are not limited to: ice, firewood, vending sales, passes, extra vehicle fees, including third party sales.

**Recreation Use Fee:** An authorized fee charged to the customer for use of a recreation facility or participation in a recreation activity. Also known as expanded amenity fees.

**Refund:** A full or partial credit of a customer's recreation use fees.

**Reservation:** An assurance of a recreation opportunity for a specific date and/or time for a campground, tour, permit, limited use period, event or attraction.

**Reservation Fee:** A separate fee that covers the cost of reservation services in addition to a use fee (namely, the \$1.50 reservation fee for non-fee tour parks or the additional reservation fees Forest Service customers pay). Customers pay the reservation fee when they make a reservation.

**Reservation Season:** The period during which a field location allows advance reservations. Each field location determines the reservation season.

**RIDB:** Recreation information database -- a government source for recreation information and data.

**Rolling Window:** A booking term which indicates that new inventory becomes available on a daily basis.

**Service Fee:** A fee charged the customer for providing specific reservation services, such as a change or cancellation in a reservation, a no-show, or a reservation processing fee for facilities or activities that are provided free of charge.

**Service Resolution Team (SRT):** Active/ReserveAmerica changed the name of the department from "Customer Service" to reflect the growing range of functions.

**Site Closure:** Action by a field manager that closes sites for advance reservations. Closed sites may still be available for walk-in customers.

**Site-Specific Reservation:** An inventory classification that allows customers to select a specific unit of inventory, such as a campsite, at the time the reservation is made.

**Site-Type Reservation:** An inventory classification that allows customers to select a "type" of inventory when they book a reservation, such as a site that accommodates a tent or RV. Field location personnel then assign the specific site when the customer arrives.

**Special Recreation (Use) Fee:** A fee for activities such as back county use and off-road vehicle permits.

**SRT:** See Service Resolution Team.

**Timed Entry (or Timed Ticket):** A type of confirmation provided to customers that indicates the specific event, time, date and location for an activity.

**Tour:** A guided or self-guided recreation experience at a field location.

**Tour Fee:** Visitors pay this fee to participate in a tour. The fee may be an expanded amenity fee.

**Transaction:** A reservation, change, cancellation or no-show processed by any Sales Channel to the Central Reservation System. One transaction may include the sale of multiple tickets.

**Transfer:** A change, after arrival, in the customer's facility (site or site type) or activity; a transfer is sometimes called a move.

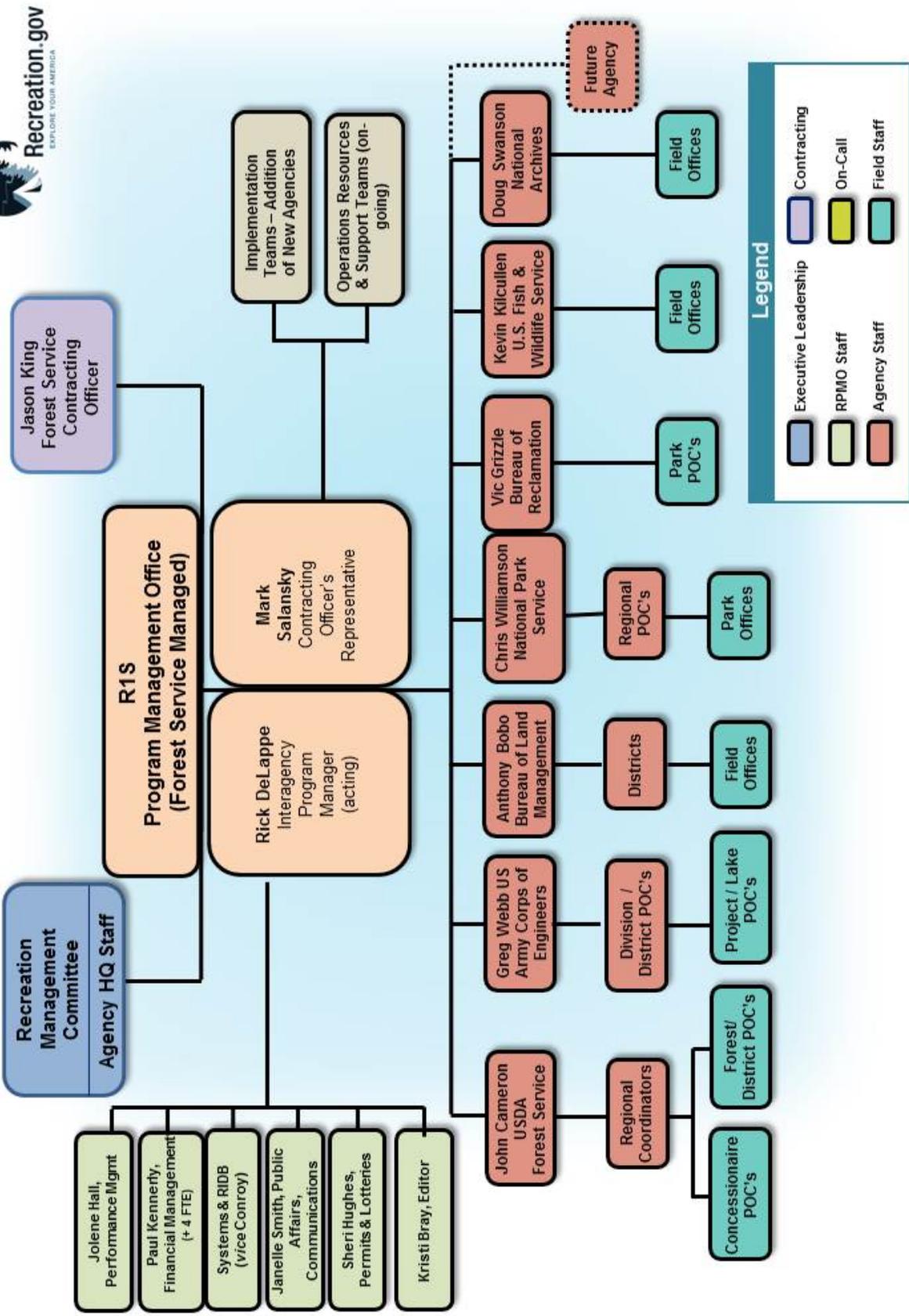
**Walk-Up Sale:** A reservation sale made at the time of the customer's arrival at the field location.

**Wilderness:** Congressionally designated federal land characterized by a lack of development.

**Will-Call System:** A system that allows customers to pick up reservation confirmation at the site upon arrival.

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# Appendix 2: Recreation One Stop (R1S) Organization Chart



**Legend**

- Executive Leadership
- R1S Staff
- Agency Staff
- Contracting
- On-Call
- Field Staff

# Appendix 3 – Reservations Policies at a Glance

The “Reservation Policies at a Glance” document on the next page is an easy to use tool for front line staff. It contains the information that front line staff need frequently when working at campground and day use sites.

### Protecting Customer Privacy

The Federal Privacy Act protects customer information.

- Do not post or share the Daily Arrival Report (DAR) information.
- Properly dispose of (i.e., shred) all customer information that you do not need for daily operations.

### Tips for Using Daily Arrival Reports (DARs)

The majority of reservable recreation.gov locations operate using a DAR.

- The DAR only reflects customer arrivals. It is not an occupancy report.
- Do not use the DAR to assign empty sites.
- Use the “NRRS Campers Report” for occupancy data

### Checking in a Customer with a Lifetime Pass

When a customer arrives at your location:

- Compare the Lifetime Pass (Interagency Senior or Access Pass or Golden Age or Access Passport) against the reservation holder’s photo identification to ensure that they match.
- If the customer does not have a Lifetime Pass with matching photo identification, the customer is not entitled to a discount. Collect the additional fees.
- If a customer used the Interagency Pass number to reserve more than one facility or activity for the same date or time, they are not entitled to a discount for more than facility or activity the use. Collect additional fees as applicable.
- Customers with Interagency Annual Passes are not eligible for a discount

### Refunds

Recreation.gov allows our contractor to refund reservations prior to the customer’s arrival date. On the scheduled arrival date and after, they may refund in the case of **system issue, agent error, medical emergencies** or **death**. All other refund requests are subject to approval by the authorized POC.

- Recreation.gov accepts only credit card payment for on-line and call center reservations and the contractor will refund these to the customer’s bank card.
- For refunds of cash or check payments taken at field locations, the RPMO will refund these by check within approximately 6 – 8 weeks.

## Contact Information

**Advance Reservations.** Customers may make reservations

- **On line** at [www.Recreation.gov](http://www.Recreation.gov)
- **By phone** at 1 (877) 444-6777 during the hours of 10 a.m. to midnight ET (March 1 to October 31) or 10 a.m. to 10 p.m. ET (Nov. 1 thru Feb 28)
- **On location** at a Field, Venue or Permit Manager location (if available and offered)

**Customer Service.** Customers may contact (or field staff may contact on customers’ behalf) Customer Service for assistance with reservation issues and refunds

- **By phone** at 1 (888) 448-1474 during the call center hours (above)
- **By email** to [nrrscs@activenetwork.com](mailto:nrrscs@activenetwork.com)

**Help Desk.** Field personnel may contact the Help Desk for assistance with technical and inventory issues

- **By phone** at 1 (877)345-6777 during the hours of 7 a.m. to 1:00 a.m. ET (March 1 to October 31) or 8 a.m. to 11 p.m. ET (Nov. 1 thru Feb 28)
- **On-line through Support Center** (preferred method; access thru the Recreation.gov agency sign in page)
- **By email** to [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com)

***Cancellations, No-shows, Early Departures and Closures***

| <b>CANCELLATIONS</b>  |  |   |
|---|--|---|
|   | <b>Before the Arrival Date</b><br>Through 12:00 midnight the day before scheduled arrival, e.g., through Wednesday midnight for a Friday arrival | <b>Late Cancellations</b><br>Late cancellations are those customers request between 12:01 A.M. on the day <b>before</b> the scheduled arrival date, e.g. 12:01 A.M. Thursday for a Friday arrival, and check out time on the day after arrival. ( <b>exception</b> : 14 days before the arrival date for cabins, lookouts and group facilities) |
| Individual & Family Campsites   | Refund minus \$10.00 service fee <sup>20</sup>   | Refund minus \$10.00 service fee plus one nights use fee  |
| Group Sites & Cabins  | Refund minus a \$10 service fee <sup>1</sup>   | Refund minus one day/nights use fee and \$10.00 service fee   |
| Tours/Timed Entry   | Refund minus a \$3.00 service fee per ticket; there is no fee to change to a different tour or time <sup>21</sup>                                | No refunds except for emergencies or other situations described below in "Contractor Refund Actions that do not require Approval"   |
| Permits and Lotteries   | Varies by facility   |   |
| <b>NO-SHOWS</b> -A customer who does not arrive at the field location or fails to cancel a reservation by a specified date/time.          |  |   |
| Campsites   | Refund minus first night's use fee and \$20.00 service fee   |   |
| Cabins, Day Use, Tours  | Entire fee paid is forfeited   |   |
| Permits and Lotteries   | Varies by facility   |   |
| <b>EARLY DEPARTURES</b> - a customer who spends part of a reservation at the facility, but leaves prior to the departure date.            |  |   |
| Campsites   | Refund the fees for unused nights <sup>22</sup>  |   |
| Day Use, Cabins & Lookouts, Tours   | No refund for early departure  |   |
| Permits and Lotteries   | Varies by facility   |   |
| <b>EMERGENCY CLOSURES</b> -Contractor will attempt to notify customers to rebook OR cancel and refund affected reservations <sup>23</sup> |  |   |

<sup>20</sup> Reservation fees are nonrefundable (e.g. USDA FS)

<sup>21</sup> **Exception:** At non-fee tour locations, there is no service fee to cancel tours nor do we refund the \$1.50 reservation fee for these locations under any circumstances.

<sup>22</sup> Field POC must approve (or deny refunds, e.g., if the early departure is due to a law enforcement issue).

<sup>23</sup> The field location is responsible to pay any CLIN costs associated with emergency closures.

# Appendix 4 – ActiveWorks | Outdoors Applications

ActiveWorks | Outdoors (AWO) is Active/ReserveAmerica’s recreation facility management and reservation system. ActiveWorks | Outdoors is a real time, web-based system that synchronizes all sales channels and administrative applications from a central database. Check with your Agency Technical Representative (ATR) to determine which of these ActiveWorks | Outdoors (AWO) applications may be appropriate and available to your site.

The ActiveWorks | Outdoors Launch Pad (accessed through the “agency sign-in” page from [Recreation.gov](https://www.recreation.gov)) allows managers to access user guides, contact information, reports, reference manuals and materials, and other information. Site managers, concessionaires, and other authorized staff can access this site to extract relevant reports. Obtain a login and password from your ATR.

ActiveWorks | Outdoors applications include the following manager applications:

## Call Manager

Our contractor’s contact center agents use this application to book reservations.

## Field Manager<sup>24</sup>

An optional field application that provides end users the ability to manage overall campground operations including the check-in and check-out processes of your arriving and departing customers. Many processes are easier with this application; common workflows include: processing walk-ins, cancellations and no-shows. Field Manager also provides integrated point-of sale functionality as well as field money management features and location-specific deposit and reconciliation features. Field manager may be accessed using equipment purchased by the field location or equipment provided by the contractor. A Field Manager User Guide is available from the [AWO | Outdoors Launch Pad](#).

## Venue Manager<sup>20</sup>

This field application simplifies ticketing facility management and operations. Venue Manager provides you the ability to sell tickets to individuals and groups through integrated contact centers, on-site and via the web at [Recreation.gov](https://www.recreation.gov). Field locations can access

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<sup>24</sup> Please note that all locations using field applications such as Field, Venue and Permit Manager must undergo annual assessment to ensure they comply with Payment Card Industry (PCI) Data Security Standards (DSS). See Chapter 2 for more information or contact your ATR.

Venue Manager through almost any computer at the site that meets minimum specifications, or you may purchase equipment through the contractor.

## **Permit Manager<sup>20</sup>**

This field application provides you with the ability to manage permits at field locations. These include permits for: wilderness areas, canyoneering, backcountry and river access, or other types of permits. A Permit Manager User Guide is available from the [AWO | Outdoors Launch Pad](#).

## **Store Manager (currently not in use by Recreation.gov)**

This field application allows sale of retail items such as books, food, firewood, passes, etc., at recreation site stores.

## **Resource Manager**

This tool allows users to generate reports on demand as well as schedule reports to run automatically on a regular basis and is available to all field locations. Resource Manager Reports reflect activity across all ActiveWorks | Outdoors sales channels for all field locations or for a single location. A Resource Manager User Guide is available from the [AWO | Outdoors Launch Pad](#) or see **Appendix. 5 ActiveWorks | Outdoors: Resource Manager** for more information.

## **Inventory Manager**

This inventory tool allows field staff to directly manage their site inventory and set location specific reservation restrictions. Examples include: emergency closures, site details, alerts, booking rules and park map editing. An Inventory Manager User Guide is available from the [AWO | Outdoors Launch Pad](#).

## **Operations Manager**

An administrative tool used to access reports, follow-up on customer issues and to modify reservations in the system.

## **Finance Manager**

This is a secure financial tool with complete, end-to-end audit trail and reconciliation capabilities. Finance Manager records all system usage with unique operator IDs so that no anonymous system activities or changes occur. Only the RPMO and other management offices use this program.

# Appendix. 5 – ActiveWorks | Outdoors: Resource Manager

Resource Manager is an administrative tool available to all users that provides access to a variety of financial, statistical, and inventory reports, including ad hoc reports.

Any facility can use Resource Manager so long as individuals have a log-in. POCs at the field management level and higher can obtain logins. If a field location POC contacts Active/ReserveAmerica, Inc. for a log-in to Resource Manager, the Help Desk will refer the POC to the Agency Technical Representative (ATR).

## I. Request an ActiveWorks | Outdoors Log-in and Password

1. You must obtain an ActiveWorks | Outdoors Log-in to access Resource Manager or the Resource Manager Reference Guide.
2. Users must submit a request for a log-in and password to the Help Desk at [nrrshelp@activenetwork.com](mailto:nrrshelp@activenetwork.com). Enter “Resource Manager Log-in Request” in the email subject line and include the following information in the message:
  - First and Last Name.
  - Phone Number.
  - Email Address.
  - Fax Number.
  - Agency (or Concessionaire) name.
  - Agency management, e.g., Corps Division / District; FS Region / Forest; NPS Region / Park; etc.
  - Recreation area name, campground, park, etc.
3. The Help Desk will open a case with the above information and check the facility record in Inventory Manager to identify the user as either the Primary or Secondary POC.
  - If the user is the Primary or Secondary POC, the Help Desk will create the log-in and respond back to the requesting individual providing the log-in name and password and close the case.
  - If the user is not in Inventory Manager, the Help Desk will forward the request and the Case number to the ATR for approval.

4. The ATR verifies you have authorization to access Resource Manager and reply to the Help Desk with approval or denial.
5. Once the Help Desk receives approval, they will create the log-in and respond back to the requesting individual, providing the log-in name / temporary password, and close the case. If the ATR denies a request, the ATR will reply to the Help Desk with an explanation for the denial. The Help Desk will notify the requesting individual and close the case.

## II. Accessing Resource Manager

- Go to [www.Recreation.gov](http://www.Recreation.gov).
- At top right, click “Log-In.”
- At the Member Log-in screen, look to the right and click Agency Sign In.
- On the “[Agency Sign In](#)” page, enter your User Name and temporary password.
- The first time you Sign-in, the screen will require you to set up a permanent password.
- Once you log-in, you will be at the ActiveWorks | Outdoors Launch Pad. Select Resource Manager.

## III. Reports.

Log-in to the ActiveWorks | Outdoors Launch Pad as described above:

Select Resource Manager.

At the top right side select “Reports”.

## IV. Accessing Inventory Profiles in Resource Manager.

Log-in to the ActiveWorks | Outdoors Launch Pad as described above, then:

- At Request Reports, a drop down box appears.
- From the drop down box at “Request Reports,” select Operational Reports.
- From the menu select “**Park Profile Report—Section A.**” Click “OK”.
- Select your Facility from the drop-down list.
- Click inside the “Start Date” box and select today’s date from the calendar. Repeat for “End Date” box.
- Select type of report from the Report format (based on options available).

- In Delivery Method, select “email” to have the report emailed as an attachment, select “online” to view the report on your screen. Click “OK.”
- In Request Report your name is the default recipient. Scroll the listing to confirm or select your name. Click “OK.” Resource Manager will email the report or open it on the screen.

Repeat for “**Profile Report B**” or other reports.

## V. Understanding Reports.

The “*Resource Manager Reference Guide*” is available through the “agency sign-in” page of [Recreation.gov](https://www.recreation.gov). It provides instructions plus a complete list of reports available through Resource Manager and their descriptions. Different reports are available for the separate agencies to meet their needs. Your ATR can guide you in determining which reports are most appropriate for your agency and site and how to interpret them.

- **Note:** A backup web server generates many of the reports. This allows the front end ActiveWorks | Outdoors system to process reservations without the additional demand from the reporting engine. The backup system replicates once every one to thirty minutes depending on volume. Reports from this system may not contain data generated within the last 30 minute