

BWCA Wilderness Frequently Asked Questions

1. When will I receive my confirmation letter after I make an online reservation? How about a phone reservation? What if I haven't received my confirmation letter?

- Within 48 hours to your email account provided in your profile. Within 7 days of making the reservation by phone. Please call the reservation center's Customer Service department 1-877-553-6777 to request a copy of your confirmation letter. You will want a copy of your confirmation letter to verify your reservation and to bring with you when picking up your permit.

2. Why didn't I receive my email confirmation?

- SPAM blockers on many internet service providers will prevent the confirmation letter from going to your inbox. Be sure that SPAM blockers are deactivated, add the reservation center to your address book, or look in your junk mail folder.

3. What do I need to pick up my permit?

- Your confirmation letter and a picture ID. Only the trip leader or alternate leaders listed on the permit can be issued the permit. They must remain with the group for the duration of the trip as the permit and stubs become invalid once the trip leader exits the wilderness

4. I would like to view the long version of the BWCA Wilderness user education video with my group prior to our trip. How can I obtain a copy?

- Call Customer Service at 1-877-553-6777, or any Forest Service Office throughout the Superior National Forest and they can send you a copy.

5. Why am I encountering problems at certain points of the reservation and/or lottery process?

- The website is compatible with Internet Explorer. Please use this web browser for best results

6. Important things to know about DAY USE MOTOR permits.

- Motor weeks are Saturday through Friday and a day use motor reservation covers a period of one week (Saturday to Friday). It is

valid only for the one day you specify when the permit is picked up. If you wish to enter the BWCA Wilderness on more than one day in a week, you must make a reservation for each day you plan to enter. To cancel a day use motor permit, you must do so two (2) or more days prior to the start of the **motor week**. Permit and stubs become invalid once the Trip Leader exits the wilderness.

7. What are the hours of the Call Center from February 1 - September 30?

- Hours are in the central time zone:

February 1 - April 30	9:00 - 1:00, Monday-Friday
May 1 - Labor Day	9:00 - 1:00, seven days a week
After Labor Day - September 30	9:00 - 1:00, Monday-Friday

8. How do I choose an issuing station?

- The system automatically defaults to the Forest Service District in which the entry point is located, but you can choose any issuing station you would like. For example, Moose/Portage River North may appear to be closer to the town of Ely (the home of the Kawishiwi District office) but the entry point falls in the LaCroix District, who is in charge of managing that area.

9. Once I have made a reservation, can I change my permit issuing station?

- There are exceptions depending on your situation. Please contact the Forest Supervisor's Office, 218-626-4300, for more details.

