

Reservation Actions and Fee Information

Cancellations only apply to campsites. Shelter reservations are non-refundable.

A cancellation is the release of a confirmed camping reservation prior to the start of the defined (late cancellation) time frame which results in non-use by the original customer.

A \$10 service fee is withheld from the refund anytime the customer cancels a camping reservation. Depending on when the cancellation is made, it may be considered a late cancellation and additional fees may be forfeited.

You can cancel a campsite reservation any time before the date of your scheduled arrival. You will receive a refund for your stay, minus the following fees:

\$10 cancellation fee

Any reservation fees (only if paid when booking)

Any previous change fees (if reservation has been previously changed/modified)

Late cancellation penalties may also apply. (see below)

What is "Late"?

For individual campsites, a late cancellation applies starting from midnight 1 calendar day before your scheduled check-in.

Late Fee

In addition to the fees listed above, a late cancellation will also subtract your first night's recreation use fee from any refund owed.

No-Show

Camping no-show customers who do not arrive at the campground by check-out time the day after arrival or does not cancel the reservation by check-out time on the day after the scheduled arrival date will be assessed a \$20.00 service fee and forfeit the first night use fee. If the no-show service fee is greater than the reservation amount, the customer will not be charged any additional service fees.

Site Changes/Modifications Prior to the Customer's Arrival

Customers may request a site change by logging on to Recreation.gov or by calling the Recreation.gov call center prior to the reservation cut-off date.

If the reservation remains within the same date range when making this change, there will be no additional fee. If the reservation's date range is also being modified, a \$10.00 service fee will apply.

Site Changes/Modifications After the Customer's Arrival

A customer may request a site change once he or she arrives at the campsite. There is no fee charged to make a site change once on-site. However, if the change results in a less expensive campsite to a more expensive campsite, or days added to the reservation, then the facility staff member cannot make the change. In other words, any change that would add addition cost to the reservation cannot be done by onsite facility staff.

Early Departure/Refunds

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. If a customer departs prior to the scheduled check-out date, they may be eligible for a partial refund.

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. If a customer requests a refund for an early departure after the facility check-out time has passed, the customer will not be refunded for

that night and is eligible for a refund on any additional nights that will not be used. Field location procedures may vary depending on agency policy.

If a field user checks out a customer prior to the scheduled departure date a refund will be processed for unused nights. There is no option to not refund fees if the customer leaves early.

Customers may notify the call center to request a refund of remaining unused nights. If a customer requests a refund for an early departure after the facility check-out time has passed, the customer will not be refunded for that night and is eligible for a refund on any additional nights that will not be used.

Fees: Applicable fees, such as reservation fees, service/cancellation fees, and change fees, are non-refundable.

Debit or Credit Card Purchases: Refunds for debit or credit card payments made after October 1, 2018 will be issued as a credit to the original bank or credit card used to pay. If the customer has cancelled this card, they will need to contact their card company to have the funds released. We cannot issue refunds to any card other than the one used to pay.

Emergency Closures: In the event of an emergency closure, the Recreation.gov team or facility manager will refund all fees and will attempt to notify you using the contact information within your Recreation.gov customer profile. It is your responsibility to make sure your profile is updated with the most current information.