

# Attachment C-2 Operating Procedures

## 1. INTRODUCTION.

The operating procedures for the NRRS are presented in relation to the business functions shown in Section C of this contract.

## 2. INVENTORY MANAGEMENT.

**2.1. Inventory Database.** These data will define the physical attributes of the site or the capacity of the activity, including fees and the reservation season.

**2.1.1. Accessible Facilities.** The inventory data base will contain specific information on recreation facilities and activities that are accessible to persons with disabilities. This information will be provided to customers on request.

**2.1.2. Recreation Use Fee Rates.** These fees will be established in accordance with Agency policies and will be recorded in the data base.

**2.1.3. Taxes.** For many concessionaire- or lessee-operated facilities, State and local governments impose taxes on customers for recreation facilities and activities.

**2.1.3.1. Tax Rates.** The operators of these facilities are responsible for providing the Contracting Officer's Representative (COR) with both the total price for the recreation facility or activity and the appropriate tax rates that are assessed against that total. These data must be received before the Contractor places the concessionaire or lessee Field Location in the Central Reservation System. The concessionaire or lessee is responsible for including the amount of taxes due in the price charged to the customer, and for notifying the COR of all changes in tax rates.

**2.1.3.2. Tax Collection/Payment.** After fee money is processed through the Interagency Contract Management Office, the gross fees forwarded to the operator of the facility will include the amount collected as taxes. The operator is responsible for collecting and paying any and all taxes that are due. Neither the Agencies nor the Contractor shall assume responsibility for the collection or payment of these taxes, except that the Contractor shall charge the amount of fees, including taxes, that the operator has provided to the Contractor.

**2.1.4. Differential Pricing.** The inventory will accommodate differential pricing for recreational facilities and activities. Within a single Field Location, a differential pricing structure may be used to account for:

- ! Different quality levels of service (for example, the recreation use fee for campsites with utilities—water, sewer, electricity, cable TV, etc.— might be higher than for campsites without utilities).
- ! Differences in campsite location (for example, the recreation use fee for campsites on a lakefront or with a prime view might be higher than for campsites in less desirable locations).
- ! Differences in demand (for example, the recreation use fee might be higher for peak season, weekends, or holidays than for off-season, weekdays, or non-holiday periods).
- ! Other differences (Note: the recreation use fee will not be higher for accessible facilities than for comparable non-accessible facilities or the fees will not be higher for reservable sites than for non-reservable sites).

## **2.2. Recording Data in Inventory.**

**2.2.1. Reservable Recreation Facilities and Activities.** Data for each reservable facility or activity at a Field Location, including sites that are temporarily on administrative hold, must be recorded in the inventory data base in order for the NRRS™ to provide reservation service.

**2.2.2. Other Recreation Facilities, Activities and Uses.** Agencies may require that data on other recreation facilities and activities that are managed under the recreation use fee authority (such as day use fee areas) be recorded in the inventory data base. Data will be provided by the Agencies in any format.

**2.2.3. Administrative Adjustments to Inventory.** Authorized field personnel (Agency, concessionaire, or lessee) may at any time place recreation facilities or activities on administrative hold or remove them from hold. Prior to implementation, these actions will be reviewed by the COR and/or Contracting Officer's Technical Representative (COTR). These actions should be kept to a minimum, because they may inconvenience the customer and result in an Agency-, concessionaire-, or lessee-initiated cancellation or change.

### **3. RESERVATION MANAGEMENT.**

#### **3.1. Payment for Reservation Services.**

**3.1.1. Recreation Facilities.** The recreation use fee charged by the Agencies will generally include the cost of reservation services provided by this contract. However, a separate reservation fee may be charged, at the Agency's discretion.

**3.1.2. Recreation Activities.** The recreation use fee charged for activities will be established by the Agencies. A reservation fee may be separate from or included in the price of the ticket customers pay for use of the activity, or may make up the entire price paid by the customer. The cost of reservation services will be established at the time the inventory is added to the NRRS™ contract, through a contract modification.

**3.2. Management of Recreation Facility and Activity Data.** In the Central Reservation System, the NRRS™ will track all transactions for recreation facilities or activities, including individual sites, that are recorded in the inventory data base.

**3.3. Reservation Types for Recreation Facilities.** Campgrounds or campground loops may be managed as site specific or site type within a given Field Location. The preferred management option is site specific. The field manager will select which of these reservation types they will use in a campground or campground loop and record it in the inventory data base is developed or updated.

**3.4. Developed Recreation Facilities Booking Window.** The System shall use a one (1) day rolling booking window that will make new inventory available for specific recreation facilities and activities on a daily basis. The length of the window is provide in Tables C-2-1 and C-2-2.

**3.5. Length of Stay Restrictions.** The Contractor shall program the reservation CRS so that it is capable of tracking the specific length of stay limitations that each Agency has for the different types of recreation facilities. The Agencies have established a 14 day maximum length of stay restriction for customers at a given Field Location in any 30 days period. The Corps of Engineers has an additional restriction in that the 14 days in a 30 day period applies to all the campgrounds on that project. Some Field Locations may have more restrictive length of stay requirements and others may loosen this restriction during certain periods of the year, based on specific Agency authority. Any adjustments to the basic NRRS™ or Agency restrictions for a specific Field Location, must be documented in the inventory data base.

### **3.6. Control of Develop Recreation Facilities Reservation Inventory.**

**3.6.1. Managing Inventory.** The field manager will control all inventory at a Field Location. When the field inventory is developed, the field manager, in accordance with Agency policy, will establish the amount of inventory that will be made available to the NRRS™ for reservations. The remainder of the inventory will be managed as a block by the field manager.

**3.6.2. Allocating Inventory to NRRS™.** Control of inventory designated for the NRRS™ will be transferred to the NRRS™ based on the start date that the Field Location listed in the inventory. From that date until the reservation cutoff date and time, the NRRS™ will control that portion of the inventory.

**3.6.3. Returning NRRS™ Inventory.** After the reservation cutoff date and time, the unsold inventory from the NRRS™ shall be returned to the field manager for local sale.

### **3.7. Field Location Communications With NRRS™.**

**3.7.1. Online.** If the Field Location has full-time electronic communications during normal operating hours through the Field Reservation Program, field staff may check availability of any site and book reservations at any time. Such entries shall appear in the Central Reservation System at the time the entry is made at the Field Location.

**3.7.2. Two-Way Batch.** If the Field Location has electronic communications with the Field Management Program, but the cost of full-time communication is not justified, then the Field Location will be managed on block. The field manager will transfer control of inventory to the NRRS™ as described in paragraph 3.5 above; however, field staff will not make reservations for sites transferred to the NRRS™ if requests for those sites extend beyond the reservation cutoff window without first verifying the availability of the site through the NRRS™. This will be done by briefly connecting with the NRRS™ to make reservations for any requested sites that are not already reserved.

For example, if a customer at a Field Location requests a reservation for 10 days at a site controlled by the NRRS™, field staff must verify the availability of the site, even if the Field Location has a current Daily Arrival Report, because the NRRS™ may have booked the site since the Daily Arrival Report was produced. After the Field Location is temporarily connected with the NRRS™ to verify the site's availability, the reservation can be booked.

**3.7.3. Fax or E-Mail.** If the Field Location is connected to the CRS by fax or e-Mail, the NRRS™ will control the inventory that the field manager provided during the booking window, and the Field Location will not be able to book reservations during that time period for those sites. Field staff may sell sites that are within the NRRS™ block for short-term use if the request is within the reservation cutoff window.

## **3.8. Reservation Transaction Processing.**

**3.8.1. Bank Cards.** Bank card processing through the NRRS™ is illustrated in Figure C-2-1.

**3.8.1.1. Call Center and Internet.** When the recreation facility or activity that the customer requests is available, the Contractor shall accept a Bank Card payment for the full recreation use fee. The Bank Card data shall be processed through the designated Bank Card processing center for approval. The customer shall be notified of the charge on his or her account, and a confirmation notice shall be issued.

### **3.8.1.2. Field Locations.**

**3.8.1.2.1. Field Locations with FRP Access.** These locations may accept customer reservation requests and process them through a computer to the NRRS™. The Contractor shall process the Bank Card data as described in the paragraph 3.8.1.1 above.

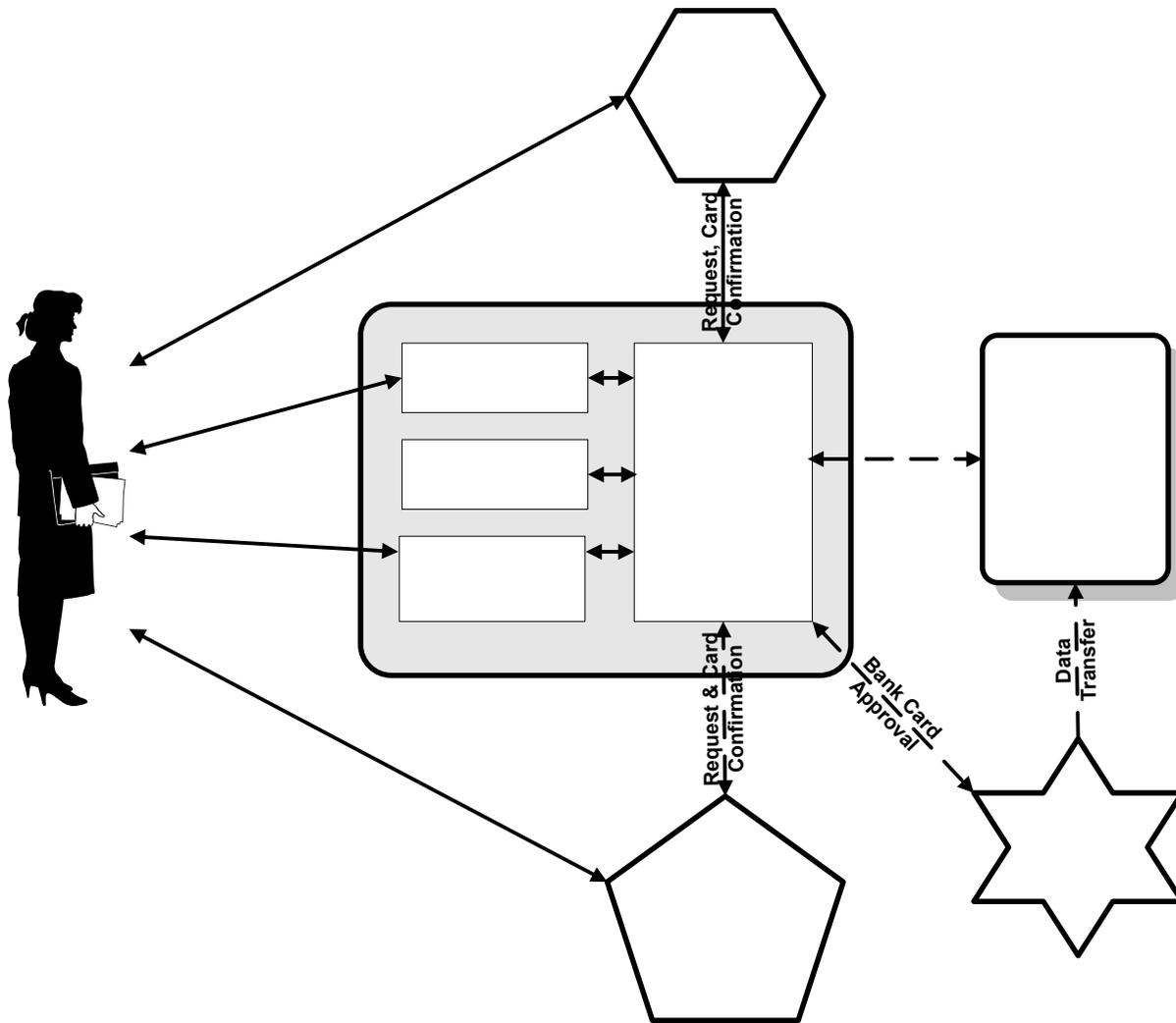
**3.8.1.2.2. BWCAW Cooperators.** These locations may only accept bank cards as a method of payment. The Cooperator shall enter the Bank Card data on the permit and submit to the Contractor for processing.

**3.8.1.3. Future Sales Channels.** The Contractor shall accept and process Bank Card transactions from Future Sales Channels (e.g., kiosks, third parties, multimedia to the home, and others) immediately upon receipt and process them as described in the paragraph 3.8.1.1 above.

**3.8.1.4. Permit Issuing Stations.** Permit Issuing Stations with electronic access to the NRRS data base may process customer Quick permit requests through to the NRRS™. The Contractor shall process the Bank Card data as described in the paragraph 3.8.1.1 above.

**3.8.1.5. Approved Bank Cards.** Accept and process Bank Card payments from all major Bank Card companies approved by the U.S. Treasury for Government use. These include but are not limited to: Master Card, VISA, American Express, Diner's Club and Novus (Discover Card). The COR will provide written notice to the Contractor of any changes to that list.

Figure C-2-1. Bank Card Processing.



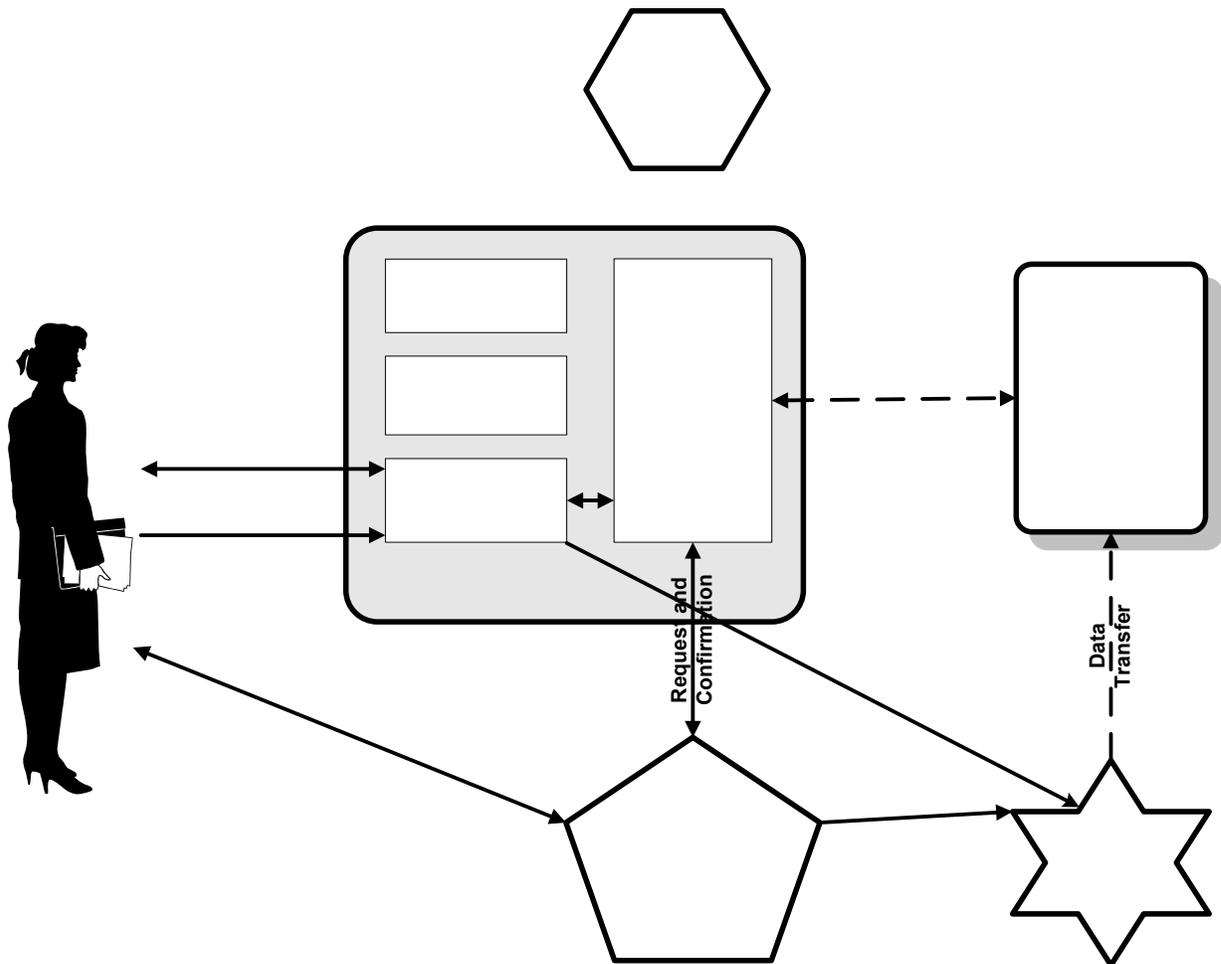
**3.8.2. Cash, Checks, and Money Orders.** Customers may use cash, personal checks, certified bank checks, cashiers checks, travelers checks, or money orders to purchase reservation services through the NRRS™ as shown in Figure C-2-2.

**3.8.2.1. Cash.** Only Field Locations and designated Permit Issuing Stations may accept cash in payment of recreation use fees.

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**Figure C-2-2. Cash, Checks, and Money Order Processing.**



**3.8.2.2. Checks and Money Orders.**

**3.8.2.2.1. Call Center.** The Call Center shall accept certified bank checks, cashiers checks, or money orders (note: the Call Center will not accept personal checks). These methods of payment will be accepted for payment of a reservation if there is 20 days or more time remaining in advance of the customers arrival date.

**3.8.2.2.1.1. Customer Payments.** All reservations paid by guaranteed checks or money order will be placed in a “hold” status for a maximum of 10 days while awaiting receipt of payment. The Contractor shall request that the customer identify the reservation number(s) in the memo block on the payment, make the payment payable to the “National Recreation Reservation Service” and send the payment directly to the Contractor’s Post Office box that is specifically designated to receive NRRS™ correspondence.

**3.8.2.2.1.2. Handling Reservations.** If the correct payment is received by the Contractor, within the 10 days, the Contractor shall provide a confirmation notice (e-mail, fax or letter) directly to the customer. If payment is not received within the specified time or if the payment is less than “payment-in-full”, the Contractor shall notify the customer by e-mail, fax, letter or phone message that their reservation is not “paid-in-full” and that unless the customer provides an alternate form of payment, they will lose their reservation. The method of notification and the substance of the message will be noted on the reservation record. If the customer provides most of the payment, the “hold” status may be extended beyond the “10 days” up to four additional days to allow the customer to provide the remainder of the amount due. If “payment-in-full” is not received, the Contractor shall release the reservation request from a “hold” status, return the inventory to an available status for other sales and return the incorrect payment to the customer.

If the customer submits funds in excess of the required amount, the Contractor shall mark the reservation as “paid”, note the overpayment in the database, and notify the customer by e-mail, fax, letter, or phone message that their reservation is overpaid and the amount of overpayment. The customer shall be offered the choice of applying the additional amount to a credit voucher or receiving a check refund. The method of notification and the substance of the message shall be noted on the reservation record.

**3.8.2.2.1.3. Processing Payments.** The Contractor shall process each business day, all certified bank checks, cashier’s checks or money orders received that are for the correct amount. Processing shall include the following major steps: review reservation number(s) on the checks, record the check detail in the CRS, prepare a Bill for Collection (BFC) and transmit the checks and associated BFC to the Designated Bank Lock Box. The software for handling these transactions shall be sufficient to:

- ! Document the financial data in the CRS.
- ! Reconcile the CRS data to the Call Center created BFC, the bank deposit, and the Bank’s electronic data file.
- ! Generate accurate reports.

When checks are received, a BFC shall be processed and forwarded to the Designated Bank by the close of the following business day. The Contractor shall, under no circumstances deposit these checks into any bank or account other than the one designated by the COR for receiving Federal Government funds.

**3.8.2.2.2. Internet and Future Sales Channels.** These sales channels will not accept personal checks, certified bank checks, cashiers checks, travelers checks, or money orders.

**3.8.2.2.3. Field Location Sales Channel and Designated Permit Issuing Stations.** These locations may accept cash, personal checks, certified bank checks, cashiers checks, travelers checks, or money orders at the Agency/concessionaires discretion.

**3.8.2.3. Methods of Payment for BWCAW Permits.**

**3.8.2.3.1. Call Center.** The Call Center shall accept personal checks, bank checks, cashiers checks or money orders in payment for mailed permit reservations or lottery permit application. Permits made via phone or FAX to the call center, or via the web, must use a credit card. Checks shall be made payable to the “National Recreation Reservation Service (NRRS).” Checks made payable to “BWCAW” may also be accepted. A reservation for a permit shall be processed immediately after receipt of the correct amount of payment. A reservation for a permit shall not be processed if less than the proper amount of funds are received. These applications and checks are returned to the sender. A confirmation shall be sent to the customer in accordance with the provisions of Section C, Paragraph 4.4.2.2, immediately after the permit is issued. The Contractor shall write the permit number(s) on the check prior to sending to the Designated Bank for processing. If an overpayment is received, the Contractor shall follow those procedures in paragraph 3.8.2.2.1.2 above.

The Contractor shall process all check and money order payments, including personal checks in accordance with paragraph 3.8.2.2.1.3 above.

**3.8.2.3.2. Cooperators.** These locations shall not accept any checks, bank checks, cashiers checks or money orders in payment for these permits.

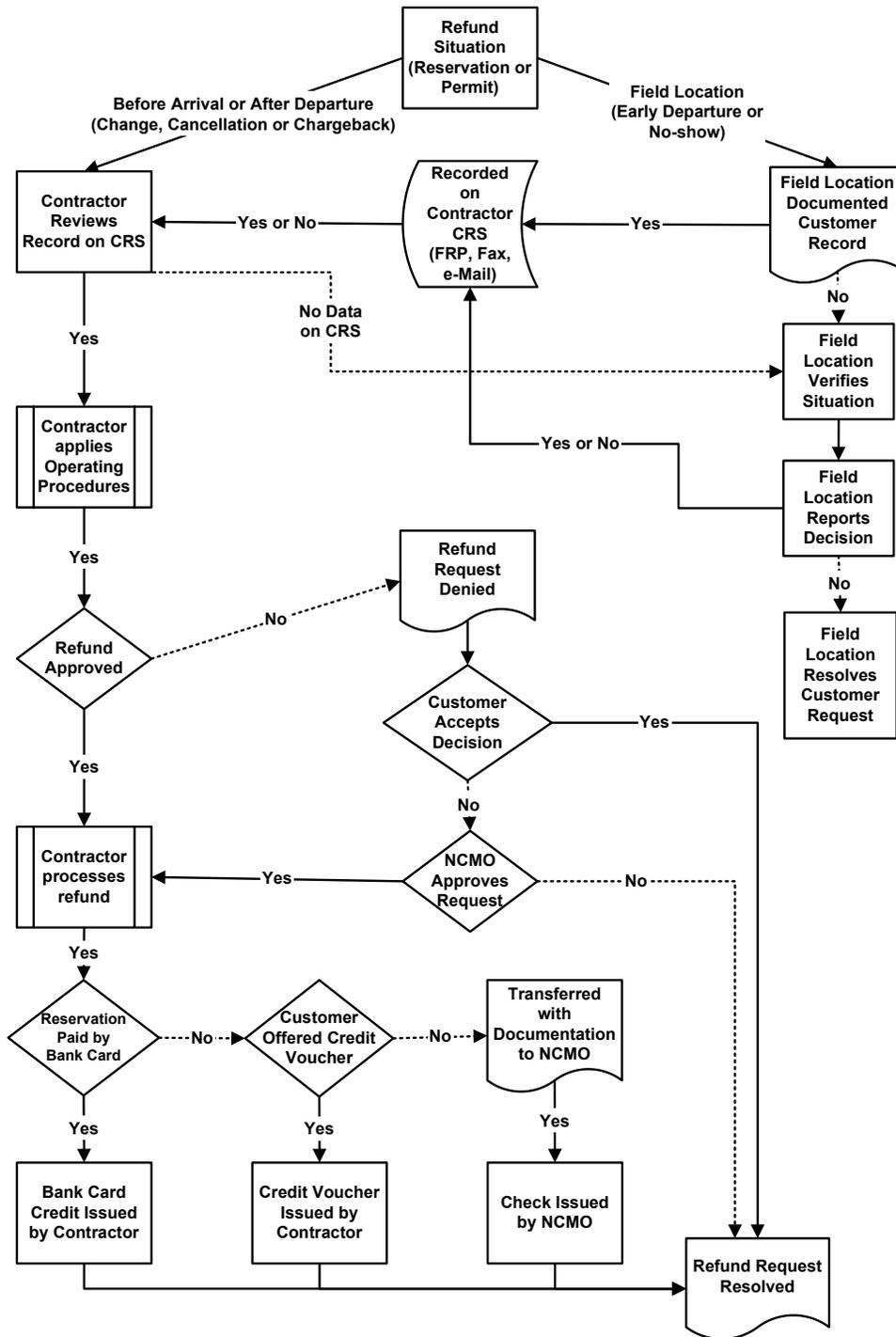
**3.8.3. Refunds From the NRRS™.**

**3.8.3.1. Refund Requests.** Refunds may be requested by the customer any time between the time the reservation is made and 30 days after the customer’s scheduled departure date. Requests received after that date may be considered in unusual circumstances.

**3.8.3.2. Processing Refund Requests.** The Contractor shall handle refund requests in accordance with the following and as shown in Figure C-2-3. Any applicable Service Fees will be deducted from the customers funds prior to processing the refund.

**3.8.3.2.1. Paragraph Deleted.**

Figure C-2-3. Refund Process Flowchart.



**3.8.3.2.2. Refund Payments.** Approved refunds shall be issued according to the following:

**3.8.3.2.2.1. Customer Using a Bank Cards for Payment.** The Contractor shall provide approved refunds to customers that use Bank Cards for payment, by crediting the customer's Bank Card account.

**3.8.3.2.2.2. Customers Using Cash, Check or Money Order for Payment.** The Contractor shall provide a report to the NRRS Contract Management Office (NCMO), that contains data on Contractor approved refunds to customers using cash, check or Money Order for reservations. Check refunds will be processed for these customers by the NCMO.

**3.8.3.2.3. Paragraph Deleted.**

**3.8.3.2.4. Time of Request.** Verify the request against the data in the CRS including the amount of funds reconciled and apply the applicable operating procedures in Paragraph 3.11, Customer-Initiated Modifications, below.

**3.8.3.2.4.1. Before Arrival at the Field Location.** If the customer requests a refund prior to arrival, the applicable refund shall be approved and processed as described in Paragraph 3.8.3.2.2. above.

**3.8.3.2.4.2. During Customer's Stay at a Field Location.** If the customer requests a refund while staying at the Field Location, field staff will ask the customer to complete a written request for the field manager's approval. If the request is approved, the field manager will submit the request to the Contractor for processing as described in Paragraph 3.8.3.2.2. above.

**3.8.3.2.4.3. After Departure From the Field Location or "No-Show".** The Contractor shall review the record and document the situation. If the CRS does not have data to support the request, it shall be referred to the Field Location for approval. Upon verification, the request shall be processed as described in Paragraph 3.8.3.2.2. above. If the request is not verified, it shall be rejected.

**3.8.3.3. Payment of Refunds.** When the Contractor becomes aware of a refund situation that is recorded on the Central Reservation Service (CRS), they shall immediately process the refund action using the procedures described in Paragraph 3.8.3.2. A request from the customer is not necessary to initiate this action.

**3.8.3.4. Customer Disputes.** If the customer disputes details about the reservation, the amount of the fees charged or the amount of the refund due, and the issues can

not be resolved by the Contractor, the Contractor shall refer the disputed issues to the NCMO for resolution. If the NCMO approves a refund, it shall be processed in accordance with Paragraph 3.8.3.2. above.

### **3.9. Golden Age and Golden Access Passports.**

**3.9.1. Reservations Involving Passports.** A discount at the approved percentage rate will be applied to the full amount of the recreation use fee for a single site or recreation activity only, at all sites managed under the authority of the Land and Water Conservation Fund Act. There will be no discount for other charges, such as service fees, no-show, or firewood fees.

#### **3.9.2. Developed Recreation Facilities and Activities.**

**3.9.2.1. Passport Number.** The Passport card number with the correct number of digits must be given by the customer when the reservation is made. This number will be recorded by the NRRS™ in order for the customer to receive the discount.

**3.9.2.2. Verification.** The Contractor will inform the customer that, upon arrival at the campground, they must present a valid Passport and proof of identity. If the customer does not present these items upon arrival, the discount will be voided and the customer will be charged an additional fee to make up the full fee for the time the recreation facility is reserved.

**3.9.3. BWCAW Permits.** The Contractor shall charge the customer the approved permit deposit and the Reservation Fee for all advance permit reservations. The Golden Age and Golden Access Passport deduction shall not be applied at that time. When the customer arrives at a Permit Issuing Station, the full charges for their party will be calculated and the applicable Golden Age and Golden Access Passport discount applied.

**3.9.4. Contractor Sale.** The Contractor shall not sell Golden Age or Golden Access Passports.

**3.10. Free Use Days.** The NRRS™ shall be capable of processing recreation use fee waivers for specific dates for special events (such as National Fishing Week), or for other purposes as directed and authorized by the Agencies (Note: applicable transaction charges will apply and be paid to the contractor by the Agency).

**3.11. Customer-Initiated Modifications.** When a Service Fee is collected from the customer for these types of modifications, the fee will be credited, based on the financial model that is applicable to the Field Location where the reservation was made (Note: applicable transaction charges will apply and be paid to the contractor by the NCMO). If the amount paid by

the customer does not cover the full cost of the service fees, the amount charged will not exceed the amount paid by the customer.

**3.11.1. Changes in Reservations for Developed Recreation Facilities and Activities.** The Sales Channels will process customer-initiated changes to the original reservation in accordance with the following:

**3.11.1.1. Within the Booking or Cut-off Windows.** A customer-initiated change involving the original Field Location, will be allowed if requested through any Sales Channel. The customer will be assessed a \$10.00 service fee. The Central Reservation System will track all customer-initiated changes. A change will be treated as a cancellation and a new reservation if the request is for a change to a new Field Location. A change request that cannot be accommodated (dates not available) will be treated as a cancellation, and the customer will receive a refund (minus any applicable service fees).

**3.11.1.2. Paragraph Deleted.**

**3.11.1.3. After Arrival at the Field Location.**

**3.11.1.3.1. Site-Type Inventory.** If the customer request to be relocated to another campsite that is the same site type and commands the same recreation use fee can be accommodated, there will be no cost.

**3.11.1.3.2. Site-Specific Inventory.** A request for a different site within the same campground for the remaining portion of the original reservation will be treated as follows:

**3.11.1.3.2.1. Within Local Control of Inventory.** If the remaining stay is less than the time period that the field manager is in control of the inventory, the request will be treated as a move and processed at the Field Location. The NRRS™ will not be consulted and there will be no charge to the customer.

**3.11.1.3.2.2. Beyond Local Control of Inventory.** If the requested change in site number is for a stay that is greater than the time period that the field manager is in control of the inventory, the NRRS™ will be consulted as to availability. If the site is available, the reservation record will be changed on the Central Reservation System and the transaction will be treated as an extension.

**3.11.2. Changes in BWCAW Permits.** Treat all requests for changes to a permit, as a cancellation of the permit. If the customer still wants a permit, then the request is treated as a

new reservation and the customer is charged the appropriate fees. No changes can be made to a permit after it is issued and no refunds are available.

**3.11.3. Extensions of Reservations at Developed Recreation Facilities.** Requests for extending a customer's stay beyond the original reservation will be managed by field managers for time blocks under their control. For extensions that exceed the time block under field manager control, the field manager or customer must contact the NRRS™ and make an extension of the existing reservation. This applies before or after the customers arrival at the Field Location. No service fee shall be charged to the customer.

**3.11.4. Early Departures from Developed Recreation Facilities.** Early departures will be treated as a cancellation (with associated costs) for the remaining days/time period of the reservation, however a service fee will not be assessed to the customer. Verification of early departure will be reported daily by Field Locations with FRP to the NRRS™. Other Field Locations will report early departures as soon as possible, but no later than weekly. When the Contractor receives notification of the early departure, they shall immediately process a refund as described in section 3.8.3. above.

### **3.11.5. Cancellation.**

#### **3.11.5.1. Overnight (Family) Sites.**

**3.11.5.1.1. Cancellation.** If a customer cancels a reservation with more than 3 days prior to the arrival date (counting the arrival date as one day), they will be charged a \$10.00 Service Fee and the Contractor shall cancel the reservation.

**3.11.5.1.2. Late Cancellation.** If a customer cancels a reservation with 3 days or less before the arrival date, they will be charged a \$10.00 Service Fee and the first night's Recreation Use Fee. This late cancellation fee will remain in effect until checkout time (local time at the campground) on the day following the day of arrival. After that time, the customer is considered a "no-show".

**3.11.5.1.3. Time.** The cut-off time between a "Cancellation" and a "Late Cancellation" will be at 12:00 Midnight, Eastern time.

### **3.11.5.2. Group Facilities -- Overnight and Day Use.**

**3.11.5.2.1. Cancellation.** If a customer cancels any group reservation more than 14 days in advance of their arrival date (counting the arrival date as one day), they will be charged a \$10.00 Service Fee and the Contractor shall cancel the reservation.

**3.11.5.2.2. Late Cancellation.** If a customer cancels a group (overnight or day use facility) reservation with 14 days or less before their arrival date, they will be charged a \$10.00 Service Fee and the first night's Recreation Use Fee or the full Day Use fee.

**3.11.5.2.2.1. Overnight Facilities.** For overnight facilities, this late cancellation fee will remain in effect until checkout time (local time) on the day following the day of arrival. After that time, they are considered a "no-show".

**3.11.5.2.2.2. Day Use Facilities.** For day use facilities, the late cancellation fee will remain in effect until check-in time on the day of arrival. After that time, they are considered a "no-show".

**3.11.5.2.3. Time.** The cut-off time between a "Cancellation" and a "Late Cancellation" will be at 12:00 Midnight Eastern time.

**3.11.5.3. Cancellation of BWCAW Permits.** Document the date of all customer requests to cancel a permit reservation, in the NRRS™ data base. The Contractor shall process a refund of the permit deposit if the request is received two or more days prior to the Entry Date. The Reservation Fee is not refundable. If the cancellation request is received less than two days prior to arrival at the Entry Point, no refund shall be issued.

### **3.11.6. Paragraph Deleted.**

**3.11.7. "No-Shows".** If the customer becomes a "no-show", the reservation shall be canceled and the recreation site shall be released for resale. For campgrounds, the first night's recreation use fee will be forfeited and a \$20 service fee will be assessed for each reservation. No-shows will be logged on a daily basis and reported by the Field Location and Permit Issuing Stations to the Contractor as soon as possible. The Contractor shall record "no-shows" in the CRS data base.

**3.11.8. Special Inventory and Recreation Activities.** The Contractor's software shall be capable of handling a variety of cancellation rules for recreation facilities and/or

activities, provided that the criteria are based on the general type of site and/or a different number of days in advance of the customers arrival date.

**3.11.9. Changes in Cancellation Procedures.** If the cancellation procedures are modified in the future, the NCMO will establish, in consultation with the Contractor, a cut-over date for the implementation of the new policy. The new policy would go into effect on that date. The new policy will be retroactively applied to all previous, active reservations. Thus, there would be only one set of programming rules in effect at any given time. If, during the transition period, customers are adversely affected by this change and voice concerns to the Contractor, the Customer Service Desk supervisor is authorized to approve a waiver of the policy and the associated fees. All waivers must be specifically documented in the reservation record. No waivers will be authorized for those customers with reservations that are made after the “cut-over” date.

**3.12. Agency- or Concessionaire-Initiated Modifications.** Agency- or concessionaire-initiated changes or cancellations are made when the situation at a Field Location or management area, e.g., BWCAW, has changed in a way that will make all or part of the facility or activity unavailable or unsafe for use. This may be due to a change in the availability of inventory due to periods of construction, maintenance situations, emergency situations, for administrative closures, acts of God (natural disasters, earthquakes, floods, fires, severe storms, etc.), war, civil disturbance, or Government shutdown, etc. Under these situations, there will be no charge to the customers.

**3.12.1. Field Notification.** The field manager will provide notification to the Contractor electronically or in writing that the situation at the Field Location or management area has changed in a way that will make all or part of the facility or activity unavailable or unsafe for use.

**3.12.2. Contractor Actions.** The Contractor shall immediately stop taking reservations for the affected area and make every effort to re-book the existing reservations that are affected. If re-booking is impossible, then the Contractor shall process the refund request in accordance with paragraph 3.8.3.

**3.12.3. Contract Line Item Payment.** The Contractor will be paid the applicable Call Center CLIN(s) for handling these reservations.

**3.12.4. Responsibility for Payments to Contractor.**

**3.12.4.1. Agencies.** The Agencies will be responsible for paying the CLIN fee for all of these types of modifications to reservations at Agency-operated Field Locations. In

addition, Agencies will pay the CLIN fee for these modifications at concessionaire-operated Field Locations for administrative closures, acts of God, war, civil disturbance, or Government shutdown.

**3.12.4.2. Concessionaires.** Concessionaires will be responsible for paying the CLIN fee for these types of modifications to reservations that are caused by their action or fault. For example, failure to properly maintain the facilities resulting in unsafe conditions that warrant closure of a site or Field Location, or other negligence on their part that would adversely affect reservations.

**3.13. Contractor-Initiated Modifications.** Contractor-initiated changes or cancellations occur when there is a Contractor error in a reservation. The Contractor shall make every effort to meet the affected customer's needs by re-booking, offering refunds, or other appropriate means. This will be at no cost to the NRRS™, Agencies, or customer.

**3.14. Agency Operation of Facilities.** Agencies may choose to operate specific Field Locations during the off season without the services of this contract.

**3.15. Lotteries.** Under special circumstances, the field manager may request the application of a lottery system by the NRRS™ for issuing reservations. This request must be approved by the Agency COTR. The mechanics and policies for each lottery system will be determined at the time that a Field Location requests it. These procedures shall be standardized to the greatest extent possible to minimize confusion or chance of error.

### **3.16. Procedures for Recreation Facilities.**

**3.16.1. Booking Windows.** Recreation facilities shall become available for reservation based on the opening and closing date established in the inventory by the field manager. Tables C-2-1 and C-2-2 shows windows for making reservation sales for recreation facilities.

**3.16.2. Day Use Facilities** Field managers may determine whether day use facilities may be reserved for either the full day or part of the day. This will be shown in the inventory data base. The customer's reservation will include both the date of the event and the hours the site will be occupied.

**Table C-2-1. Booking Windows for Campsites and Day Use Facilities.**

<b>Reservation Deadlines</b>	<b>Day</b>	<b>Time</b>
Earliest date to book group facilities	360 days Before Arrival Date	Call Center Opening Time
Earliest date to book individual facilities	240 days Before Arrival Date	Call Center Opening Time
Reservation cutoff date for Call Center and Internet reservations	0 to 4 days Before Arrival Date *	Call Center Opening Time
Reservation cutoff for Field Locations equipped with the Field Reservation Program	0 to 4 days Before Arrival Date *	Local Policy
Earliest guaranteed arrival time	Arrival Date	Check-in Time **
Day Use Facilities are held for the customer up to "release"	Arrival Date	Check-in Time **
Camp and Group Overnight Sites are held for customer up to "release"	1 Day after Arrival	Checkout Time **
Checkout time for Camp and Group Overnight Sites	Last Day of Reservation	Checkout Time **

Note: Agency approval is needed to extend the reservation deadline, on a case-by-case basis, beyond 4 days. To best serve customers the cutoff period should be reduced to the shortest time practicable.

\*\* Note: Times will be determined by field managers and included in the inventory data base.

**Table C-2-2. Booking Windows for Cabins.**

<b>Reservation Deadlines</b>	<b>Day</b>	<b>Time</b>
Earliest date to book cabin in the lower 48 states	360 days before arrival date	Call Center Opening Hour
Earliest date to book Alaska cabin facilities	180 days before arrival date	Call Center Opening Hour
Reservation cutoff date	Zero (0) to four (4) days before Arrival Date *	Check-in Time **
Earliest guaranteed arrival time	Arrival date	Check-in Time **
Site is held for customer	For reserved time period	Local policy **
Stay limits for selected cabins	Minimum stay limit of two (2) to ten (10) days as specified in the inventory data base	Local policy **

\* Note: To best serve customers the cutoff period should be reduced to the shortest time practicable.

\*\* Note: Times will be determined by field managers and included in the inventory data base.

### **3.16.3. Cabins.**

**3.16.3.1.1. Application of Policies.** All policies described in Attachment C-2 are applicable to cabins except as provided below:

**3.16.3.1.1.1. Reservation Fee.** A separate reservation fee will be charged for making reservations for cabins, with the exception of Alaska cabins. In that case, the cost of reservation services will be included in the Recreation Use Fee.

**3.16.3.1.1.2. Confirmations.** The confirmation notice will include both the name of the person who made the reservation and an alternate. In addition to the other means of delivering the confirmation notice to the customer, the original customer or alternate may pick up a copy of the confirmation notice at a designated management office. At least one of these people must occupy the facility and they must have the confirmation number or notice available throughout their stay.

**3.16.3.1.1.3. Information Sheet.** In addition to the confirmation notice, the Contractor shall provide each reservation customer an information sheet containing rules and information on the facility.

**3.16.3.1.1.4. Cancellations.** In addition to the normal service fee, if the cancellation is less than 14 days before the customers arrival date, the first nights use fee will be forfeited. Cancellations made after the customers arrival date will result in no refunds.

**3.16.3.1.1.5. Early Departures.** Early departure service fees do not apply and no refunds are available.

**3.16.3.1.1.6. No-shows.** No refunds are available for persons who are “no-shows” at the reserved facility.

**3.16.3.1.1.7. Golden Age/Access Passports.** These passports are not accepted for a fee reduction at cabins.

**3.16.3.2. Commercial Users.** The Contractor shall inform the customer that permits and/or maintenance agreements will not be issued by the Agency to commercial outfitters and guides, or to persons under 18 years of age.

### **3.16.3.3. Paragraph Deleted.**

### **3.17. Procedures for Processing Wilderness, Backcountry, River, and Mountain Climbing Permits.**

**3.17.1. Capability.** The Contractor shall have the capability and capacity to provide ticket-type of reservation sales.

#### **3.17.2. Paragraph Deleted.**

*Table C-2.3. Deleted.*

#### **3.17.3. Procedures for Issuing Permits.**

**3.17.3.1. General.** The Contractor shall issue permits or display tags for use by Field Locations, or confirmation numbers to customers for their use in obtaining permits at Field Locations.

**3.17.3.2. Type.** The Contractor shall issue permits for a variety of uses, e.g., overnight, day use, motorized, non-motorized and exempt, and for individuals or groups up to the maximum size specified by the Agency.

**3.17.3.3. Location.** The Contractor shall issue permits by trail head or Entry Point, climbing route, designated camping location, or designated use areas (zones).

#### **3.17.3.4. Paragraph Deleted.**

**3.17.3.5. Date and/or Time-of-Entry Control.** The Contractor shall issue permits for specific dates and, if Agency policy requires, specific clock hour start times (for example, river permits with launch times of 6:00 a.m., 10:00 a.m., etc.)

**3.17.3.6. Use Control.** The Contractor shall track cumulative numbers of customers under permit and stop issuing permits when the Agency quota is reached.

**3.17.3.7. Reservation Fee.** The Contractor shall collect a Reservation fee for the sale of reservations for specific types of activities when specifically identified by Agency policy.

**3.17.3.8. Referrals.** The Contractor shall search for alternative available reservation dates and entry points when the customer's initial request cannot be met.

**3.17.4. Procedures for Processing Boundary Waters Canoe Area Wilderness (BWCAW) Permits.**

**3.17.4.1. Annual Management Plan.** The Contractor shall develop an Annual Management Plan that documents detailed procedures to implement all aspects of the BWCAW permit process, including the lottery. The major milestones for the management of the BWCAW permit process are shown in Table C-2-4. Milestones for other key activities will be identified in the Management Plan. The COR will provide the actual dates at the beginning of September, each year. The Contractor shall submit the Annual Management Plan to the COR for approval by October each year.

*Table C-2-4. Major Milestones for BWCAW Permit Program..*

<b>Description of the Item</b>	<b>Responsible Party</b>	<b>Time Period</b>
Submit the Annual BWCAW Management Plan for approval by the COR.	Contractor	October 1
Approves Contractor’s Annual Management Plan.	COR	October 25
Process permit applications for the lottery through the Call Center, fax, mail and Internet.	Contractor	November 1 to January 15
Run the lottery.	Contractor	January 16 - 18
Turn on Cooperators and general public access to the BWCAW web site for reservations; accept fax and mail reservation applications.	Contractor	January 20
Call Center agents start taking reservations	Contractor	February 1
Quick Reservations	Contractor	April 30
Turn on fully operational Permit Management Program at Permit Issuing Stations for the season.	Contractor	April 30
Disable reservation and Quick lines, fax, and Web reservation access by Close of Business.	Contractor	September 30

**3.17.4.2. Accepting Applications and Advance Reservation of Permits.**

The following rules and procedures apply:

- ! Permit applications may be requested by the public through the Call Center, Internet, mail, or by fax.

- ! Each application will include the preferred entry date and Entry Point. They may also include alternate entry dates and Entry Points.
- ! A complete application must include a Party Leader (note: there is a place on the form to designate up to three alternate Party Leaders). It will also include the number of people in the party.
- ! A guide may not reserve overnight or day use permit in his/her name.
- ! If a non-profit organization requests a permit in it's name, there must be contact person listed as Party Leader.
- ! No more than three permits per year may be issued in the name of a non-profit organization.
- ! The Contractor shall provide a supply of postage paid and addressed envelopes to all Cooperator Permit Issuing Stations. These are used by each Cooperator to return completed copies of permits that are issued in the field, back to the Contractor, on a weekly basis for recording in the NRRS™ database.
- ! The Contractor shall issue two confirmation authorizations and two Permits for customers who use day use motor access to go to Canada and return from Canada on different days.
- ! Any permit that is issued a second time shall be marked "Duplicate" and tracked by the CRS.
- ! The reservation software and Sales Channels shall be capable of handling weekly quotas (Saturday through the next Friday) for motorized water craft, daily and overnight motor.
  - To process a day-use motor permit, there must be a weekly day use motor quota available.
  - To process an overnight motor permit, there must be a daily overnight quota and a weekly overnight quota available.
- ! Report reservations made under unusual circumstances to Forest Supervisor's Office (COTR).
  - § Reservation made for a extended period of time (more than three weeks).
  - § A customer reserving several permits in the same name.
  - § When a trip is guided.

**3.17.4.2.1. Lottery.** In addition to the general lottery requirements specified in Paragraph 3.15 above, the BWCAW lottery shall be capable of not only randomly selecting the customers application for their preferred entry date and Entry Point, but also addressing the party's second and third choice for entry date/Entry Point.

**3.17.4.2.2. Fee Schedule.** The following fee schedule applies for BWCAW Permits.

**3.17.4.2.2.1. Reservation Fee.** The public will be charged a Reservation Fee that is established by the Agency, for each reservation permit application. The COR will provide written notification of any changes in this fee. Reservation fees are not refundable for customer canceled permits.

**3.17.4.2.2.2. Recreation Use Fee.** This fee will be charged on a per person, per trip basis for all overnight users. The fees are as follows:

- ! \$10.00 per adult.
- ! \$5.00 per child up through 17 years old.
- ! \$5.00 fee for Golden Age and Golden Access Passport holders.
- ! \$20.00 minimum is collected at the time of the reservation. If at the end of the trip, the actual fee is less than \$20.00, a refund shall be issued.

**3.17.4.2.3. Collection of Fees for Permit Requests and Advance Sales of Permits.**

**3.17.4.2.3.1. Prior to the Lottery.** Customers will send to the Contractor their request for permit and a payment of \$12.00 for the Reservation Fee and, in the case of Overnight Permits, an additional \$20.00 user fee deposit. Payment may be in the form of bank card data, personal checks, money orders or certified checks. Cash payment shall not be accepted by the Contractor. If cash is received from a customer, it must be returned immediately, along with the permit request. Additional procedures are included in paragraph 3.8 above titled "Reservation Transaction Processing". The Contractor shall enter all of the permit data into the NRRS™ database within five (5) business days of receipt, except that all permits received on or before the lottery cutoff date shall be recorded prior to running the lottery.

**3.17.4.2.3.2. After the Lottery.** The Contractor shall mark all successful permit requests in the NRRS database and process the associated bank cards or checks through the Designated Bank. Each deposit will be accompanied with a Bill for Collection. The Contractor shall contact each unsuccessful lottery applicant and offer them the opportunity for a permit for different Entry Points or dates. If the customer does not accept the proposed changes to the permit or can not be contacted by the Contractor, the associated check(s) shall be returned to the requester with cover letter from the NRRS.

**3.17.4.2.4. Party Size Changes.** If the party size is different than that recorded on the application, this difference will be noted at the time the permit is pick-up at a Forest Service or Cooperator office.

**3.17.4.2.4.1. Use Fees More Than Deposit.** If the party size is greater than listed on the permit application, the additional amount due will be collected prior to issuing the permit. The Permit Issuing Station will record the Bank Card number on the permit for later processing by the Contractor. In the event that the amount is not collectible, the Contractor will contact the customer and attempt to secure payment by another means. If this fails, the Contractor will turn the bill over to the NCMO for follow-up action.

**3.17.4.2.4.2. Use Fees Less Than Deposit.** If the party size is less or if the customer is entitled to a discount (Golden Age or Golden Access Passport, youth, Seasonal Fee Card), a refund will be issued.

**3.17.4.2.5. Permit Changes.** Any change in a permit, except for pick-up location, is considered a cancellation and a new permit must be made. The exception would be a change to the pick-up location but only at the time of permit pickup. Cancellations will be put back into the quota for that Entry Point on a random basis - but, at the latest, by opening of business on the day of departure.

**3.17.4.2.6. Cancellations.** These permits will be put back into the quota pool and are available for reissue in accordance with the following:

**3.17.4.2.6.1. Overnight Permits.** Customer cancellations for those permits that are received by close of business, two days or more in advance of the customer's Arrival Date at the Entry Point, shall be available for re-issue. Cancellations less than two days shall not be available for reissue.

**3.17.4.2.6.2. Day Use Motor Permits.** Customer cancellations for these permits that are received by close of business, two days prior to the first day of the "motor week" listed on the permit, shall be available for re-issue. Cancellations less than two days shall not be available for reissue and will be considered a "used" permit.

**3.17.4.2.7. "No-Shows".** The contractor shall determine the status of a permit (no-show, cancellation or duplicate) by comparing it with the original reservation data and the handwritten permits. If the permit is not cancelled within the time requirements or not used (a "no-show"), the party will lose the \$20.00 deposit.

**3.17.4.2.8. Refunds.** Refund request shall be processed as follows:



- ! Card number.
- ! Name, full address and phone number.
- ! Date of birth.
- ! Type of pass (full price or discount – under 18 years of age or Golden Age/Golden Access).

**3.17.4.2.11. Picking Up Permits.** Customers must pick-up their permits at the Permit Issuing Station they specified at the time the permit was made, or at a Forest Service entry station between the hours of 6:00 a.m. and 8:00 p.m. The customer must present their Seasonal Fee Card, or Golden Age/Golden Access Passport at that time to receive the discount. Otherwise full fees will be charged.

**3.17.4.3. Processing Field Generated Permits.** The Contractor shall receive on a weekly basis, copies of Quick and Exempt Permits that were generated in the field at Permit Issuing Stations that do not have access to the PMP software. These permits will be mailed to the Contractor for processing. Upon receipt of these permits, the Contractor shall check each one for completeness, e.g., correct entry date, Entry Point(s), Party Leader identified, no-shows and cancellations. All data on these permits shall be entered into the NRRS™ database within five (5) business days of receipt. Bank Card data on the permit shall be processed immediately after the permit is recorded. Incomplete permits, those with notations, errors and incomplete data shall be returned to the Superior National Forest.

**3.17.4.3.1. Quick Permits.** The Contractor does not process any requests from the public for Quick Permits. However, the Contractor does receive copies of all Cooperator-issued Quick Permits for recording into the NRRS™ database.

**3.17.4.3.2. Quick Permit Reservation Fees.** No Reservation Fee is charged for processing a Quick Permit in the field at a Permit Issuing Station.

**3.17.4.3.3. Exempt Permits.** These permits are agency documents issued by Permit Issuing Station. They will be returned to the Contractor immediately after they are issued.

**3.17.4.4. Provide Information to the Public.** The Contractor shall provide the following information to the public:

- ! BWCAW general information brochure shall be sent to the public upon request.
- ! BWCAW generated educational video shall be offered to customers who are either “first time visitors” or those that have a party size of six (6) or more.

- ! Hard or soft copy of a BWCAW developed brochure shall be sent with each permit confirmation notice.