

736-015-0015

Reservations

(1) Purpose: Based on the department's goal to promote outdoor recreation in Oregon, the department established a reservation program ~~known as Reservations Northwest~~ to increase use of park areas and facilities. The director may designate specific park facilities to offer for reservation through a centralized call center and through the Internet.

(2) General Regulations:

(a) Reservations will be accepted and processed for designated park facilities through [the Oregon State Parks Reservation Center and the Internet](#) ~~Reservations Northwest~~.

(b) A person may make a reservation a minimum of ~~two~~ one days and a maximum of nine months prior to the arrival date.

(c) A person must be 18 years of age or older to make a reservation.

(d) A person who qualifies under the Americans with Disabilities Act (ADA) may reserve accessible campsites.

(e) A person may not make reservations for multiple park areas for the same date range.

(f) A person reserving a boat slip (where available) must also reserve another facility at the same park area.

(g) Reservations and registrations for horse camping sites shall be made only for people camping with their horses or similar large animals unless otherwise specified by the park manager.

(h) Split reservations are allowed to accommodate persons. Only one split reservation shall be allowed per reservation.

(i) Only the person whose name appears on the original reservation or their designee (as documented in the ~~original~~ reservation [records](#)) may change or cancel an existing reservation or access information associated with a reservation.

(j) Customer information may be made available upon written request in compliance with ORS chapter 192 and department policy.

(k) Specific information regarding a confirmed reservation will not be released to the public as provided in ORS 192.501 and 192.502.

(3) Transaction Fees and Deposits:

(a) The department will charge a \$8 non-refundable transaction fee for each reservation made through the centralized call center or the Internet.

(b) Reservations require a facility deposit equal to the full amount charged for use of the facility during the reservation period.

(c) All fees are due at the time the person makes the reservation.

(4) Payment Methods:

(a) A person may use a valid credit card (VISA or MasterCard) or bank debit card with a VISA or MasterCard logo.

(b) A person may pay by personal check, money order, certified check, [state park issued gift certificates](#), or travelers check (in U.S. funds).

(c) The department must receive payment within five calendar days of the date the person makes the reservation. If payment is not received within this time frame, the department will cancel the reservation. The person remains responsible for the \$8 transaction fee for each reservation request.

(d) If a banking institution returns a check to the department for any reason or if a credit or debit card is declined, the department will attempt to contact the person. Inability to resolve the payment dispute will result in a reservation cancellation. The person will remain responsible for the \$8 transaction fee for each reservation.

(e) Government agencies and non-profit entities may request to be invoiced for services. Reservations should be made at least 30 days prior to arrival. The department must receive payment within 25 days of the date the reservation is made. If payment is not received the department will cancel the reservation. The department will bill for the \$8 transaction fee for each reservation.

(f) A person must pay all outstanding account balances prior to making future reservations.

(5) Reservation Cancellations:

(a) A person may cancel ~~a their~~ reservation ~~three calendar days or more~~ prior to the ~~ix~~ [day of arrival](#) ~~date~~ by calling ~~Reservations Northwest~~ [the Oregon State Parks Reservation Center](#). An automated reservation cancellation voice mail system is available seven days a week, 24 hours a day.

(b) A person may also cancel ~~a their~~ reservation ~~three calendar days or more~~ prior to the ~~ix~~ [day of arrival](#) ~~using Internet or e-mail~~ ~~date through E-mail by accessing~~ [The department will post detailed instructions for cancelling a reservation on](#) the department's web site ~~and following the posted cancellation procedures. The web site~~ [which](#) is available seven days a week, 24 hours a day.

(c) A person must contact the specific park where their reservation is held to cancel reservations ~~with an arrival date that is two calendar days or less from the current date~~ on the day of arrival.

~~(d) The park area may only cancel reservations with an arrival date that is two days or less from the current date.~~

~~(ed)~~ In order to receive a refund of ~~the facility deposit~~ all use fees, a person must cancel the reservation for individual campsites, deluxe and rustic cabins, deluxe and rustic yurts, horse camps, tepees, ~~camper wagons~~, and boat moorages three or more ~~calendar~~ days prior to the arrival date. If the cancellation is ~~not~~ received less than three ~~or more~~ days in advance of the arrival date, ~~an amount of the facility deposit~~ a fee equal to one night's or one day's rental for the facility will be forfeited.

~~(fe)~~ In order to receive a refund of ~~the facility deposit~~ all use fees for ~~deluxe cabins and yurts~~, group camps, day use areas, meeting halls, ~~horse camps~~, lodges, Silver Falls Youth Camp, Silver Falls Ranch ~~House~~, Shore Acres Garden House, Pavilions, RV Group Areas and other special facilities as designated by the department, a person must cancel the reservation at least one month prior to arrival. If the cancellation request is ~~not~~ received less than one month ~~or more~~ in advance of the arrival date, ~~an amount of facility deposit~~ a fee equal to one night's or one day's rental for the facility will be forfeited.

(6) Reservation Changes:

(a) The department will charge an \$8 non-refundable transaction fee for each reservation change.

(b) A person may request to change a confirmed reservation by calling Reservations Northwest the Oregon State Parks Reservation Center during normal business hours Monday through Friday.

(c) A person may also request to change a reservation through Email by accessing the department's web site and following the posted reservation change procedures. The web site is available seven days a week, 24 hours a day.

(d) A person may not make any date changes to reservations more than eight months in advance of the arrival date.

~~(e) The park area may only cancel reservations with an arrival date that is two days or less from the current date.~~

~~(fe)~~ Reservations made for 6 or more consecutive nights that are later shortened will be charged the nightly rate for each night removed in addition to an \$8 transaction fee for the change. ~~The department will assess a fee equal to the nightly rental fees for all nights cancelled for any reservation change resulting in a reduction in length of stay for reservation bookings greater than five nights.~~

(~~ef~~) A person must request a reservation change for campsites, deluxe and rustic cabins, deluxe and rustic yurts, tepees, camper wagons, and boat moorages three or more days in advance of the arrival date. ~~The department will treat reservation change requests with an arrival date of three days or less from the current date as a reservation cancellation and cancellation rules will apply. A person may request a new reservation once the existing reservation has been cancelled.~~ Changes are not permitted within 3 days of the arrival date.

(~~hg~~) A person requesting a reservation change for ~~deluxe cabins and yurts,~~ group camps, day use areas, meeting halls, ~~horse camps,~~ lodges, Silver Falls Youth Camp, Silver Falls Ranch House, Shore Acres Garden House, Pavilions, RV Group Areas, and other special facilities as designated by the department must request the change at least one month prior to arrival date. Changes are not permitted within one month of the arrival date. ~~The department will treat reservation change requests with an arrival date of less than one month from the current date as a reservation cancellation and cancellation rules will apply. A person may request a new reservation once the existing reservation has been cancelled.~~

(7) Claiming Reservations

(a) Customers with confirmed reservations must arrive before 1:00 p.m. the day following the first scheduled day of their reservation.

(b) The reserved site must remain occupied each night during the entire length of stay.

(c) In emergency situations, customers may request Park Manager approval for late arrivals not to exceed 6:00 p.m. of the second day of the reservation. Site fees for the first night will be charged regardless of the arrival time.

(d) Customers, including those that have pre-registered, who do not check in at the park or notify park staff that they will be delayed prior to 1:00 p.m. of the second day of the reservation will be considered a “no show” and the entire reservation will be cancelled. The first night fee and any transaction fees previously collected for the reservation will be retained. Any remaining nightly fees paid to confirm the reservation will be refunded.

(8) Reservations to Accommodate Organized Groups:

(a) General: To ~~promote the use of facilities by groups~~ accommodate group use in campgrounds designed primarily for individual camping and to bring efficiencies to the group reservation process, the director may offer group camping to persons reserving multiple individual camping sites. ~~tent, electrical or full hook-up campsites.~~

(b) ~~The department will charge only one transaction fee for the group when the sites are reserved together.~~ The department will require a facility deposit fee equal to the full payment for all sites ~~amount of the site fee for each campsite~~ at the time the reservation is made.

(c) A person must reserve a minimum of ~~five~~20 individual overnight campsites for their group during Discovery Season (October 1 to April 30) or ten individual campsites during the Prime Season (May 1 to September 30) to qualify for group camping ~~benefits~~reservations.

(d) The department will charge a ~~transaction non-refundable reservation~~ fee of \$8 for each site. An \$8 non-refundable transaction fee will be charged for any date or site change made to a reservation included in the group. ~~cancellation or change made to the group reservation.~~

(e) Reservations made on the Internet for a group of 20 or more sites are not eligible for group camping.

(f) A person may reserve a meeting hall (where available) for one day's free use when the minimum number of sites are reserved and used. The person may reserve the meeting hall for additional days at the normal rental rate.

(g) Special facilities such as ~~deluxe cabins and yurts, rustic cabins and yurts, horse camps,~~ lodges, Silver Falls Youth Camp, Silver Falls Ranches House, and other special facilities as designated by the department are not included in the group camping program.

(h) A person must make reservations at least ~~10 days~~two months prior to arrival date to qualify for group camping benefits.

(9) When only a portion of a specific type of facility in a park is designated as ADA compliant, the department will hold the facility designated as ADA compliant for use by individuals with disabilities until all other facilities of that type have been reserved and the accessible facility is the only remaining facility of that type available in the park.

Stat. Auth.: ORS 390.124

Stats. Implemented: ORS 390.111, 390.121 & 390.124