

Camping Procedures & Reference Manual



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Office of Parks, Recreation and Historic Preservation

State of New York
Andrew M. Cuomo, Governor

Mission Statement and Guiding Principles

Summary

This policy sets forth the Office of Parks, Recreation and Historic Preservation's mission statement and guiding principles.

Policy

Mission Statement

The mission of the Office of Parks, Recreation and Historic Preservation is to provide safe and enjoyable recreational and interpretive opportunities for all New York State residents and visitors and to be responsible stewards of our valuable natural, historic and cultural resources.

Guiding Principles

Fundamental to the successful achievement of our mission is the dedication of our employees and the adherence to a common set of values. These guiding principles serve as a pledge to the people we serve and a commitment to ourselves and to each other.

- A **Commitment to People.** We are committed to serving and protecting the public to the best of our ability, with courtesy and respect. We are committed to our employees and volunteers, encouraging teamwork, self-improvement and mutual support.
- A **Commitment to Preservation.** State Parks and Historic Sites are unique and irreplaceable public assets. We are committed to wise acquisition, planning, and, where appropriate, development; timely and professional care and maintenance; and a responsibility to future generations in whose trust we manage our resources. We are committed to providing encouragement to all agencies and individuals to identify, evaluate and protect recreational, natural, historic and cultural resources.
- A **Commitment to Service.** The availability of recreational, educational and cultural opportunities to all is vital in today's society. We are committed to equal access and outreach to all segments of our society, recognizing individual needs and interests. We are committed to safety, security, creativity and accountability in providing our programs and services.
- A **Commitment to Leadership.** We recognize the preeminence of the New York State Park and Historic Site System. We are committed to excellence, innovation and professionalism. We are committed to forging partnerships with others who are responsible for providing recreational, natural, historic and cultural services.

Other Related Information

No other related information

History

09/09/1992 Policy initially issued.

03/12/2009 This policy is effective immediately, and continues without change the agency's Mission Statement and Guiding Principles as previously adopted.

10/07/2014 This policy was reviewed and reissued with formatting changes only.

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Albany Office Contact Information

RULES & PROCEDURES:

If you have any questions regarding the rules and procedures for Camping please contact the Camping Director at 518-474-0457.

REFUNDS:

If you have any questions regarding refunds and refund procedures please contact the Revenue Department at 518-474-7336.

I. Purpose

The purpose of this manual is:

- A. To consolidate the policies, procedures and forms related to the operation of all New York State Park camping areas to provide a consistent and standardized approach to the camping public.
- B. To assist employees and volunteers in meeting the needs of the camping public in a friendly and efficient manner.

II. Rules and Regulations

In accordance with authority granted under the Parks, Recreation and Historic Preservation Law, the Commissioner has promulgated rules and regulations governing the conduct of the public on property under the jurisdiction of the New York State Office of Parks, Recreation and Historic Preservation. Section 372.7(g) is specific to camping. (See Appendix L)

It is incumbent upon each employee to be familiar with the rules and regulations and to convey that information in a pleasant and firm manner to the patrons when appropriate.

The complete document can be found on the Parks intranet site: <http://nysparks.com/publications/>

III. Camping Policies and Procedures

In accordance with the authority granted under the Parks, Recreation and Historic Preservation Law, the Commissioner has promulgated the following policies with respect to camping on lands under the jurisdiction of the Office of Parks, Recreation and Historic Preservation.

Attempts to circumvent these policies and procedures may result in cancellation of the reservation or revocation of the permit without refund.

A. Access Pass/Lifetime Liberty Pass

All policies and procedures in this manual, along with the "Guidelines for Individual/Group AP/LLP Use", apply to all AP/LLP holders. The following additional procedures also apply:

1. Reservations should be in the AP/LLP holders name or the pass holder should be listed as the Primary Occupant for a Campsite or cabin.
2. While campsites or cabins for pass holders under the age of 18 (21 at some parks) must be reserved in the names of the AP/LLP holders, the permits must be signed by site occupants 18 years of age or older (21 at some parks). See Appendix A for list of parks at which one must be at least 21 years of age.
3. Group AP/LLP holder's reservations must be made in the name of the group, not an individual.
4. At the park, an AP/LLP holder will be required to present their valid AP/LLP, before and after their stay and may be required to present other identification for validation purposes.
5. If an AP/LLP is used during the reservation process and is not presented at the park, full fees will remain and no refund will be initiated.
6. If an AP/LLP is acquired after a reservation is made, but before the arrival date, and if the reservation is for an OPRHP campground (not a DEC campground), the AP/LLP will be honored. Park staff should check and record the AP/LLP number and prepare a refund for the patron. In these cases, the refund processing fee is deducted from the refund amount.
7. For cabins and campsites, the Full Fee, including amenities, must be paid along with the non-refundable reservation fee and fees for utilities at the time of reservation. At the end of the camping stay, the AP/LLP holder must apply, at the registration point where he or she registered, for a refund.
8. Cabins and campsite users will NOT be charged a fee to obtain their refund.
9. The non-refundable registration fee must be paid at the time of registration by anyone without a reservation.
10. The pass holder must occupy the campsite or cabin during the entire permit period pursuant to general camping regulations. See Section N, #3.
11. If an AP/LLP patron leaves early, the "early-out" fees shall be assessed at the regular campsite/cabin rate for the nights not stayed. (This applies on advance reservations, since walk-ups pay only the amenities.) For the nights stayed the AP rate will apply for refund purposes.
12. If an AP/LLP user cancels the reservation within 8 days of arrival, the full value of one night's stay will be assessed along with the ordinary cancellation fee.

B. Accidents

All accidents shall be reported to a New York State Parks designated employee as soon as possible so that a record of the incident can be made and appropriate emergency response provided. The region/park Emergency Action Plan shall be followed.

C. Age Limitations

No person under the age of 18 (21 at some parks) will be permitted to camp unless accompanied and supervised by a person 18 (21 at some parks) years of age or older who has been issued a permit for that campsite or cabin. See Appendix A for a list of parks at which one must be at least 21 years of age.

D. Alcoholic Beverages

Rules governing possession and consumption of alcoholic beverages vary among regions and parks and are available at each facility. See Appendix B for regional alcoholic beverage policies.

E. Backpack Camping

Backpack camping will only be allowed at designated areas along long distance trails. Limited support facilities may be provided, such as primitive campsites or shelters similar to the Adirondack type lean-tos. The availability of potable water and sanitary facilities will vary by site. Fires, if allowed, will be limited to designated contained areas. A carry-in carry-out policy for waste material will apply.

F. Camper Assistance Program (CAP)

Seasoned campers assist other campers above and beyond the level that existing park staff can. In exchange for their time and assistance, CAP volunteers receive free camping for the time period in which they are involved in the program. See Appendix O for detailed program information.

G. Classification of Camping Areas/Development Standards/Utilities

1. Classifications:

Cabins, campsites and group camps are classified by their amenities.

a. Campsites

1. Primitive site: designated area, limited amenities, tent or lean-to only
2. Primitive group site: designated area, limited amenities, tent only
3. Walk-in site: general parking area, designated sites, table, confined fire apparatus, tent only
4. Standard site: designated site, table; may have confined fire apparatus, comfort facilities and/or water
5. Prime Site: standard or improved in a preferred location.
 - a. water view site
 - b. scenic site

b. Cabins/Cottages/Yurts

- | | | | |
|-----------------------------|---------------------|----------------------|------------------------|
| 1. Screen Porch | 6. Water | 11. Prime location | 16. Location surcharge |
| 2. Open Porch | 7. Toilet | 12. Poor condition * | |
| 3. Living Room | 8. Shower | 13. Poor location * | |
| 4. Wood Stove or Fire Place | 9. Next bedroom | 14. No electric* | |
| 5. Propane or Electric Heat | 10. Prime condition | 15. No stove/fridge* | |

* for this amenity a reduction in price is applied.

c. Group Camps

- | | |
|----------------------------|---|
| 1. capacity | 4. recreation building |
| 2. mess hall | 5. comfort station |
| 3. sleeping accommodations | 6. shower |
| a. barracks | 7. outside recreation facilities (pool, court games, field games, etc.) |
| b. cabins | |

2. Development of Standards:

General guidelines exist to guide development of overnight facilities. These include code requirements, architectural and structural design, site layout, and environmental and historical considerations. Any modification or expansion of a facility must be reviewed and approved by the Regional Director. Significant changes may require the review of the Resource Management Group, including environmental review under SEQR (State Environmental Quality Review).

H. Computers/Camping Profiles – Use of Camping Computers and Camping Inventories/Profiles

It is important that all users of the Camping computer equipment read the OPRHP policy relating to its use and understand that these systems are for the sole purpose of camping related work. It is also important to stress that passwords are not to be shared. Where/when a password is shared, the owner of the password is the responsible party. The potential for misuse of this equipment exists. This document, as well as the acknowledgement form, are crucial (See Appendix P), should disciplinary measures be needed. It is hoped that the informational value of this process will deter most abuse. All users should receive a copy of the policy and sign the acknowledgement form. Then, copies can be made for the park office and Regional Data Coordinator. The original, signed acknowledgement forms are to be sent to the Director of Camping in Albany.

Any problems or difficulties with camping computers or internet connections, should be called in to your Regional Data Coordinator. (Examples of computer related problem are; does not turn on, there is no internet connection, the screen is blank. If a problem exists with the software, please contact Reserve America at 1800-584-2906 or by email to AO.supportRA@activenetwork.com (Examples of software problems are; the system won't perform a check in, the fees are incorrect on a campsites, the (something is missing here) If needed, an incoming camper list will be faxed or e-mailed to the park. Be sure to obtain a case number and report any unsatisfactory or slow moving cases to the Director of Camping.

Any profile adjustments or requests to put closures on campsites/cabins/cottages, should be called in to, faxed or e-mailed to the Director of Camping, who will act as the sole point/clearinghouse to ReserveAmerica. See Appendix P, Policy for ReserveAmerica Computers and Camping Profile Documents, for the procedures and forms used before each season to set up profiles for the following season.

I. Equipment Permitted and Not Permitted

1. Patrons shall be permitted to camp in two (2) tents OR one (1) unit of *hard wheeled camping equipment + one (1) tent, provided the equipment does not exceed the design limitations of the campground, camping area or campsite. Information on specific design limitations at a park is available at the park and from the Camping/Cabin Reservation Service. Any specific requests must be approved by a Parks representative.

***Hard Wheeled Camping Equip.** – any unit that is clearly for the intent of camping.
(ie. RV, pickup w/ a camper on the back, Pop-up Van)

2. Patron equipment of any kind or description shall only be permitted on a campsite where, in the judgement of the Park Manager, it will not:
 - a. include items prohibited by law
 - b. create a hazard to health and/or safety
 - c. interfere with the rights of others
 - d. interfere with the use of any other area
 - e. be used for the purpose of exceeding the maximum number of people allowed on the campsite.
3. Camping equipment is not permitted to stay on site once the stay is over, after checkout or 11am whichever comes first. Abandonment of equipment will result in the removal of all items. Patrons are responsible for picking up their equipment and may be charged for storage. Per *NYS Parks Rules & Regulations*, Part 374, Lost Articles (and return thereof), equipment "...shall be turned over to a member of the State park police or ... (if not available)...", to "an employee of the office"... (which can be any employee at the campground,) ... "and a receipt shall be issued". An "OVERSTAY" fee can be charged; Campsites are 1 night fee for the site plus \$25; Cabins are 1 night fee for the cabin plus \$50. Every effort should be made to remove the individual before imposing these fees. Patron's future reservation can be restricted with unpaid Overstay Fees. Please contact the Albany Office for assistance.

4. Kiddie Pools are NOT be permitted. As stated in the NYS Parks Rules & Regulations booklet. Part 377, (Regulated Activities)...(h), swimming is listed as a “*regulated activity*,” and is prohibited...*except in areas specifically authorized...*” No unguarded swimming areas are authorized in our campgrounds. In unusual cases, where a kiddie pool is used for a dog, it is under the discretion of the Park Manager for approval.
5. All sleeping units permitted shall provide a degree of privacy that is satisfactory to the Park Manager or New York State Park representative in charge of the area.
6. a. Generators can be excessively loud and/or may omit fumes that can be obnoxious to other campers. Therefore, operation of generators will be permitted only between the hours of 9am to 11am and 5pm to 9pm. If a generator is deemed too loud, it’s the manager’s discretion to terminate its use.

b. Medical equipment and after hours generator use. The campground can request medical documentation from the patron to prove that the medical equipment is required. At no time can the patron be asked the nature of the disability. The campground should make every effort to accommodate the patron. If no electric sites are available, then a remote site to limit the disturbance of others is advised.
7. a. Parking at cabins/cottages is limited to a maximum of two (2) motorized vehicles. Additional tents will not be allowed in the cabin area. Any specific requests must be approved by a NYS Parks staff.

b. Parking at campsites is limited to a maximum of three (3) motorized vehicles, at the discretion of the facility manager. If the third vehicle is an RV it does not necessarily get charged the Vehicle Use Fee. An RV does not count as a vehicle if the unit remains stationary throughout the stay. Each park may vary. The Thousand Island Region only allows 2 vehicles.

J. Fees

1. The following fees may be charged for:
 - a. campsite/cabin/cottage rentals - base fee per night or week as designated
 - b. reservation - to reserve a campsite or cabin in advance
 - c. registration - to acquire a campsite or cabin at the time of arrival
 - d. cancellation - to cancel all or any portion of a reservation (includes early departure or change to another park)
 - e. change or transfer to another Park. Changes or transfer within the park are not subject to a fee.
 - f. utilities/condition/amenities:

campsites: See Appendix N for detailed information on campsite fees

1. electricity – 15/20/30amps & 50 amps are charged	5. prime site - as designated
2. water only - no additional charge	6. waterfront - as designated
3. full hookup (water, electric & sewer) - additional charge	7. oceanfront - as designated
4. tent platform or trailer pad	8. flagship – all campsites in designated facility
9. weekend/holiday – fee charged on Friday and Saturday nights and the <u>night</u> before a holiday. (Holidays included Memorial Day, 4 th of July, Labor Day and Columbus Day.)	

cabins/cottages: See Appendix N for detailed information on cabin fees.

- | | | |
|-----------------------------|---------------------|-----------------------|
| 1. Screen Porch | 6. water | 11. prime location |
| 2. Open Porch | 7. toilet | 12. poor condition * |
| 3. Living Room | 8. shower | 13. poor location * |
| 4. Wood Stove or Fire Place | 9. next bedroom | 14. no electric* |
| 5. Propane or Electric Heat | 10. prime condition | 15. no stove/fridge * |

* for this amenity a reduction in price is applied.

- g. additional overnight vehicle – for vehicles in excess of the two registered vehicles. The Lifetime Empire Passport will not cover the additional vehicle fee.
- h. invalid check - check written against insufficient funds
- i. deposits - for keys or special equipment or security of structure.
- j. short notice cancellation - for cancellations less than 8 days prior to scheduled arrival; equivalent to one night's stay
- k. Non-resident patrons fee; \$5.00/night for campsites; \$7.00/night for cabins/cottages/yurts. This excludes Sebago Cabins.

2. Fees are determined annually and are payable by credit card, check, gift card, money order or cash as designated by the office collecting the fees. Refunds may be reduced by any fees owed.

K. Fires and Firewood

1. Fires may be built and maintained only in fireplaces, grills or stoves suitable for cooking purposes. No fire shall be started or maintained unless under the constant supervision of a responsible person. All exterior fires must be fully extinguished by the campsites or cabin occupant prior to departure.
2. Only wood from downed and dead trees shall be cut for fuel. Power saws are not permitted.
3. Patrons should not be bringing firewood from home. Only firewood labeled as meeting New York’s heat treatment standards (kiln-dried) may be transported into the state and further than 50 miles from the firewood’s source. They should use only firewood from local sources usually provided by the campground. If the patron brings firewood, ALL must be burned before leaving their campsite. For more information see link: www.dec.ny.gov/animals/28722.html
4. Burning of trash is prohibited.

L. Group or Event Camping

1. Camping facilities are intended for general public use. Clubs, organizations, scout troops, etc. may be accommodated under appropriate special conditions when it will not interfere with general public use. The group camping areas located at state parks should be recommended for use by special groups (see Appendix C).
2. Public Event vs Private Event: Some public events (i.e. Dog Show) that take over an entire campground may be made prior to the 9-month window. Private Events (i.e. wedding) may utilized areas of the campground and sites, but are still subject to the 9-month window rule.
3. Individuals who want campsites or cabins near each other must follow normal reservation procedures.
4. Organizations who want campsites or cabins near each other must contact the Park Manager in writing. The following guidelines should be used when approving requests:
 - a. periods of low use
 - b. address environmental and security concerns as appropriate
 - c. follow regional special use permit system/ obtain regional approval
 - d. inventory changes needed to accommodate these requests must be made through the Albany office and must include the date, site or cabin numbers and the payment arrangements.

M. Hunting

Hunting is permitted in some of our campgrounds. (see Appendix S for a complete listing) Hunters must have a valid New York State hunting license that is applicable to the campground. Hunting rules appear on each of the campgrounds webpage found on <http://nysparks.com>.

N. Limitations of Permit

1. A camping party* stay is limited to:
 - a. a maximum continuous occupancy, at one facility, of 14 reservable nights (Hither Hills maximum 7 nights during peak season and 2 nights during non-peak season).
 - b. a minimum campsite occupancy, at one facility, of 1-3 reservable nights, or 1 walkup night.
 - c. a minimum cabin occupancy, at one facility, of 7 reservable nights during high use periods and 2 nights during low use periods, or, 1 or 2 walkup nights.
- * A camping party is defined as the responsible person on the reservation, any member of the party and/or any of the equipment used by the party.
1. During periods of low use, a permit may be extended beyond the specified limit on a night to night basis up to 21 nights provided others are not deprived of the privilege of camping.
2. At that point, the camping party must vacate the facility/park and re-registration shall not be permitted for at least 2 nights after checkout.
3. Subletting of campsites, cabins or cottages is prohibited.

O. Noise Levels

Patrons shall respect the rights and privacy of others and shall maintain quiet hours at the campsite or cabin between 10:00pm and 7:00am daily (see Section I, Equipment Permitted, 6. Generator Hours). During the remaining portion of the day, all occupants and visitors will refrain from creating a disturbance or causing unreasonable noise that may disturb others. Violating any noise level policy shall be sufficient cause to terminate a camping or cabin permit, without refund.

P. Occupancy

1. The occupancy period for a campsite or cabin begins at 3:00pm on the day of arrival and terminates at 11:00am on the day of departure. Camping patrons may utilize other day use facilities/parks at no additional charge for the duration of their permit.
2. Occupancy is limited to 6 people per campsite; cabin occupancy is based on the size of the cabin. Occupancy is based on the total number of people, including all children regardless of age. Any specific requests must be approved by a New York State Parks representative.
3. When camping or cabin permits are issued, the registrant must be present with the equipment, occupy the campsite/cabin/cottage, the first night and at least one night during any subsequent 48-hour period. Campsites or cabins may be vacated for a period not to exceed 48 hours by giving advance notice to the registration point. If, however, a vacancy exists for over a 24-hour period without prior notice to the registration point, a permit may be terminated without refund.
4. Patrons are required to check out at the registration point upon expiration of the permit or when leaving prior to the expiration date.
5. The permit must be signed for by the person responsible for and occupying the campsite/cabin. This person designates who is eligible to occupy the campsite/cabin.

Q. Overflow Camping

1. Overflow camping is to be minimized and only authorized in extenuating circumstances. Patrons are to be referred to other nearby public and private campgrounds.
2. In accordance with (1) above, camping parties may be temporarily accommodated in picnic areas when space, water and sanitary facilities are available. The Parks representative shall limit such use in order not to overtax the facilities. Overflow camping areas should be properly located for safety and environmental reasons. Patrons temporarily accommodated in day use areas are required to vacate prior to 9:00am on the date the permit expires.

R. Peak Season and Non-Peak Season

In general, Peak season runs from the fourth Friday in June to the last Sunday before Labor Day weekend. Reservations during this time, including those which overlap peak and non-peak dates, are subject to a 7-day minimum stay for cabins and Hither Hills campsites. Peak rules should always apply during this time. The Non-Peak season is in effect all other times and may require a 2 night stay in some parks.

S. Peddling

No person shall peddle any item in the park unless they have been issued a peddling permit approved by the Regional Director.

T. Pets /Service Animals

The following is a summary of the camping rules pertaining to pets under the Rules & Regulations 372.7 (see Appendix L)

1. No more than two pets (dogs, cats or other domesticated animals normally maintained in or near the household of the owner or person who cares for them) shall be present at any campsite, cabin or cottage in a park that allows these animals to be there.
2. Current proof of rabies inoculation (veterinarian's certificate of inoculation)
3. In cage or on leash:
 - a. 10 foot maximum - Allegany and Taconic
 - b. 6 foot maximum - All other regions
4. No pets except *service animals:
 - a. Long Island Region
 - b. camping areas in Palisades Region
 - c. cottages at Betty & Wilbur Davis
 - d. cabin areas – Genesee Region
 - e. day use areas - Darien Lake State Park (Genesee Region)
 - f. cabins 1-3- Canoe-Picnic Point State Park (1000 Islands Region)
 - g. cabins and cottages in the Taconic Region. (1 cabin permitted at Mills-Norrie)
 - h. limited pets sites at Taconic: Copake Falls (12) and Rudd (4)
 - i. cabins 1-7 - Robert Moses State Park (1000 Islands Region)
 - j. cabins 7 & 8 – Kring Point State Park (1000 Islands Region)
 - k. all bathing areas and public buildings
 - l. picnic areas – Palisades, Taconic and 1000 Islands Regions
 - m. walkways and boardwalks – Niagara and Palisades Regions

***Definition of a Service Animal** - Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs or performing other special

tasks. When the need for a service animal is not apparent, the handler may be asked: a) if the animal is required because of a disability; and b) what work or tasks the animal has been trained to perform. Service animals are required to be under the control of their handler at all times. Therapy dogs that provide therapeutic and emotional support are not service animals and may be treated in accordance with the facility's pet policy.

5. Nuisance animals must be controlled or reported to police for possible removal.

U. Protection of State Property

1. Patrons shall not deface, remove, destroy or injure any living tree, flower, shrub, fern or other plant, rock, fossil or mineral found or growing on state lands. Songbirds and their nests as well as all other wildlife must not be molested, disturbed or fed.
2. Patrons shall not deface, damage or destroy any structure or property of the park including, but not limited to, picnic table, grill, drinking fountain, fence, stone wall, monument, or artifact.
3. Permittees and their guests will be held financially responsible for any damage to state property and may be subject to legal action.

V. Refund Guidelines

There are a number of different types of refunds. The six major categories will be explained in this section. It is important to keep as much documentation as necessary to be produced in the event of an audit. Some documents will be forwarded to the Albany office; but overall the responsibility to maintain records remains in the Region/Facility.

1. Types of credits or refunds.
 - a. AP/LLP = return of base rate for campsite or cabin.
 - b. Routine Cancellation = cancellation of a reservation prior to 8 days of scheduled arrival date
 - c. Cancellation with Fees = cancellation of a reservation prior to 10 AM on the day after arrival date and up to 7 days prior; ReserveAmerica or the Park can cancel a reservation up to 1 day prior to arrival date, but only the Park can cancel on the day of arrival.
 - d. Early Out = patrons may leave the park anytime during their stay for various reasons.
 - e. Site Transfers = patron requests.
 - f. Other/Exceptions
 - i. Cancellation Exception = request for a larger refund to the patron than what is being refunded under the routine cancellation or cancellation with fees.
 - ii. Early Out or Site Transfer = facility/park initiates due to problems or emergency.
 - iii. Full Stay Refund = problem at the park or emergency.
 - iv. Gift Card Refund = patrons request for a refund that does not fall under the standard refund rules, but due to unique circumstances, warrants a review and approval by the Camping Director.

***Emergency situations - in the event of a patron emergency which requires them to leave early or cancel the stay, the patron will be charged one night's fee + the refund/cancellation fee + the reservation fee. Regardless of the emergency, a "full refund" will NOT be issued. Problems within the Park that would prevent a camper from utilizing the campsite such as flooding or no water supply may result in a "full refund."**

2. Refund Policies
 - a. **AP/LLP** holders pay all fees over the base rate for campsites or cabins. No refund processing fee is deducted for AP/LLP Refunds.
 - i. Refund authorization – Park Manager approves; Albany staff processes.

- ii. Note in the Refund Section of ORMS approval or disapproval of the refund that has been setup. Include verification that the patron presented their AP/LLP on arrival and departure and was on site for the full time of the stay. If the patron leaves early or is not on site after they initially presented their AP/LLP, give as much detail as possible. Note if the system sets up an incorrect dollar amount.

- b. **Routine Cancellations** made 8 days or more prior to the scheduled arrival date will result in a refund equal to the amount already paid minus the non-refundable reservation fee and cancellation fee. No “one night penalty” is assessed.
 - i. No refund authorization – Albany staff processes.
 - ii. Note in the Refund Section of ORMS ONLY if the system has not setup the correct refund amount or there is something that needs to be explained.

- c. **Cancellations with Fees** are made less than 8 days prior to the scheduled arrival date and before 10 AM on the day after of arrival and will result in a refund equal to the amount already paid minus the non-refundable reservation fee, the cancellation fee and one night penalty.
 - i. For campsites, one night’s fee includes the amenities too. For example; an electric site will include the electric fee as well as the base fee in the one night penalty.
 - ii. For cabins, one night’s fee is equivalent to one fourth the weekly charge with utilities included.
 - iii. For cabin reservations of 2 days or less, the cancellation fee is deducted from the one night’s fee resulting in a lower usage fee. No refund processing fee is assessed.
 - iv. No refunds will be issued for cancellations made after 10 AM on the day after the scheduled date of arrival.
 - v. No refunds will be issued if swimming area of campground is closed.
 - vi. Refund authorization – Park Manager approves; Albany staff processes.
 - vii. Note in the Refund Section of ORMS approval or disapproval of the refund that has been setup. Include the date and time the patron cancelled and the reason for the cancellation.

- d. **Early departures** (“Early Outs”) occur when a patron leaves the park prior to the end of the reservation period. When there are two or more days of their reservation left, they may be due a refund of the amount already paid minus the non-refundable reservation fee, refund processing fee and a one night penalty.
 - i. Refund authorization – Park Manager approves; Albany staff processes.
 - ii. Note the Refund Section of ORMS approval or disapproval of the refund that has been setup. Include the reason for leaving in case the refund amount is disputed.
 - iii. All refunds of this type must have a note in ORMS for Albany to process.

- e. **Site Transfers** - No refunds will be issued for lesser valued site transfers requested by patrons. If the Park requested the transfer then a FIN-123 form needs to be completed. (see Other/Exceptions).
 - i. If refunding the patron – Park Manager must add a note in the ORMS system and submit the FIN-123; Albany staff processes.
 - ii. After 7 days, a site transfer showing a pending refund with no notes will be restored and no refund issued.

- f. **Other/Exceptions** – Any refund that does not fit into a category above is considered an exception and requires the completion of a FIN-123 form.
 - i. Refund authorization – FIN-123 completed, signed by the Park Manager and Regional Director and sent to Albany office for determination within 30days of the last date of stay.

- ii. Note in the Refund Section of ORMS explaining that a FIN-123 is being processed for this refund and the reason. Include a description of how the amount to be refunded was derived. Some common types of exceptions are the:
 - (1) Cancellation Exception = request for a larger refund to the patron than what is being refunded under the routine cancellation or cancellation with fees.
 - (2) Early Out or Site Transfer = facility/park initiates due to problems or emergency.
 - (3) Full Stay Refund = problem at the park or emergency (park closed).

3. How to add a note in the Refund section

From the home page click on Financials

The screenshot shows the 'Field Manager' interface for Allegany State Park. The top navigation bar includes links for Home, Map, Availability, Sites, Customers, Reservations, Invoices, Reports, Financials, Help, and Sign Out. The 'Financials' link is highlighted with a red arrow. Below the navigation bar, the 'Current Park Status - 2005-05-17 12:15 EDT' table is visible, showing site types like Full Service Accommodation, Campsite, and Cabin with their respective occupied, due, and available counts. To the right, the 'Totals for Today' table shows activity counts for Check-ins (126), Check-outs (1), and Check-outs Overdue (43).

1. Click on Refunds
2. Proceed to look up a refund(s) by reservation number, date, or status.

The screenshot shows the 'Field Manager' interface with the 'Refunds' section active. The top navigation bar is the same as in the previous screenshot. Below it, the 'Refunds' tab is selected. The search area includes fields for Refund ID, Date Range (Start Date and End Date), Status, and Refund Type. A red arrow points from the 'Refunds' link in the navigation bar to the search filters. Another red arrow points from the search filters to a dropdown menu on the left side of the screen, which lists various search criteria including Refund ID, Customer (Last Name), Requesting Location, Requesting User (Last Name), Batch ID, Approving Location, Approving User (Last Name), Void Location, Void User (Last Name), Issuing Location, Issuing User (Last Name), and Order Number.

[Home](#) | [Map](#) | [Availability](#) | [Sites](#) | [Customers](#) | [Reservations](#) | [Invoices](#) | [Reports](#) | [Financials](#) | [Help](#) | [Sign Out](#)

Field Manager · Allegany State Park · Maryann Corbisiero - NY Contract
OPR Supervisor - DRMS LIVE - ALLEGANY STATE PARK - New York State Parks

[Payments](#) | [Deposits](#) | [Refunds](#)

Refund	Refund ID 892221	Status Pending	Refund Type VISA	Refund Group Credit Card
--------	---------------------	-------------------	---------------------	-----------------------------

Refund Details

Refund Details	Amount \$160.00	Batch ID	Reconciliation Job ID	Reference #
Customer	Name Feneran, Laura	Phone 7163732943	Email	
Orders	2-501327			
Payments	884593			

Requesting Info	User OPR Field User 5, Allegany State Park	Requesting Location ALLEGANY STATE PARK	Date & Time Apr 29, 2005 12:13 PM	Phone	Email
Approving Info	User Approving Location	Date & Time	Phone	Email	
Void Info	User Void Location	Date & Time	Phone	Email	

Issuing Info					
Refund Note					
Field Refund Note					
Support Refund Note					
Add Note					

Field Comment

2_20_00_0010 - 2005/05/09 09:26
asPm9oxolBqa - NY Contract
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Click on Field Comment and type your note in "Add Note"

Once you add your note approving or disapproving the refund.....then click "OK".

The Refund office will be looking at these notes to approve and issue the refund. If no notes are found, the refund will not be processed.

W. Registration

1. Terms and Purpose:

- a. In this manual "Registration" refers to the process involved in the issuance and updating of a valid camping permit.
- b. Camping/lodging at authorized campsites, cabins, cottages or other structures is prohibited by law, except when undertaken pursuant to a permit. For further information on the requirements of permits, refer to Parks and Recreation Rules and Regulations {9 NYCRR Part 372.1(g)}. While the law is intended to prevent illegal camping and protect the public and the State, it should not be interpreted in a way that arbitrarily impedes an activity that the Agency encourages and promotes.
- c. To streamline and standardize the process, New York State Parks provides the "Camping/Cabin Receipt and Permit" and the "Additional Vehicle Parking Permit" (See Appendix H). New York State Parks' permits are intended (when valid) to satisfy legal requirements and make it possible to track the revenue generated.

2. Steps in the Registration Process

a. Verification:

1. The intended permittee is required to supply the Parks representative with sufficient information to verify a reservation (if one is involved), verify the permittee is old enough to be issued a permit (if that is in question), verify an AP/LLP (if one is involved) and verify a valid vehicle use ticket (if one is to be deducted or same day voided).
2. If a valid Vehicle Use Ticket is presented at the time of registration the following procedures shall apply:
 - a. Walkups: One valid Vehicle Use Ticket may be deducted from the camping/cabin fee **if presented at the time of registration**. *EXCEPTION (see below) The Parks representative will collect the valid ticket and deduct the amount paid from the camping/cabin fee. The ticket must be attached to the park's revenue copy of the "Camping/Cabin Receipt and Permit".
 - b. Reservations: If an intended permittee with a reservation has purchased a valid Vehicle Use Ticket for the camper's primary vehicle, that one ticket may be "same day voided". The Parks representative will collect the valid ticket, write VOID and the camping permit number on the ticket. The ticket must be attached to the "Daily Cashier's Report" (Appendix I) and tracked in the column "Deposits Refunded".
- *EXCEPT in the Allegany and Long Island Regions, as well as Hamlin Beach and Letchworth State Parks. The 2nd vehicle is charged a one time Vehicle Use Fee.
3. Once information regarding verification is confirmed, the Parks representative proceeds to the next step in the registration process. If there is a question concerning the verification that the Parks representative cannot resolve, the supervisor should be consulted for procedures.

b. Information Gathering:

In addition to verification information, the intended permittee is required to supply the Parks representative with sufficient information to make it possible to fill out a valid permit.

- a. For reservations, this will generally include: verification of identity, the names of other occupants, pet(s) information, vehicle(s) information and AP/LLP information. In some cases it may also include equipment type and site information.
- b. For walkup patrons additional information must be provided by the intended permittee such as: name and address of the permittee, equipment type, length of stay, site or unit to be rented.

c. Data Entry

1. Whether a permit will be hand written or computer generated, the Parks representative must enter all relevant information on the permit.
2. If the permit will be computer generated the Parks representative will use the procedures involved in the latest software to enter the information required and produce the permit.
3. If the permit is to be handwritten the data must still be entered in the computer.

d. Payment

1. Payments differ between reservations and walkups. In most cases the reservations are pre-paid and as long as additional charges are not incurred the permit is printed and issued indicating the pre-payment.
2. Permits should not be issued when there is a balance due (paid dollar amount) that has not been received by the Parks representative at the time of registration. (Parks representatives shall attempt to collect any balance due including fees owed to ReserveAmerica).
3. Payment for walkup registrations should include all fees incurred less any deductions. One vehicle use ticket may be deducted from the camping fee for example and permittees with valid Pass holders should only pay the registration fee plus any fees from which they are not exempt.
4. Payment may be made by credit card, check, travelers check, gift card, money order or cash. See the Agency's "Financial Procedures Manual" for procedures.

e. Agreement

The permittee must read and sign the permit prior to issuance. This is critical since it gives the permittee an opportunity to understand the terms and conditions of the permit and formalizes the agreement between the permittee and the State.

f. Issuance

1. Once all relevant steps in the registration process have been completed, the Parks representative will issue the permittee the appropriate copy(ies) of the permit.
2. If no vehicle is involved or if only one vehicle is involved the first white copy of the permit is issued to the permittee.
3. If a second vehicle is involved at the time of registration the second vehicle will be issued the copy of the permit labeled "2 Public Campsite Vehicular Use Permit".
4. The copy(ies) of the permit noted above function as the patron's receipt and permit as well as the vehicle pass to all state park facilities for the duration of the permit. When issuing the permit copy(ies) the Parks representative should instruct the permittee to see that the copy(ies) of the permit are kept with the corresponding vehicle and presented upon entry or re-entry to a park. On the last day of the permit, re-entry into a new park must occur before 11 am.
5. Once the first two vehicles are registered, any additional vehicle registered by the permittee during the period of the permit will pay the additional vehicle fee. For instructions on fee collection and issuance of "Campers Additional Vehicle Parking Permit", See Appendix G.

g. Re-Issuance and Modification of Permit

1. For a host of reasons, it may be necessary to re-issue or modify a permit.
 - a. For example: All persons in campground between the hours of 10pm and 8am must be registered. If a permit has already been issued and a person arrives to stay on the site or in the cabin, (as a valid other occupant) the permit will have to be modified to register the person.
 - b. Other examples include transfers, upgrades, extended stays and the correction of errors.
2. If the computer is to be used to accomplish this task the Parks representative will use the procedures required by the latest version of the software.

3. If the permit is to be handwritten the information should still be entered on the computer if practical so the park permits and the computer record will match.

h. Steps for Voiding a Walk-Up Sale

1. Bring up the registration in the Reservation Detail page.
2. Click on the History button. Find the payment and click on the amount.
3. Hit the Void Payment button.
4. Return to the Reservation Detail Screen
5. Now hit the Void button at the top of the screen.

X. Reservations

1. Reservations shall be available only through the New York State Camping/Cabin Reservation System for all New York State Park campsites and cabins. Exceptions are made for administrative or management sites/cabins which are held for emergency purposes and for others which may be reserved through the park or regional office as approved by the Albany office.
2. Reservations may be made by telephone or via the Internet (mail reservations are not an option) from the close of business 1 day prior to the scheduled arrival date to 9 months in advance for the time periods when the park is open. See current New York State Camping/Cabin Reservation Information brochure for Internet address and hours of operation.
3. A maximum of 6 reservations* per telephone call may be made by one party.
At Hither Hills, *during the peak season, only 1 reservation may be made.
4. For multiple reservations with the same dates and the same customer name, a different primary occupant for each reservation must be made for each site. Once arriving at the campground, the responsible party members must sign the permit, before they may occupy the site/cabin.
5. The minimum and maximum number of nights per reservation varies statewide. See Section N, Limitations of Camping Permit section of this manual.
6. At most parks, specific sites are selected at the time of reservation. At non "site specific" parks, a reservation guarantees a campsite suitable for the patron's equipment and party size.
7. Reservation changes (within the same park) and reservation transfers (to another park) may be made, with fees, up to the close of business 1 day prior to the scheduled arrival date by calling the New York State Camping/Cabin Reservation System for reservations made by telephone and via the Internet. (**See Appendix M for the Sliding Reservation rules.**) No changes or transfers may be made less than 24 hours in advance of arrival. Those instances require reservation to be cancelled and re-reserved or re-booked as a walkup with all applicable fees.
8. Reservation cancellations made up to the close of business 1 day prior to the scheduled arrival date may be made with fees by calling the New York State Camping/Cabin Reservation System for reservations made by telephone or via the Internet; Internet reservations may also be cancelled on-line. Cancellations made less than 24 hours in advance of arrival must be made by calling the park. Procedures for entering the information in the camping computer (see the Field Manager Guide located on the ORMS system) and for initiating a refund (see "Refund" section of this manual) must be followed.

9. Reserved campsites and cabins are to be held until 9p.m. of the arrival date. Reservations not claimed by then can be cancelled and the campsite or cabin made available to another patron. Staff should give special consideration to a reservation holder who calls the park to say that he/she will be late. Such notice should be put in the "memos/notes" section of the patron's record for future reference.
10. If a reservation holder arrives late and the reservation has been cancelled without refund, a permit may be issued at no additional charge or the balance of the reservation period providing a site is available which will accommodate the patron's equipment. The patron is not entitled to a refund for the nights of the reservation period that were missed.

Y. Reserving Handicapped Accessible Campsites/Cabins/Cottages

Handicapped accessible campsites, cabins and cottages are only to be reserved/rented by camping parties which include at least one member in need of the accommodation*. When all other campsites/ cabins/cottages have been reserved/rented, the handicapped sites become available on a "first-come/first-served" basis.

*Wildwood State Park has a loop of handicapped accessible sites, which are always reserveable on a first-come/first-served basis.

Z. Reports

1. The following reports are required to be submitted:
FIN119...Daily Cashier's Report (see Appendix I)
FIN118...Daily Revenue & Attendance Summary (see Appendix J)
2. The Camping Reservation System produces a variety of reports in the Field Manager module:
 - 7- Day Campers Report - This report illustrates the reservations activities (reservations and registrations) that are currently in the campground or scheduled to arrive at the campground over a 7-day periods.
 - Campers Report – The report details of the reservations that are incoming or outgoing, are in the park or are cancelled.
 - Daily Facility Management Report - This report illustrates the arrivals, reservation continuity for the arrivals, departures, administrative site holdings, and the empty sites for a given location, on a daily basis, over a 14-day period. The 14-day period begins on the date specified in the selection criteria and ends 13 days thereafter.
 - Field Payment Report – the report displays payments taken in the field for a facility any one day. The report can be done for all stations or for an individual station. The report shows payment ID, status, time, payment method, amount, customer name, phone, user name.
 - Field Payment Number Daily Report - the report displays permits issued in the field for a facility any one day. The report displays the permit #, loop name, site number, primary occupant, reservation #, reprint, print user, print location. The can be done at one location or all locations in the facility.
 - Vehicle Permits Report – This report displays the detailed vehicle information for the facility. These details include site number, order number, customer name, license number, make, model and car color.
3. An Occupancy Report is provided by the Albany Office each weekend during the summer season. This report is grouped by Region and displays occupancy for each campground by site type. Special reports can be requested at any time from the Camping Director.

AA. Sanitation

Campsites and cabins must be kept in neat, clean and sanitary conditions. Patrons are not permitted to wash dishes, clothes or their own persons at water fountains or spigots. Dishwashing may be done at campsites, cabins or marinas in an appropriate vessel or container or at a site designated by the park. Vehicles must discharge waste and wastewater only into the park's designated disposal stations. Patrons must adhere to specific Carry In/Carry Out policies and follow the park's recycling policies and procedures.

AB. Sex Offenders

Upon discovering that a campsite or cabin occupant is a registered Level 2 or Level 3 sex offender, the Office is authorized to direct the occupant to leave the campground and may revoke the camping permit.

If the individual refuses to leave, the regulation authorizes OPRHP to revoke the permit for the campsite or cabin. Failure to leave would then make the sex offender subject to ticketing or arrest by the Park Police.

IV. Exemptions/Exceptions to these Procedures

Exemptions/exceptions to some of the procedures, set forth in this manual, are at the discretion of campground managers. This is to allow for flexibility and conflict resolution. Examples of discretionary procedures are allowing more than six people per campsites to allow for toddlers/babies, pet rules and site assignments. However, most of the procedures have been developed to be universal and should remain the same in all campgrounds, whenever possible. Examples of these are quiet hours, length of stay, refunds and use of handicapped sites. Managers are encouraged to contact the Director of Camping, Albany Office, when these types of rules and policies are desired to be exempted. This way, statewide needs and practices can be observed and, where necessary, changes can be considered. This is especially important when actions are required that involve making exceptions with ReserveAmerica. In these cases, it works much better to have a clearinghouse/single contact. This way, our agent knows that the Director of Camping is aware of the total statewide picture and the implications of changes.

Appendix A
Parks with Minimum 21 Years of Age Permit Requirement

Allegany

Quaker Area - Fancher Cottages
Redhouse Area - Pitt Cottage

Central

Betty & Wilbur Davis State Park
Green Lakes State Park - Cabins
Selkirk Shores State Park – Cabins & Cottages

Long Island

Hither Hills State Park
Wildwood State Park

Palisades

Harriman State Park - Sebago Cabins
Beaver Pond Campsites

Taconic

Lake Taghkanic - Cabins & Cottages

Appendix B

Alcoholic Beverage Policies

 <p>Parks, Recreation and Historic Preservation</p> <p>Section: Operations</p>	<p>Policy Title: State Parks and Historic Sites Where Alcohol Can Be Consumed Without a Permit</p> <p>Directive: OPR-POL-021</p> <p>Effective Date: 01/21/2015</p>
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Summary

This policy enumerates the locations under the jurisdiction of the Office of Parks, Recreation and Historic Preservation (OPRHP) where individuals and groups may possess and consume alcoholic beverages without the need to obtain a written permit from OPRHP.

Policy

Individuals and groups may possess and consume alcoholic beverages in the following facilities without the need to obtain a written permit from OPRHP:

Allegany Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, group camps, and picnic areas in all state parks in the Allegany Region, except that a permit is required for any group of 25 or more persons.

Central Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, and picnic areas in all state parks in the Central Region, except that a permit is required for any group of 25 or more persons.

Finger Lakes Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, group camps, picnic areas, and marinas in all state parks in the Finger Lakes region, except that: a) a permit is required for any group of 25 or more persons; and b) alcohol is not allowed without a permit in Stony Brook State Park or Ganondagan State Historic Site.

Genesee Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, group camps, and picnic areas in all state parks in the Genesee Region, except that a permit is required for any group of 25 or more persons.

Long Island Region

Alcoholic beverages are not allowed without a permit in any Long Island State Parks, with only the following limited exceptions: alcoholic beverages are allowed without a permit only in the campground areas in Hither Hills State Park.

New York City Region

There are no exceptions in the New York City Region to the requirement that a permit is required for the consumption of alcoholic beverages.

Niagara Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, group camps, marinas, disc golf courses and picnic areas in all state parks in the Niagara Region, except that a permit is required for any group of 25 or more persons.

Palisades Region

There are no exceptions in the Palisades Region to the requirement that a permit is required for the consumption of alcoholic beverages.

Saratoga-Capital Region

There are no exceptions in the Saratoga-Capital Region to the requirement that a permit is required for the consumption of alcoholic beverages.

Taconic Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, picnic areas, and marinas in all state parks in the Taconic Region, except that a permit is required for any group of 25 or more persons.

Thousand Islands Region

Alcoholic beverages are allowed without a permit in all campgrounds, cabin sites, group camps, picnic areas, and marinas in all state parks in the Thousand Islands Region, except that a permit is required for any group of 25 or more persons.

Other Related Information

No other related information.

History

01/21/2015 The published list effective June 1, 2014 has been reissued with formatting changes only.

Appendix C

Parks with Group Camps

Reservations made at campground unless noted.

*Allegany State Park- cabins only

Clarence Fahnestock State Park

Darien Lakes State Park

Hamlin Beach State Park

Hither Hills State Park

Harriman State Park

Letchworth State Park

Moreau Lake State Park

Stony Brook State Park

Watkins Glen State Park

Wellesley Island State Park

Westcott Beach State Park

*reserved through ReserveAmerica.

Governor Cuomo Announces Smoke-Free Zones Expanded in New York State Parks

Governor Andrew Cuomo announced today that expanded outdoor smoke-free areas will be in effect within state parks and historic sites for the 2013 peak summer season. The full list of designated no-smoking areas is available on State Parks' website at <http://nysparks.com/inside-our-agency/public-documents.aspx> [2].

"Our state parks embody the rich, natural beauty that New York has to offer, and our residents should be able to enjoy them free of pollution from second hand smoke," said Governor Cuomo. "Today's announcement of the expansion of smoke-free zones in our state parks is an important step forward in ensuring New York's families can enjoy our great outdoors smoke-free, in a healthy environment. I encourage all New Yorkers to visit our unmatched state parks this summer and take advantage of the variety of recreational activities available to them."

State Parks has expanded upon its smoke-free areas at playgrounds and swimming pools to now include other zones such as specific swimming beaches; pavilions and picnic shelters; developed athletic facilities; boardwalks; outdoor seating areas near food and beverage concessions; areas where outdoor environmental education programs are held; public gardens; areas where children or large numbers of visitors congregate; and within 50 feet of buildings. In addition, all state parks in New York City are designated smoke-free parks to make their smoking regulations consistent with the prohibition on smoking in all city-run parks.

"We've heard loud and clear from the public that they want expanded smoke-free areas to better enjoy New York State's natural and breathtaking parks," said OPRHP Commissioner Rose Harvey. "We take the public's concerns seriously: ensuring the comfort of non-smokers, protecting the health of children and families from second-hand smoke and promoting healthy lifestyles."

Expanding smoke-free areas in state parks provides multiple health benefits to New Yorkers. Recent studies have shown that outdoor secondhand smoke can reach concentrations found in indoor areas particularly in places where multiple smokers congregate, such as near building entryways and outdoor eating areas. Additionally, cigarette butts pose a health threat to young children. In 2010 alone, the American Association of Poison Control Centers received more than 7,428 reports of potentially toxic exposures to tobacco products among children younger than six years of age.

"New Yorkers visit state parks, playgrounds, beaches and other recreational areas to breathe fresh air and enjoy the outdoors," said State Health Commissioner Nirav R. Shah, M.D., M.P.H. "They should not have to be exposed to the health hazards associated with secondhand smoke or tobacco litter, and these recently adopted regulations will ensure a healthier experience for everyone. Eliminating smoking in outdoor public places, especially where families gather, is an important strategy towards changing social norms and reducing the social modeling of smoking by children and youth."

More than 300 municipalities in New York State agree and have passed regulations restricting tobacco use in parks, playgrounds, beaches, pools, athletic areas, pavilions and other outdoor recreational areas.

While voluntary no-smoking areas have been established in many areas of the park system, a regulation adopted in February enabled the agency to designate and fully enforce the no-smoking areas, including issuing tickets carrying a fine of up to \$250 for violating the no-smoking areas if necessary. Ninety-one percent of comments the agency received on the proposed regulation favored creating outdoor no-smoking areas.

No smoking areas will be designated by signage at outdoor locations where smoking is prohibited. Even with the new regulations, there will remain many appropriate areas including most campsites, open air picnic areas, parking

areas and undeveloped areas within the 330,000-acre state park system for those who wish to smoke in a manner that does not violate the concerns of the majority of the public. Smoking is already prohibited inside all buildings within state parks and historic sites.

The New York State Office of Parks, Recreation and Historic Preservation oversees 179 state parks and 35 historic sites, which are visited by 60 million people annually. For more information on any of these recreation areas, call 518-474-0456 or visit www.nysparks.com [3], connect on [Facebook](#) [4], or follow on [Twitter](#) [5].



Credit/Refund Request

Check the box that pertains to the type of refund requesting and complete the appropriate information.

Credit Request (Note: If patron paid by credit card, refund must be processed at facility where charge was originally incurred) **Refund Request**

SECTION 1 - All Credits and Refunds

Payee: _____
 Attention: _____
 Address: _____
 Address2: _____
 City/State/Zip: _____
 Phone: _____
 \$ To Patron: _____

Revenue Category: Other Golf Vehicle Use Empire Passport Camping General Admission
 Special Permits Marinas - Boating _____

\$ Patron Paid: _____ \$ State retains: _____ Region/Refund#: _____
 Facility Name: _____ Deposit Date: _____
 Reason: _____ Permit/Stay Date: _____ Cabin/Site#: _____
 Reservation/Receipt #: _____
 Customer Id #: _____

SECTION 4 - Comments

SECTION 2 - Calculation of Amount Due

Camping/Cabin requests require completion of Section 2

Park Computations:
 Number of nights to be refunded: _____
 Fee/night including electric or prime: x _____
Gross refund: _____
 Less refund processing fee: \$8.50 - \$25 - \$8.50
 Less short notice cancellation fee: _____
Net Refund: _____

SECTION 3 Albany Office Use ONLY

Voucher # _____ Zip Code _____
 Check # _____ Amount _____ Date _____
 Credit _____ Amount _____ Date _____

SECTION 5 - Signatures

PARK MGR. RECOMMENDATION: Approve Disapprove Disapprove Approve Disapprove
 Signature _____ Date _____
 Signature _____ Date _____

APPROPRIATE DOCUMENTATION MUST BE ATTACHED TO THIS FORM. See reverse for instructions

Instructions for FIN 123

FIN 123 – Credit /Refund Request

This form is to be used for all refund requests for campsites, cabins, cottages or yurts. An electronic version is also permitted and can be found here: <http://intranet/Policies/> Choose **Credit Refund Request**

Frequently Asked Questions on completing the FIN 123

Which box should be checked ...Credit or Refund ?

Credit Request is checked when we are returning funds before services are rendered.

Refund Request is checked when we are returning funds after all or part of service is rendered.

How do I figure out \$ to patron?

This is the amount to be returned to the patron. It's the amount of money the patron paid less the amount of money the agency keeps.

What Service/Activity box should be checked?

Only one box should be checked and it should be the one that corresponds with the revenue category that was originally used to report the money paid by the patron. If the category is not listed, then check the box with the blank line and write it in.

What should be written for a reason?

For Credit Requests there can only be one of five (5) reasons: Cancellation, Deposit Return, Empire Passport, or Park Error (there are only four reasons listed here.)

For Refund Requests write the actual reason for refund. Use the comment section if there are not enough boxes to fit wording.

Whose signature is required?

For Credit Requests: Facility Manager

For Refund Requests: Both Facility Manager and Regional Director (or designee).

Appendix G

Procedures for Administering Fees for Additional Vehicles at Campgrounds

1. The first copy of the Camping Permit should be issued to, and remain with the patron's primary vehicle. The primary vehicle is always self-propelled and can be an automobile, pickup truck camper or motorhome. This primary vehicle is allowed free access to state parks for the time period specified on the Camping Permit.
 2. For patrons who drive in with a Motorized Camping Unit, this vehicle does not count towards the two vehicle limit imposed in most campgrounds. If it appears the vehicle is being used as a daily transportation source, then a Vehicle Use Fee may be imposed on the 3rd vehicle.
 3. If a second vehicle is involved, the second copy of the Camping Permit is issued to the second vehicle. Once registered, the second vehicle will also be allowed overnight parking and free access to state parks for the duration of the camping period.*
* In the Allegany, and Long Island Regions as well as Letchworth and Hamlin Beach State Parks (Genesee Region), the second vehicle will be charged the Vehicle Use Fee ONCE and upon registration will be allowed free use of the park for the duration of the camping permit. **The Lifetime Empire Passport may not be used for this charge.**
- If, at the time of registration the second vehicle is not present but will arrive later, the second vehicle copy of the Camping Permit should be secured to the hard copy of the camping permit and issued when the second vehicle arrives. If a second vehicle is not involved, do not issue the second vehicle copy of the camping permit. This is important to control the unauthorized use of the second vehicle copy of the Permit. In no case shall the second vehicle copy of the permit be destroyed.
4. Once the primary and second vehicles have been registered to a campsite or cabin and the two free access copies of the camping permit issued, all additional vehicles registered to a campsite or cabin must pay the Additional Vehicle Parking Fee. The Additional Vehicle Parking Fee is the same fee as the Daily Use Fee for that park and must be paid for each night the additional vehicles will in the park during the camping period. Drivers of these additional vehicles must be issued the "Campers Additional Vehicle Parking Permit". It is important to keep in mind that procedures for registration of these vehicles is not intended to override any local safety policy on the maximum number of vehicles assigned to a campsite or cabin at one time.
 5. The Camper's Additional Vehicle Permit issued for overnight parking allows free entry to state parks from the day it is sold until the expiration date written on the permit.
 6. It is important to understand that the Campers Additional Vehicle Permit is a savings to a patron who wishes to have day use access and stay overnight as the guest of a properly registered patron. Good communication can avoid the situation where an unhappy patron is paying a double fee.
 7. Mopeds, motor scooters, or similar types of vehicles which are transported in or on other vehicles and are not used for transportation into and out of the park will not be charged the Campers Additional Vehicle Parking Fee.
 8. Patrons' visitors not staying overnight will be charged the appropriate Vehicle Use Fee during normal collection hours. The Campers Additional Vehicle Permit is issued only if a patron will be staying overnight with an additional vehicle and the free pass copies of the camping permit for that campsite or cabin have already been used.

9. Vehicles with Empire Passports are not exempt from the Campers Additional Vehicle Parking Fee.
10. An AP/LLP holder who visits a properly registered camper and decides to stay overnight should not be charged the Campers Additional Vehicle Parking Fee. However, a Campers Additional Vehicle Parking Fee Permit should be issued at no cost for the number of nights the vehicle will be at the campsite. The AP/LLP number should be entered next to "Amount Paid". Also, the AP/LLP holder's name should be listed on the back of the Camping Permit.
11. An AP/LLP holder registering for a campsite should be allowed vehicles in accordance with the guidelines stated in 1 and 2 above.
12. Golden Park program users who visit properly registered campers do not have to pay the Vehicle Use Fee Mondays through Friday, excluding holidays. However, Golden Park program users must pay the Campers Additional Vehicle Parking Fee at all times if their vehicle is the third or fourth vehicle staying overnight in the campground.
13. Camper Assistant Program (CAP) people with additional vehicles should be charged the Campers Additional Parking Fee.
14. The Additional Vehicle Parking Fee will be in effect all year. If no Vehicle Use Fee is charged because of the time of year, the Campers Additional Vehicle Parking fee to be paid each night should be the Vehicle Use Fee charged at parks without beach swimming.
15. Keep separate financial records for the accounting of the revenue obtained from the Campers Additional Vehicle Parking Fee.

Appendix H

Instructions for the Campers Additional Vehicle Parking Permit

Please record the camping permit number on the Campers Additional Vehicle Parking Permit as shown in the sample below. This action provides an audit trail. In order to compute the amount to be paid, multiply the number of nights that the additional vehicle will be in the park by the current vehicle use fee charged at the park.



**NYS Office of Parks, Recreation
and Historic Preservation**

**CAMPERS ADDITIONAL VEHICLE
PARKING PERMIT**

Park _____

Cabin No. _____

Campsite No. _____

Veh. Lic. No. _____

From _____ To _____

Issued by _____

Amount Paid _____

A 322001

The white copy of the Campers Additional Vehicle Parking Permit is issued to the camper with the additional vehicle.

The yellow copy is retained and attached to the appropriate Daily Cashier's Report.

Cash received and permits issued should be recorded on the Daily Cashier's Report, FIN-119, using the category "Campers' Additional Vehicle Parking".

At the end of each day, this information from the FIN-119 can be easily transferred to the Daily Revenue and Attendance Summary, FIN-118, as a separate category.

On the recap of Weekly Park Revenue FIN-117 "Campers Additional Vehicle Parking" revenue should be included as campsite revenue.

FIN 119 Cont'd

Receipts from 1) Other	Ticket Reading Register Reading		No of Tickets Sold	No of Tickets Void	Deposits Not Refunded	Deposits Refunded	CASH Turned In	Attendance
	Start No	End No						
Sale of Wood								
Boat Rental								
Dock Rental								
Permits								
Sanitary Supplies								
Horseback Riding								
Games								
Pitch Putt								
Tennis								
Carousel								
Roller Skating								
Skate Rental								
Skiing								
Beach Vehicle Permit								
Baggage Check								
Lost Clothing								
Telephone								
Micellaneous (Identify)								
7) Baths								
8) General Admission								
9) Restitution for Damages								
10) Rentals								
NET TOTAL								
SALES TAX								
TOTAL								

Cash on Hand beginning of day.....		\$ _____
	(Change Fund)	
Today's Receipts		\$ _____
Total Cash to be turned in		\$ _____
Over		\$ _____
Short.....		\$ _____
Cash turned in	\$ _____	\$ _____
	(Change Fund)	(Receipts)
Employee Signature	_____	

Appendix J - FIN118 - Daily Revenue and Attendance Summary

Region Code _____

Park Code _____

NEW YORK STATE OFFICE OF PARKS, RECREATION AND HISTORIC PRESERVATION
DAILY REVENUE & ATTENDANCE SUMMARY

Region _____ Park _____ %Sales Tax _____ Date _____

Category	Rate	Total Units Sold	Attendance	Deposits Not Refunded	Gross Revenue	Deposits Refunded	Net Revenue	Attendance
								<u>Weather Conditions</u>
								Fair (Circle One)
								Partly Cloudy
								Cloudy
								Rain
								Snow
								<u>Cash on Hand</u> Beginning of Day
								\$ _____ \$ _____ \$ _____ Change Fund Receipts Total
								Today's Receipts \$ _____
								Total Cash \$ _____
								<u>Deposits</u>
								Date _____ \$ _____
								_____ \$ _____
								_____ \$ _____
Sub-Total								
- Underage + Overage								Less Deposits \$ _____
Canadian Disc.								End of Day
Sales Tax								
Total								\$ _____ \$ _____ \$ _____ Change Fund Receipts Total

CERTIFICATION: I hereby certify that the above is a correct and full statement of the monies received by me for the period indicated.

Signature _____ Title _____ Date _____

Daily Revenue and Attendance Summary - **Instructions**

1. Complete the region and park code numbers.
2. Write out the region and park names.
3. Complete the percentage rate and the county for sales tax.

Since the above data should not change, several forms can be completed with this data in advance.

All activities for a given park must be consolidated and reported on a single form

Complete the data.

4. Category: List, as printed on the FIN 117 "Recap of Weekly Park Revenue", showing only those categories used at a given park.
5. Rate: Rate must be shown on all daily reports. When different rates apply for a category, indent under the category and identify each rate being reported.
6. Total Units Sold: A unit can be an hour, a day, a week, each or any unit to which the rate is applied.
7. Attendance: Show the total attendance figure for each category.
8. Deposits Not Refunded: Deposits for boat rentals, lockers, etc. which are not refunded at the end of the day must be reported in this column and deposited in the bank with the daily receipts and reported as revenue daily.
9. Gross Revenue: This should reflect the total number of units sold, times the rate.
10. Deposits Refunded: This will reflect the deposits refunded by the cashier as well as those refunded by the park office.
11. Net Revenue: This will reflect the gross revenue less the deposit refunded. Sales tax is NOT reflected in this total.
12. Any overages, shortages or Canadian money discounted must be reflected in the spaces indicated on the form.
13. Show the total sales tax collected at a given park daily.
14. Add net revenue plus overage, minus shortage, minus or plus Canadian discount, plus sales tax. The resulting total should be the actual revenue collected at a given park on a single day. This amount is your total deposit for the day.
15. Fill in the "Cash on Hand" box as indicated.

16. Deposits: On the Sunday report at the end of the week, deposit information must be shown even though the actual deposit cannot be made until Monday. The date of deposit and the amount is shown on the daily report.
17. End of Day: On Sunday, the last day of the week, only show the change fund on hand. All other revenues should have been set up for deposit.
18. Weather Condition: Circle the weather condition applicable in this park daily.
19. Certification must be signed only by the Park Manager or the designated assistant in charge of the park in the Manager's absence.
20. Attach all FIN 119, "Daily Cashier's Reports", and FIN 115, "Park Pass Record" sheets, with all receipts and back up materials to the original copy and file where records are kept for audit purposes.



New York State Office of Parks,
Recreation and Historic Preservation

Section:

Operations

Policy Title:

**New York State Residency Requirement
Verification**

Directive:

OPR-PCD-006

Effective Date:

11/01/2014

Procedure

A **New York State resident** is defined as a person whose primary residence—where he or she lives during most of the year—is within New York State. A New York State Driver’s License or New York State Non-Driver’s License Identification Card are acceptable proofs of New York State residency.

- Proof of New York State residency shall be current and shall be in the name of the person seeking the resident’s discount service or access.
- Proof of residency of a parent or legal guardian shall suffice as proof of residency for his or her dependent who requests the discount service or in-state fee rate.
- If New York State residency cannot be demonstrated, OPRHP staff shall deny the discounted service or, for those services that charge separate resident and non-resident rates, shall require payment of the out-of-state fee.
- Photocopies shall be accepted for mail applications, however, they may be retained only if the files are marked “Confidential” and kept confidential to prevent unauthorized disclosure of personal information as required by the OPRHP Policy on Protecting Individuals’ Social Security, Driver License and ID Card Information (GOV-POL-005).
- Staff shall immediately return any original documents submitted by mail.
- Patrons shall submit originals for in-person transactions, and staff shall immediately review the originals and return them.

Other Related Information

OPRHP Policy on Protecting Individuals’ Social Security, Driver License and ID Card Information (GOV-POL-005)

History

10/01/2014 This procedure is effective immediately and replaces the previous version issued on February 14, 2011. The 2011 policy was reviewed and reissued with formatting changes only.

Appendix L

New York State Parks and Historic Preservation – Rules and Regulations Section 372.7 (g)

Camping. Camping at authorized sites, cabins or other structures.

- (1) No picnic table, garbage receptacle, woodpile and other equipment supplied by the office shall be placed at any location other than those approved by an officer or employee of the office.
- (2) No laundry shall be hung or spread on trees, shrubs or lawns.
- (3) No campsite or cabin shall be sublet.
- (4) Campsites shall be kept in a neat, clean and sanitary condition.
- (5) No person shall wash dishes, clothes or his person at a water fountain or other outlet.
- (6) Camping trailers and self-contained campers shall provide suitable receptacles to prevent the discharge of waste from sink outlets onto real property.
- (7) Ditching around tents is prohibited in grassed areas. Ditching is permitted in graveled areas, provided that such ditches are filled in upon vacating the site.
- (8) No person under the age of 18 will be permitted to camp unless accompanied and supervised by a person 18 years of age or older who has been issued a permit; provided, however, that at such facilities as may be designated by the commissioner, no camping permit will be issued to any person under the age of 21.
- (9) No person shall make any structural change or alteration in any campsite or cabin.
- (10) Failure to occupy a reserved site at the time specified in the permit may result in the cancellation of such permit without refund.
- (11) No person shall occupy a site after the time specified in the permit or renewal thereof.
- (12) No person shall attach a rope, line or other device to a tree, shrub or structure.
- (13) All temporary mirrors used for extra trailering safety shall be removed immediately after unhooking trailers at campsites.
- (14) Campers shall respect the rights and privacy of others and shall maintain quiet on the campsite between the hours of 10 p.m. and 7 a.m.
- (15) Campsites shall be closed to all persons who are not registered as occupants thereof between the hours of 10 p.m. and 7 a.m.
- (17) No more than two pets (dogs, cats or other domesticated animals normally maintained in or near the household of the owner or person who cares for them) shall be present at any campsite, cabin or cottage in a park that allows these animals to be there. Persons at the campsite, cabin or cottage shall directly control and supervise the pets and crate or restrain them on leashes that are not more than 6 feet in length. Proof of licensure for dogs and proof of rabies inoculation for dogs, cats and domesticated ferrets shall be produced if requested by staff. If any provision of this paragraph is violated the pet shall be removed from the park by either the pet owner or the person who cares for the pet or the permit holder. This paragraph does not apply to a person with a disability or his or her companion service animal.

Appendix M

Sliding Reservations

Although, this practice occurs only in the advance reservation portion of camping, it is something the Parks should be aware of to ensure the consistency of information.

"Sliding reservations" are generally considered reservations which are made during easy to book times and "slid", via the reservation transfer process, into advantageous, more popular time periods. The reservers need only call once the first night of the reservation is available (9 months from the first night of stay) and then "transfer" the reservation at any time before the last night is open to the general public (again 9 months out) and paying \$9.00 to change it to a starting date which is 9 months from that date. They do this as many times as necessary to end up where they want and are willing to pay all the transfer fees to keep obtaining time slots which are not available to anyone else. This has always been considered (at best) circumventing our system of fairness.

Logistically we were unable to attack this practice before. However, one of the first ORMS improvement capabilities we are utilizing is the ability to now not allow this practice. Now, patrons will continue to be able to transfer reservations, but will be limited in the ability to do so during times when other patrons are not able to fairly compete. To do this, they must wait at least three days between movement/transfer periods, thus allowing others the chance to compete for the same sites/cabins. The following messaging will be presented to patrons, in appropriate places to see that "sliding" will be limited and not be used to circumvent our system:

Phone Reservations - At the time of an initial call: "... The current NYS Cancellation and Change Policy has been in effect since May 15th 2004... If you wish to hear the full policy prior to making your reservation, please press 1 or stay on the line. If you agree to abide by the policy and would like to speak with a reservation specialist, please press 2." Then, if 1 is pressed, "Any reservation with a departure date more than 9 months from the current date may be changed beginning 18 days after the date your reservation was made..." Then, agents read the following, only if patrons are making reservations or need to transfer reservations with departure dates past the 9 month maximum window: "Before I check what is available, I need to let you know that any reservation made with a departure date beyond 9-months from today may be changed starting 18 days after today, or the date your reservation is made.

Web Message (currently displayed prior to customer proceeding to entering their payment data): "...Any reservation with a departure date more than 9 months from now, may be changed starting 18 days after the reservation was made".

Appendix N

Campsite Amenities

Base Rate: \$15 or \$12/night

Charged per night as designated in the system;

Flagship	\$ 3 (selected campgrounds)	
Electricity:	\$ 6 for 15/20/30 AMP	\$8 for 50AMP
Platform or Pad:	\$ 3	
Prime:	\$ 4 (based on location; secluded, ideal, water view)	
Waterfront	\$ 6 (lake, stream, pond)	
Oceanfront	\$10	
Full Hook-up	\$12 (30 amp electric, water & sewer)	
	\$14 (50 amp electric, water & sewer)	

Weekend/Holiday: \$4 (charged on Friday and Saturday nights and the night before a holiday all year long.)

*Out of State Fees: \$5/night - applied only to Non-New York State residents

Cabin/Yurt Amenities

Base Rate:	2 person - \$160/week	\$40/night
	4 person - \$210/week	\$52.50/night
	6 person - \$260/week	\$65/night
	8 person - \$280/week	\$70/night

The base price includes: electric, stove, refrigerator, access to water and public toilet.

Amenity = (\$28 week is \$7/night or \$56 week is \$14/night)

Screen Porch	+2	(i.e. this amenity is worth \$56 = 2 x \$28)
Open Porch	+1	(i.e. this amenity is worth \$28)
Living Room	+2	
Wood Stove or Fire Place	+1	
Propane or Electric Heat	+2	
Water in Cabin	+1	
Toilet in Cabin	+2	
Shower in Cabin	+1	
Next Bedroom	+1	Charge starting on the 2 nd bedroom in the cabin and for each one after.
Prime Condition	+1	
Prime Location	+1	
Location Surcharge	+1	
<i>Poor Condition</i>	-1	(i.e. this amenity is worth \$28 and subtracted from the price)
<i>No Electric</i>	-1	
<i>No Stove or Fridge</i>	-1	(This amenity is applied (subtracted) when either item is missing from the cabin)
<i>Poor Location</i>	-1	
*Non-State Residents	\$7/night or \$28/ week	

Sample Cabin Weekly Fee: (nightly fee is ¼ the weekly fee for cabins and yurts)

A 4-person cabin, with a woodstove, running water, open porch and poor location;

$$\$210 \text{ (base rate)} + 28 \text{ (woodstove)} + 28 \text{ (water)} + 28 \text{ (open porch)} - 28 \text{ (poor location)} = \$266/\text{wk} - \$66.50/\text{night}$$

*See Appendix K for policy regarding New York State residency.

Appendix O

CAP Participating Parks

ALLEGANY

Allegheny State Park

CENTRAL

Bowman Lake State Park
Chenango Valley State Park
Delta Lake State Park
Gilbert Lake State Park
Oquaga Creek State Park
Selkirk Shores State Park

FINGER LAKES

Cayuga Lake State Park
Fair Haven Beach State Park
Sampson State Park

GENESEE

Darien Lakes State Park
Hamlin Beach State Park
Lakeside Beach State Park
Letchworth State Park

LONG ISLAND

Hither Hills State Park
Wildwood State Park

NIAGARA

Evangola State Park
Four Mile Creek State Park
Golden Hill State Park

SARATOGA/CAPITAL

Cherry Plain State Park
Max V. Shaul
Thompson's Lake State Park

TACONIC

Mills-Norrie State Park

THOUSAND ISLANDS

Burnham Point State Park
Cedar Point State Park
Grass Point State Park
Higley Flow State Park
Jacques Cartier State Park
Kring Point State Park
Long Point State Park
Southwick Beach State Park
Wellesley Island State Park
Westcott Beach State Park
Whetstone Gulf State Park

CAP Program Information

Administration

The CAP program was designed to assist park managers in serving the great summer influx of campers. This is why much of the decision-making regarding the volunteers and their duties has been designated to the managers themselves.

As a manager, you know best who will fit into your campsite and program needs, and how they may best assist.

Selection

The final selection of CAP volunteers to serve in a given park lies with the park manager. This is why, although CAP is a statewide program, we have asked volunteers to apply directly to the park where they would like to serve. We suggest that you carefully review each application, looking for people with past volunteer service and membership in one of the many recognized national or state camping organizations.

Parks employees are not permitted to be CAP volunteers.

Many managers find it helpful to conduct a telephone or in-person interview with the CAP program applicants, in fact, it is mentioned in the promotional brochure.

Soliciting Volunteers

As the manager, you may want to localize attention to the program with an announcement to papers or radio stations in your immediate area. The Public Affairs Bureau will be happy to assist you.

CAP is a natural for feature articles and feature media spots. Many CAP's have fascinating backgrounds. Focusing on them not only brings attention to your park, it's an excellent method of drawing volunteers to the program.

You may know of seasoned campers who return to your park year after year and are quite familiar with your facilities and programs. Do not hesitate to individually solicit these people by mailing them a copy of the brochure and perhaps a short note of invitation.

CAP Duties

One of the major difficulties noted in evaluations of the CAP program, both by participants and by park managers, was the lack of clarity regarding what was expected of CAP volunteers.

This is a somewhat sensitive area, and is one you will have to "feel out" on your own, taking into consideration your needs and the needs of campers at your facility, and the capabilities and willingness of the CAP's serving at any given time.

There is a very fine line between the duties that can be expected of a volunteer and those which should be performed only by paid personnel. Remember that CAP's are on duty to "supplement, not supplant" the work of paid personnel.

Some suggestions of the kinds of service you may want to ask CAP's to perform now are listed in the volunteer sign-up sheet. Notice that these tasks primarily are assistance oriented.

On occasion, CAP's have filled in when staffing was temporarily short during an unexpected influx at camper registrations, or even for emergency housekeeping chores. But, this was only on a very temporary basis and because the volunteer was willing to help out with these tasks.

In the event a CAP volunteer needs to operate a piece of equipment, please ensure they are thoroughly trained in regards to operating the equipment and have all the requisite licenses or certifications. Be sure they also have a current volunteer agreement in place.

Duration of Duty / Number of CAP's

General CAP guidelines call for one CAP campsite at any given time and a maximum of four weeks, minimum of two weeks for CAP service.

Two weeks should be the minimum. There is general agreement that it takes at least a week for the volunteers to become at home in the park and at ease with their tasks.

Maximum stays can be extended - even to a full season - if there is a need for the CAP services, if the volunteer is satisfactory and if no other qualified volunteers have applied.

CAP are not permitted to operate state vehicles. They are permitted to ride in state vehicles.

We recommend that managers first become acquainted with the volunteers, see how they serve on the job, see what the status of other applications is, then agree to extend the period of service on a bi-weekly or monthly basis. Again, CAP is an assistance program, and the park manager must determine how the park and patrons will be best served.

Managers of larger camping areas may feel the need for more than one CAP campsite at a given time, particularly during peak times of the summer. This extension should be substantiated then cleared with the regional office and the main office before being implemented. Pre-season notification is preferable, so that appropriate adjustments in quantities for CAP materials can be made.

What CAPs Want

It is encouraging to know what that CAP volunteers have found the most satisfying part of their service to be the friendly and supportive atmosphere provided by New York State Parks staff. In fact, many volunteers noted that being a CAP was the most fulfilling volunteer service that had ever experienced.

CAPs offered some suggestions as to how their jobs could be made easier. They recommended that CAPs be provided with:

- A small tool kit, or be advised where they might have access to tools
- Simple first aid kits, or similarly be informed where these materials can be easily accessed.
- Small CE units or radios, so they could have more immediate contact with staff and park police.
- More information and printed materials about park activities and surrounding facilities.
- A Park map so they could more easily direct campers to areas.

- Park operations phone numbers.
- Emergency Phone Numbers.

These were merely suggestions intended to assist volunteers. Once again, as park manager, you know best what can be afforded in your facility and what will work best.

CAP ID Badge & Guidelines

The CAP volunteer should be given a set of guidelines and ID badge. Each park will be sent sufficient supplies to provide an ID badge for each volunteer, if supplies run out, you may be able to borrow from other participating CAP parks, or with the Albany Office which will have some limited supplies on hand.

The ID badge was chosen because they can be easily added to any outfit, they are appropriate to volunteers of any age or sex, and there is no problem with sizes. The CAP ID Badge should be worn by CURRENTLY SERVING VOLUNTEERS. Distribution and use of the badge must be strictly regulated within the park, or their identification features are negated.

CAP Campsite Signs

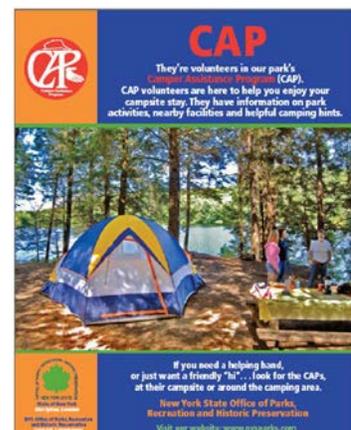
Signs are used to mark the CAP volunteers' campsites. These signs are made of special material that is resistant to weather and will not shrink or buckle when wet. They are printed in enamel paint, which is resistant to sun and rain.

Several of these signs will be sent to your park. Please mount them in the campsite for greatest visibility. To personalize the sign for your volunteers, you may want to tack on the name of the current serving CAPs. We suggest that this be done on a separate card, in permanent magic marker, so that the name can be changed when there is a change in volunteer.

Some CAPs have mounted the signs on the recreational vehicle or on a lawn chair near the road where campers might be encouraged to stop and chat.

CAP Posters

A colorful 11 x 17 CAP poster with a short description of the CAP program. This item will acquaint campers with the program and put them on the lookout for the CAPs in their camping areas. The poster should be prominently displayed - perhaps at the contact station, recreation areas and or bathroom facilities.



CAP Flyer

CAP Introduction: This flyer is designed to inform the campers about the CAP volunteers in your Park. These can be distributed during campsite registration or, in smaller parks, CAPs may want to hand deliver them to new campers. We encourage volunteers to sign these letters, and indicate the location of their campsite.

Paperwork

With the knowledge that things get terribly hectic for you during the camping season, and the last thing you need is extra letters to write and papers to send to Albany, the paperwork for CAP has been kept as simple as possible. For the most part, all you need to do is fill in the blanks.

Self-duplicating Volunteer Service Agreement: These three-part forms must be completed for each volunteer prior to the start of their service within your park. This form is the contractual agreement between the volunteer and our agency. It is mandatory if the volunteer is to be appropriately covered by Workers Compensation. We recommend that the form be sent to the CAP when he is informed of the location and period of his service. (Appropriate form letters for this notification will be provided.) When both you and the CAPs have completed the volunteer services agreement, please be certain that the copies are appropriately distributed- one goes to the Personnel Office in Albany, one is retained for your files and one goes to the volunteer.

Form Letters

You may receive form letters (via email) for rejecting applicants, calling applicants for interviews, and for notifying applicants of their acceptance in the program. All you need to do is fill in the blanks, but please be certain to sign each letter sent, retain a copy for your files, and indicate your phone number so that applicants can get back to you if necessary. Please contact the Camping Director for a copy of each letter.

Appendix P

Camping Computer Protocol

*To login in to Field Manager use this link: <https://orms.reserveamerica.com/IndexOfLinks.do>

LOGINS

To use the Camping PC's you will need to login with the assigned computer login and password. If you have more than one PC, each computer will have its own login and password. These may be obtained by contacting your Data Coordinator or the Albany Office Computer Department at 518-486-1888 during regular business hours.

To gain access to Field Manager (ORMS) each staff member will need to have their own login. ORMS logins and password resetting may be obtained from the following locations:

- Thousand Island Region – Marvin Mattingly at: marvin.mattingly@parks.ny.gov or 315-482-2593
- All other Regions - stefanie.hale@parks.ny.gov or maryann.corbisiero@parks.ny.gov or 518-474-0457.

REPORTING A PROBLEM

SOFTWARE

Computer software covers the computer program that performs the tasks on a computer system. In this case, the ORMS system (Field Manager) is the software and is controlled by Reserve America. **Call ReserveAmerica's Help Desk at 800-584-2906.**

Samples of a software issue:

- Field Manager won't display the maps.
- The AP/LLP discount is not adding up correctly.
- My fees are incorrect.
- No permits are printing on **all** computers.
- You cannot log into the ORMS system

HARDWARE

Computer hardware covers the physical components of a computer system. In this case, the computers system and the internet connections are controlled by Albany Information Systems. **Call Info Systems at 518-486-1888** during normal business hours. A separate after hours number should be provided to you at the beginning of each season.

Samples of a hardware issue:

- I can't connect to the internet.
- My screen is blue.
- I keep getting disconnected.
- The printer is jammed.
- I cannot log onto the PC

The one issue that may overlap is SPEED- it could be either software or hardware, use your best judgment. Please be patient when reporting your issue as you may need to be referred to the other Help Desk to get your issue resolved.

New York State Parks and Recreation
POLICY STATEMENT No. 6
STATEMENT OF AUTOMATION POLICIES

Policy and Goals

Technological innovations introduced in State Parks are meant to stimulate employee creativity, encourage employees to expand their capabilities and, at the same time, perform their duties in a more effective and efficient manner. The computer hardware and software issued to regions/bureaus/units are the property of the State of New York.

The following policies are set forth in order to establish operating guidelines and to clarify the responsibilities of all Parks employees with regard to computer hardware and software usage.

- ⌚ The computer hardware is intended for the sole benefit of the management and operational effectiveness of the State Parks Agency. Computers shall be used for the State Parks agency work only. Any other use of this equipment is unauthorized.

- ⌚ State Parks has established standards for hardware and software. This is to ensure that the Bureau of Information Systems and the regional data coordinators are able to maintain and support the multitude of systems in operation at any one time. Therefore, **all procurement of computer hardware and software** must be initiated through the regional data coordinator or through Information Systems, accompanied by a justification and approved by the Chief of Data Processing Services. Requests for non-standard systems must also be approved by the regional or bureau director and then reviewed by Information Systems on an exception basis. Any hardware or software that is not so approved will not be paid for by the State and the individual ordering it will be responsible for the payment.

Unauthorized Software

The use of unauthorized software on a State Parks' computer whether through a CD, floppy disk, Internet download or loaded on to the "D" drive is strictly forbidden.

- ⌚ All software, hardware and printers must be installed by the regional data coordinators or by Information Systems.

- ⌚ All desktop computers will be routinely monitored on the network and any unauthorized software, including screen savers and games will be removed or disabled by Information Systems at any time without warning. Regional and bureau directors will be notified of any individual using the computer for unauthorized use.

Installation and Removal

It is the responsibility of Information Systems or the regional data coordinator to install and remove all hardware and software.

- ⌚ Information Systems must be notified prior to the installation of any new desktop computers or the movement of existing equipment to ensure that the end-user has uninterrupted access to the network. An inventory of all equipment, including surplus hardware, must be submitted on an annual basis to Information Systems. All equipment shall remain on State property, with the exception of laptop computers.
- ⌚ The removal of any desktop hardware or software to a private home is forbidden, except under certain circumstances. The movement of these systems to outside facilities is also forbidden except in cases such as the Empire State Games, Games for the Physically Challenged and Senior Games.
- ⌚ In extreme cases, when the employee is expected to be away from the workplace for an extended time due to illness or a work re-assignment, approval must be gained from the individual's deputy commissioner and the Chief of Data Processing Services to install computer equipment in an employee's residence.
- ⌚ All missing equipment that is unaccounted should be reported to the regional or bureau director, the Park Police and the Chief of Data Processing Services.

Viruses

Computer viruses have been known to destroy thousands of computers and computer files with one copy of a virus received over the Internet or brought in on a floppy disk and inadvertently sent over the agency network. Information Systems takes this virus threat very seriously and has taken every precaution to prevent this from occurring at State Parks. Each agency end-user must also take stringent precautions. The introduction of a virus could result in years of effort to re-create lost data files in addition to the loss of hundreds of thousands of dollars to replace hardware.. **In the event that an employee knowingly places a program containing a virus on an agency computer, s/he will be prosecuted to the fullest extent possible.** The Chief of Data Processing should be notified immediately in the event that a virus is suspected.

The following are methods to reduce the introduction of viruses:

- ⌚ Internet files received from an unknown source should be deleted immediately and not opened.
- ⌚ Floppy disks or CDs brought in from home whether loaded on the desktop or used in a drive are not allowed.

Software Copying

The copying or pirating of copyrighted software is a federal offense and carries a fine of \$50,000. If a Parks employee is found to be illegally copying software, that individual will be responsible for paying the fine to the federal government. With the exception of site licenses, software should be copied only once to the computer. If a replacement computer is purchased, then the software must be removed from the original computer and re-installed on the new system by Information Systems or the regional data coordinator. As stipulated in the software license agreement, copies of old versions of agency standard software must be destroyed once the upgrades are installed.

Hardware/Software Modification or Replacement

Older computers, which have been replaced, should be relegated to an office, which is in need of a computer. Information Systems or the regional data coordinator will supervise the reassignment of all equipment and software. If the computer is no longer operational, parts should be salvaged and installed in other PCs when needed by authorized staff. Unsalvageable PCs should be surplus. Information can be gained on this procedure by calling the Help Desk at 518 486-1888.

No computer hardware or systems pertaining to proprietary (e.g. Access) or production software (e.g. Petty Cash) may be modified at any time without approval from the Information Systems staff. Any existing modification to computer hardware or software, which differs from the original installation configuration, must be reported to the Chief of Data Processing Services.

User Account Responsibilities

Each Parks' computer user is assigned a user login and password that is confidential. It is that individual's responsibility to safeguard the data and hardware entrusted to his or her account.

The sharing of logins and passwords is strictly forbidden. Sharing your file area with another individual(s) by sharing logins will result in a loss of confidentiality and may endanger the validity of your data. Allowing another to share your Internet or e-mail login could result in legal problems for you, the account owner, should that individual use your account for an illegal purpose.

The Bureau of Information Systems strongly recommends that individuals store all files on the "S" drive or other shared network directories (e.g. P:\BureauName) which are backed-up nightly. Files residing on the "D" drive are the user's responsibility and should be backed up whenever updated.

Accountability

The Information Systems Bureau maintains an inventory of all computer hardware used for the purposes of or by the Agency, the regions or the Agency's non-profit affiliates, whether or not said hardware is State property. A similar inventory of all software used by or for the Agency, region or non-profit affiliates is maintained, which inventory shall indicate its purpose and degree of ownership along with a manual as to the software's operation. Information Systems shall create and distribute the necessary forms for the effectuation of the above purposes. The regions and bureaus shall respond accordingly in the required period of time.

Internet Access

Individuals needing Internet access are required to apply for an account. Policy #6A contains all relevant information for OPRHP Internet Use. An accompanying document entitled Netiquette Guidelines further describes in detail the agency's philosophy on proper use of the Internet.

POLICY STATEMENT #6A

INTERNET ACCEPTABLE USE POLICY

Introduction

The NYS OPRHP network connection to the global Internet exists to facilitate the official work of the Office of Parks, Recreation and Historic Preservation.

It is expected that OPRHP staff will use the services and tools provided through the Internet to achieve goals consistent with:

- ⌚ building broader infrastructure in support of the OPRHP mission;
- ⌚ improving work-force productivity;
- ⌚ professional development related to OPRHP's mission;
- ⌚ facilitating and disseminating knowledge;
- ⌚ encouraging collaborative projects and resource sharing;
- ⌚ fostering innovation;
- ⌚ maximizing public domain resource access and sharing; and
- ⌚ aiding technology transfer.

The Internet facilities and services are provided for employees, and persons legitimately affiliated with OPRHP, to facilitate the efficient exchange of information and completion of assigned responsibilities consistent with the agency's statutory purposes. The use of the Internet facilities by any OPRHP employee or other person authorized by this agency must be consistent with this “Acceptable Use Policy” and security policies.

Acceptable Use

OPRHP Internet users are required:

1. to respect the privacy of other users; for example, users shall not intentionally seek information on, obtain copies of, or modify files or data, belonging to other users, unless explicit permission to do so has been obtained;
2. to respect the legal protection provided to programs and data by copyright and license;
3. to protect data from unauthorized use or disclosure as required by state and federal laws and agency regulations;
4. to obtain written authorization from their supervisor prior to copying files which require a fee to be paid by the agency;
5. to respect the integrity of computing systems: for example, users shall not intentionally develop programs that harass other users or infiltrate a computer or computing system and/or damage or alter the software components of a computer or computing system; and
6. to safeguard their accounts and passwords. Any user changes of password must follow published guidelines for good passwords. Accounts and passwords are assigned to single users and are not to be shared with any other person. Users are expected to report any observations of attempted security violations.

Unacceptable Use

It is not acceptable to use OPRHP Internet facilities:

- ⌚ for any illegal purpose;
- ⌚ to transmit threatening, obscene, or harassing materials;
- ⌚ for activities unrelated to the OPRHP mission;
- ⌚ for activities unrelated to official assignments and/or job responsibility;
- ⌚ for unauthorized distribution of OPRHP data and information;
- ⌚ to access information or resources unless permission to do so has been granted by the owners or holders of rights to those resources of information. It is assumed that information and resources accessible via the Internet are private to the individuals and organizations which own or hold rights to those resources and information, unless specifically stated otherwise by the owners or holders of those rights;
- ⌚ for private purposes such as marketing or business transactions;
- ⌚ for private advertising of products or services;
- ⌚ for solicitation for religious and political causes;
- ⌚ for unauthorized not-for-profit business activities;
- ⌚ for any activity meant to foster personal gain;
- ⌚ for the distribution of "chain letters," or "broadcasting" messages to lists or individuals, or other types of use which cause congestion or otherwise interfere with the work of others; ⌚ for recreational activities, including but not limited to playing games; and
- ⌚ to interfere with or disrupt network users, services or equipment. Such interference or disruption includes, but is not limited to:
 - ◆ distribution of unsolicited advertising;
 - ◆ propagation of computer worms or viruses;
 - ◆ using the network to make unauthorized entry to other computer information or communication devices or resources.

OPRHP Rights

Pursuant to the Electronic Communications Privacy Act of 1986 (18 USC 2510 et seq), notice is hereby given that there are NO facilities provided by this system for sending or receiving private or confidential electronic communications. Systems administrators have access to all mail and user access requests, and will monitor messages as necessary to assure efficient performance and appropriate use. Messages relating to or in support of illegal activities will be reported to the appropriate authorities.

The New York State Office of Parks, Recreation and Historic Preservation and its Internet Service Provider reserve the right to log network use. OPRHP also reserves the right to remove a user account from the network. OPRHP will not be responsible for any damages. Use of any information obtained is at the user's risk. Any computer connected to a network should have anti-virus software installed.

OPRHP reserves the right to change its policies and rules at any time. The agency makes no warranties (expressed or implied) with respect to Internet service, and it specifically assumes no responsibilities for:

- ⌚ the content of any advice or information received by a user outside NYS or any costs or charges incurred as a result of seeking or accepting such advice;
- ⌚ any costs, liabilities or damages caused by the way the user chooses to use his/her agency Internet access; and
- ⌚ any consequences of service interruptions or changes, even if these disruptions arise from circumstances under the control of the agency. The agency's Internet services are provided on an as is, as available basis.

Cautions

Files transferred from outside sources can and do contain viruses. Treat every copied file as a potential source of data corruption. To minimize the potential of a virus, Internet users should have virus protection software on their computers to ensure that their existing valuable data is secure. Any suspected viruses should be reported to Information Systems.

Before transferring OPRHP data to an outside user, permission should be obtained from the user's supervisor. The Internet user should investigate any mail lists and news groups before joining and posting to them. As an OPRHP employee, any comments made can be construed as official agency policy. Therefore, care should be taken when posting to any news groups or mail lists.

Enforcement and Violations

The guidelines established with this policy are intended to be illustrative of the range of acceptable and unacceptable uses of the OPRHP Internet facilities and are not necessarily exhaustive. Questions about specific uses related to security issues not enumerated in this policy statement should be directed to the OPRHP Information Systems Bureau; reports of specific unacceptable uses should also be reported to the same individual. Confidentiality will be respected to the best of OPRHP's ability. Other questions about appropriate use should be directed to your supervisor.

OPRHP will review alleged violations of the Internet Acceptable Use Policy on a case-by-case basis. Clear violations of the policy which are not promptly remedied will result in termination of Internet services for the person(s) at fault, and referral for disciplinary actions as appropriate.

REGIONAL PROCEDURES **FOR REQUESTING INTERNET ACCESS**

Employees using the Camping Reservation System will require internet access to perform their job and need to request permission.

Requests for Internet Access:

- Requests for internet access are initiated by the user by contacting the Regional Data Coordinator (DC). The DC works with the user to verify that full internet access is required to access sites requested. The DC should also confirm with the user that they have received supervisor's approval for this request.
- The DC e-mails the following questions to the user^[1] that need to be answered in full and returned to the DC via e-mail:
 - Project Name(s)
 - Duration of project(s)
 - Internet Needs
- The DC uses the answers provided by the user to complete the word version of the OPRHP Internet Application. The DC should insert a scanned version of their signature into the form and issue a control number. Control numbers should be tracked in an excel spreadsheet and stored on the Q Drive.
- The DC generates a PDF version of the OPRHP Internet Application and e-mails it to the user to print out, complete required information and sign.
- The user sends the paper version to their supervisor, Regional Director or authorized designee for review and signatures. If the supervisor of the user requesting access is the Regional Director only one approval is needed.
- The completed OPRHP Internet Application needs to be submitted to Information Systems via mail or fax.
- Once complete, Albany Information Systems will notify the user that access has been granted.

^[1] For XP Only Access the information should be e-mailed to the user's supervisor.

Appendix Q

Submitting Inventory Changes to Reserve America

When submitting changes to Reserve America, please note the following turn-around time for completion of work. Small changes (i.e. Priority 1 or 2) may be submitted to Reserve America by emailing the Director of Camping and ny-inventory@reserveamerica.com. For all other changes, a data collection form may need to be submitted. In either case, you will be assigned a case tracking number at this time.

1. Priority 1 – Within 24hrs - All Closures and Holds

2. Priority 2 – Within 5 days

Individual Fee Changes; Fee Inquiries; Warnings, Alerts and Web Notes; Availability and Rules/Restrictions.

3. Priority 3 – Within 30 days

Regular Changes – Adding New Sites to an Existing Facility; Non Site Specific to Site Specific Conversions; Changes or Additions to Existing Maps; Annual Update Changes (seasons, closures, fees, alerts, restrictions, etc.) for following year; Agency-Wide Fee Changes

NOTE: These timelines are for standard changes, changes that require code change, or very large parks may require additional time.

4. Priority 4 – Within 60 Days

New Campgrounds/Facilities

Incorporated processes in the above mentioned, are:

- 1) Case creation and assignment
- 2) Request is worked on with the appropriate consultation with the POC, as necessary.
- 3) QA is performed
- 4) Regeneration is performed
- 5) Final QA stage
- 6) Client Notify

All of the above timelines start at the point when all required data is received by ReserveAmerica.

Appendix R

Camping Gift Card Information and Procedure

Miscellaneous Information:

- Gift Cards are available for purchase and use at most OPRHP Campgrounds.
- Gift Cards can be redeemed at the Park or used when reserving with ReserveAmerica.
- Gift Cards can NOT be used at DEC campgrounds.
- Gift Cards can be sold for any dollar amount.
- Gift cards can be use for other camping supplies, such as firewood, ice, boat rentals. Only items the Park provides (NOT Concessionaires items).
- Camping Gift cards can be used for golf and the Golf Gift card can be used for camping.
- Gift cards have NO expiration date.
- The green button with the arrow on the bottom right of the credit card machine is “Enter”.
- The “*” button takes you out of the Valutec software and back to the credit card main menu.
- If you are trying to do something with the gift card and it asks for a password:
 - Press the (number) 1 and press enter
 - If it doesn’t ask then move on

Gift Card Procedure:

- The procedure for activating, adding value to and redeeming a Gift Card is found on the Valutec “Quick Reference Guide”
- All Gift Card transactions must be entered into one of the following:
 - The credit card machine using the Valutec software
 - The cash register
 - Note that park cash registers must be programmed to include a button for
 - Gift Card Sales (Activation and add value)
 - Gift Card Redemption (Sales)

Activation and Adding Value:

- Activate Gift Cards in sequential order
- Swipe the blank Gift Card through the credit card machine using the Valutec software or manually enter the number
- When a Gift Card is activated, two (2) receipts will print
 - One receipt goes to the patron with the Gift Card
 - One receipt must be completed by the patron (name, address and phone number) and returned to the cashier to be included in the daily paperwork.
- When a patron adds value to the gift card, two (2) receipts will print
 - One receipt goes to the patron with the Gift Card
 - One receipt must be put with the daily paperwork – no info needs to be filled in
- The cashier must record the activation (sales) information on the Gift Card Log after activating a Gift Card
 - Gift Cards have 19 numbers assigned to them
 - Example: 703234 1135910 **02551** 7
 - The last number is a random number assigned by the computer

- The five (5) numbers previous to the last number are the Gift Card serial number for example - **02551**
- The serial number is the number to be entered on the log with the other required information

Redemption

- Swipe the Gift Card through the credit card machine using the Valutec software or manually enter the number.
- Print two (2) receipts.
 - One receipt goes to the patron
 - One receipt goes with the cashier's daily paperwork
 - The receipt will indicate the Gift Card balance, if any.
 - If there is not enough money on the Gift Card for the requested round of golf, then the patron must either add value to the Gift Card or pay the difference.
- Note that when the balance on a Gift Card reaches zero (0), the Gift Card is to be returned to the patron. If the patron refuses the card, then the cashier is to cut up the card and throw it away.
- **NOTE:** Golf gift cards do not have the security code on the back which is needed for the ReserveAmerica computer system. When using them for a camping stay, balances can be transferred onto a camping gift card.

Reports

- Summary Report – ***MUST BE DONE 1ST***
 - Press the F key for Valutec
 - Press the purple reports button
 - Press F2 for Summary Report
 - Print three (3) copies
 - 1 – for the Albany office – send in a separate envelope labeled “Gift Card Detail” to the Revenue Unit in Albany
 - 1 – to be attached to daily revenue and sent to the Regional office
 - 1 – for your records
- Detail Reports – if you are already in reports section
 - Press F3 for Detail Report
 - F1 for Gift Card
 - Only print 1 copy for your records
 - Press F1 (yes) to delete batch
 - Press F2 (no) to retain batch (if asked)

*If you want to print a detail report and you are not already in the reports section you must press the F key for Valutec and then the purple reports button.

- **IMPORTANT:** Always say “YES” to delete batch. If the batch is not deleted, then it will eventually cause an “out of memory” condition, which can result in a terminal malfunction and a loss of data.
- The facility keeps the Detail Reports and Activation (Sales) and Sales (Redemptions) Reports on file at their location.
- The following codes are found on Gift Card reports
 - **A = Activation**, cashier physically takes in money
 - **AV = Add Value**, cashier physically takes in money
 - **S = Sales**, this is a redemption, cashier does NOT take in money

Entering Sales and Redemptions into the Revenue system:

- Sales
 - Choose Gift Card Sale for your category
 - Enter the amount as a positive number
- Redemptions:
 - Choose Gift Card Redemption for your category
 - Enter the amount as a negative number

How to use the Gift Card

Proceed through the reservation process. On the payment screen select gift card as the payment type.

The screenshot shows a web-based reservation system interface. At the top, it says "Cart" and "1 Items in the list". The "Customer" section includes fields for Name (Reservation_Test), Phone (5188854282), and Zip (12020). Below this are several action buttons: "Add Reservation", "Change Pre-Existing Res.", "Add Ticket Order", "Change Ticket Order", "Pay Outstanding Balance", and "Add Request".

The "Items" section displays a table with columns for "Order", "Item", "Qty.", "Fee Type", and "Price". The item listed is "advanced reservation" for "Park: KENTUCKY HORSE PARK". The price is \$44.00. A "Subtotal" is also shown as \$44.00. There are also buttons for "Remove Item", "Split Order", and "Fees".

The "Totals" section shows "Total Price \$44.00" and "Total Past Paid --". The "Outstanding" section shows "Amount Owning \$44.00" and "Minimum Payment Due \$44.00".

The "Payment" section has a "Type" dropdown set to "Gift Card". It includes fields for "Gift Card Number" (6006486724500102006), "Security Code" (4232), "Amount" (44.00), and "Currency" (USD). A "Balance Inquiry" button is circled in red. There is also an "Additional Payment" button.

At the bottom, there are "Process Order" and "Cancel Call" buttons.

Enter the gift card number and 4-digit security code (the numbers are on the back of the gift card).

Once the gift card information is entered, the next step is to click on the **“Balance Inquiry”** button which will display the **current balance** on the gift card. Inform the customer of the balance. If there are insufficient funds on the gift card, an error message will appear on the screen which will state that the gift card has been declined and the current balance of the gift card will be displayed.

If the customer has any questions about their gift card or card balance they may call 1-877-654-6937 and press option 1.

Use the additional payment option if the customer would like to use their gift card and credit card/certified funds to pay for the reservation. See the screen print below.

Receipt Details		Receipt #	Receipt Date & Time	Sales Location	Created By
		29053477	07/31/2007 13:34:45 EDT	NY Call Center	nyagent01
Customer		Name	Phone	Email	
		Test,Reservation	5188854282		
Transaction(s)					
Reservation,Make Payment,Make Payment					
Receipt Item		Reservation # 2-413063 Park: KENTUCKY HORSE PARK	Area: Sites 1-20, 42-58,77-91,108-118 Site: A010-Kentucky Horse 010 Occupant: Reservation,Test N/A # of Occupants: 2 Arrive: 2007-08-05 Depart: 2007-08-07 Nights: 2	Use Fee Kentucky Horse Park A A A Discount.	\$54.00 (\$10.00)
				Subtotal	\$44.00
Totals				Total Price	\$44.00
				Total Past Paid	\$0.00
Payments & Change				Payment Tendered	\$44.00
				Change Tendered	\$0.00
Outstanding				New Amount Owing	\$0.00
Payment					
Type	Gift Card Number	Amount	Currency		
Gift Card	6006*****2006	\$22.00	USD		
Type	Credit Card Number	Credit Card Expiry Date	Credit Card Holder Name	Amount	Currency
Visa	4001*****6780	12/2007	Mary Alice Hallett	\$22.00	USD

[Finish Call](#) [Cancel Call](#)
 Find Customer: [Customer SearchList](#) » [Reservation Detail](#)

If the reservation is transferred or cancelled and results in a refund, the last card that is used for payment will be refunded first.

Example: The customer in the above reservation calls and reduces the number of days on their reservation which results in a refund the Visa card would be credited first.

If there is a refund due for patrons that have used the Gift Card, the refund will be issued by check only.

The OPRHP Gift Card can also be used when making reservations on ReserveAmerica.com or newyorkstateparks.reserveamerica.com.

Appendix S

Hunting Permitted Campgrounds

Allegany
Bowman Lake
Burnham Point
Buttermilk Falls
Canoe/Picnic Point
Cedar Island
Cedar Point
Cherry Plain
Clarence Fahnestock
Coles Creek
Evangola
Fair Haven Beach
Fillmore Glen
Gilbert Lake
Golden Hill
Grass Point
Higley Flow
Hither Hills
Jacques Cartier
Keuka Lake
Kring Point
Lake Taghkanic
Lakeside Beach
Letchworth
Long Point – Finger Lakes
Long Point – Thousand Islands
Moreau Lake
Oquaga Creek
Robert H. Treman
Robert G. Wehle
Sampson
Southwick Beach
Taconic Copake
Taconic Rudd
Taughannock Falls
Watkins Glen
Wellesley Island
Westcott Beach
Whetstone Gulf

Blank