

ARIZONA STATE PARKS POLICY & PROCEDURES

Implementation Date 02-01-2015
Revision Date 02-01-2015

FEES: GUIDELINES

Camping fees and Entrance fees reflect a price range dependent upon specific site location and seasonality. Changes to any fee must remain within the approved range.

Proposals to change any fee even within the approved range must be submitted up through the chain of command, and be approved by the Executive Director or his designee. In addition, the agency webmaster and Itinio programmer will be notified of all changes in a timely manner.

100% discount off regular entrance fee for all 100% Service Disabled Veterans and their accompanying family members*. (Provide VA-Certified proof of 100% Service Connected Disability). Does not apply to Kartchner Caverns State Park tour tickets, special use fees, special event fees, special event admission fees, reservation fees, camping or overnight parking.

50% discount off regular entrance fee for:

- all active duty, guard and reserve military Veterans and their accompanying family members*.
- all Arizona-resident (AZ Driver's License address) retired military Veterans and their accompanying family members*
- all Service Disabled (10%-90% or 100% Individual Un-employability), Veterans and their accompanying family members*. (Provide proof of military service and a verbal or written statement of Service Connected Disability)

Does not apply to Kartchner Caverns State Park tour tickets, special use fees, special event fees, special event admission fees, reservation fees, camping or overnight parking.

* Qualified Veteran and up to three adult family members

ENTRANCE SEE CURRENT FEE SCHEDULE FOR PARK SPECIFIC FEES

For fee charge purposes, Adult is defined as an individual 14 years of age and older unless otherwise noted. Persons 6 years old and younger, when accompanied by an Adult, shall be admitted free of charge unless otherwise noted.

1. a. Per Vehicle basis:

Park patrons shall pay to the Park Manager, or the official designee of the Park Manager, assessed Entrance fees. Entrance Fees shall be charged based upon a 4- Adult person occupancy limit per vehicle. Each additional adult occupant over the initial 4- Adult person limit shall be charged the "Individual/Bicycle" fee.

b. Per Person basis:

Park patrons shall pay to the Park Manager, or the official designee of the Park Manager, assessed Entrance fees. Children ages 0- 6 when accompanied by a paying adult age 18 years or older will be admitted free.

c. Group discounts are available only where listed (see current Arizona State Park Fee schedule). For the purposes of Group discounts a group is 15 persons or more with prearranged arrival. All persons in a group, regardless of age, apply toward a group's number.

d. Organized Group Pre-arranged and/or Ranger Led programs should have a required Adult/Child ratio of:

1 Adult for every group of 5 children 3 years of age & under

1 Adult for every group of 10 children 4 years of age to 17 years of age

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A. ENTRANCE (con't)

2. Kartchner Fees:

- 1 Entrance fees for those with reserved tour tickets and for scheduled bus tours, of 15 persons or greater, will be waived.
 2. Scheduled bus tours may be provided with a "step-on guide" upon entering the park. Groups that are 16 persons or larger that take 2 tour times may also be provided with an interpretive program for the waiting members of the group.
3. Annual passes shall be available for purchase at each of the State parks

Standard Arizona State Parks Annual Entrance Pass

1. The Annual pass shall allow the permittee and up to three additional Adult persons, in the same vehicle with the permittee, access to all recreational facilities for day-use activities only, except at Lake Havasu, Buckskin Mountain, River Island or Cattail Cove State Parks on Fridays, Saturdays, Sundays or any recognized State Holiday.
2. The pass shall expire 12 months from the date of purchase.
3. The pass shall be issued only to individuals and it shall be non-transferable.
4. Upon payment to State parks, the permittee shall be issued a dated "hanging pass" for vehicular access and a dated wallet card for non-vehicular access. The permittee shall hang the dated card from the rearview mirror.
5. Eligible users of the pass shall have the pass and a valid driver's license, or similar identification, in their possession to prove eligibility. Pass users shall display these items to park personnel upon request.
6. The pass does not allow use of showers, dump stations, or the stowage of water in excess of five gallons per day.
7. No replacement passes shall be issued. If a pass is lost or destroyed, another pass may be purchased at the regular price.
8. Additional fees for special events and programs may apply.

Premium Arizona State Parks Annual Entrance Pass.

1. Arizona State Parks Premium Pass is valid and accepted at all State Parks.
2. The Arizona State Parks Premium Pass shall allow the permittee and up to three additional Adult persons, in the same vehicle with the permittee, access to these park(s) for day-use activities only.
3. The pass shall expire 12 months from the date of purchase.
4. The pass shall be issued only to individuals and it shall be non-transferable.
5. Upon payment to State parks, the permittee shall be issued a dated "hanging pass" for vehicular access and a dated wallet card for non-vehicular access. The permittee shall hang the dated card from the rearview mirror.
6. Eligible users of the pass shall have the pass and a valid driver's license, or similar identification, in their possession to prove eligibility. Pass users shall display these items to park personnel upon request.
7. The pass does not allow use of showers, dump stations, or the stowage of water in excess of five gallons per day.
8. No replacement passes shall be issued. If a pass is lost or destroyed, another pass may be purchased at the regular price.
9. Additional fees for special events and programs may apply.

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A. ENTRANCE (con't)

Annual Pass Upgrade

1. An individual may upgrade a Standard Annual Pass to a Premium Annual Pass anytime within the 12 month period in which the permit is valid.
2. All components of the Standard Annual Pass must be surrendered to Park staff, and the difference in fee charged must be paid.
3. Upon payment to State Parks, the permittee shall be issued a Premium Annual Pass that will have the same expiration date as the original Standard Pass.
4. There will be no provision for a similar change from the Premium Annual Pass "down to" Standard Annual Pass.

4. Group Area Reservation

A group use area reservation fee, in addition to regular Entrance fees, shall be paid to reserve a group use area for day use. A reservation fee of \$5.00 - \$25.00 per site is required, and is non-refundable. The fee charged within the range must be approved by the Chief of Operations. The agency webmaster and Itinio programmer will be notified of all changes in a timely manner, and paid immediately upon booking a reservation.

5. Over-Night Parking

Over-Night Parking is described as: "A legally parked, unattended/unoccupied vehicle not in a designated campsite, remaining on the park throughout the night." The fee charged is \$5.00 for all parks where it is applicable. The over-night parking fee is to be charged in addition to the regular Entrance Fee.

6. Dump Station

Use of a parks dump station without being a registered camper will be \$15.00.

B. CAMPING

For fee charge purposes, Adult is defined as an individual 14 years of age and older unless otherwise noted.

1. Differences in fees charged within a park's campground, or changes to fees charged based upon seasonality must be clearly displayed for the visitor in a timely and equitable fashion. In addition, the agency webmaster and Itinio programmer will be notified of all changes in a timely manner.
2. Park patrons shall pay to the Park Manager, or the official designee of the Park Manager, assessed camping fees. Camping fees include the use of the parks day use areas and entrance to the park for the registered stay of the camper.
3. The Park Manager, or official designee of the Park Manager may credit paid day use fees against camping fees for camping that occurs within 24 hours of paying the day use fees. Annual Entrance permits shall not be credited to camping fees.
4. Individual developed campsite fees are based upon one vehicle per campsite. Total occupancy will not exceed 6 adults and a total of twelve individuals per campsite. Camping units exceeding this total will be required to obtain additional campsite(s). Campsite fees include parking for only one vehicle. Campers should be encouraged to leave extra vehicles at home, as not all campsites can accommodate extra vehicles.
5. Additional vehicles will be charged \$15.00 per vehicle per night. Extra vehicles must be registered with park staff and the fee paid upon arrival at the park. Extra vehicles must fit in designated parking areas at the campsite. The total number of individuals permitted will not exceed 6 adults and a total of twelve individuals per campsite. Camping units exceeding this total will be required to obtain additional campsite(s).

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B. CAMPING (con't)

The extra vehicle fee does not apply to vehicles that are towed or are set-up to be towed behind a primary vehicle when the primary vehicle remains at the site and the towed vehicle is used for transportation, or if the second vehicle accompanying the primary vehicle is registered to the same address, or the same person as the primary vehicle.

6. Special & Conditional Rates shall be available to park patrons only during established low visitation periods in designated areas which shall be posted at each park unit.
7. Group use area camp fees shall be based on six individuals per vehicle. Additional persons, in increments of six or less, shall be charged as another camping unit.
8. A group use area reservation fee, in addition to regular Entrance fees, shall be paid to reserve a group use area for day use. A reservation fee of \$5.00 - **\$25.00** per site is required, and is non-refundable. The fee charged within the range must be approved by the Chief of Operations. The agency webmaster and Itinio programmer will be notified of all changes in a timely

C. Special Use Permits

1. Any person or group using a State park for an activity outside the individual park's intended use or an activity requiring exclusion of the general public from an area of the park, other than a designated group use area, shall obtain a Special Use Permit from the Park Manager, or the official designee of the Park Manager.
 - A. Approval of the permit is contingent upon the nature and compatibility of the activity with the purpose and management objective of the park. Authority to approve or deny special use permit applications may be forwarded through the Agency's chain of command up to and including the Director.
 - B. The Operations Section Chief may delegate to the Park Manager the authority to approve special use permits of a routine, non-controversial nature and fees shall be assessed in accordance with the Agency's fee schedule and policy.
2. The Park Manager may require a permittee to post a deposit against damage and cleanup expense, special insurance, and provide adequate medical, sanitary, and security services during the term of the special use permit. Damage deposits will be retained when, in the judgment of the Park Manager, facilities are not left in the same conditions as when the activity commenced. Refunds of deposits, whether partial or in full will be processed according to the refund guidelines as set by the Administrative Services Section.
3. Special use activities within a State park designed as planned public attractions shall be subject to the requirements of the Special Use Policy.
4. Persons entering a park under a Special Use Permit shall be subject to all applicable park user fees and rules, unless specific per person fees have been approved pursuant to the special use permit. Such per person fees shall not be less than one-half of the applicable day use fees.
5. A commercial special use permit shall not be required for any activity included in the provisions of a concession contract.
6. A Park Manager shall deny a special use permit application, which otherwise meets requirements of this policy, only for health and safety reasons or to protect the park from significant damage. Permits shall be granted on a first-come first-served basis subject to the stated conditions of this policy.

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D. Special programs

1. State Parks may sponsor a special program at an individual park or at all parks. Such programs are intended to inform and educate the public.
2. State Parks sponsored special programs may be in addition to other uses and services addressed in this rule.
3. State Parks sponsored special programs may be free to the public or a fee may be assessed in addition to or in place of other use fees specified in R-12-8-109 or R-12-8-110.

E. Commercial Rental / Retail Permit

1. Commercial Rental / Retail Permits will be sold to vendors based upon the type of business the vendor is proposing to conduct on park property. One type of permit will be specifically for "Rental Businesses" and a separate type of permit will be issued for "Retail Businesses".
2. All Commercial Rental / Retail Permits expire December 31 of the year for which they were issued.
3. Permit will only allow the permittee and employees to enter the park under conditions set in the Commercial Rental / Retail Application.
4. Eligible users must have identification proving their eligibility as outlined above and provide these items upon request by park personnel.
5. Permit is issued only to permittee and is non-transferable.
6. The Commercial Rental / Retail Permit will allow the permittee to purchase up to one additional Commercial Rental / Retail Passes.
7. A Special Use Permit may be required of any vehicle and or trailer that requires a special D.O.T. permit to operate on state highways or exceed design standards of park roads and parking lots.
8. Permittee's clientele are responsible for all applicable daily entrance/camping fees when entering the park in a separate vehicle from the permittee.
9. A discounted Clientele Voucher is available for all permittee clientele who enter the park in the permittee's vehicle and do not occupy a parking space.
(See Commercial Rental / Retail Policy for specifics of vouchers and applications)

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F. Fee Waivers

1. The Park Manager, or official designee of the Park Manager, is authorized to grant waivers of the day use fee to educational and handicapped groups in accordance with the following guidelines:
 - a. Professional groups shall be participating in a parks and recreation, historic or interpretive seminar or conference tour sponsored by Arizona State Parks.
 - b. Handicapped groups shall be affiliated with non-profit organizations or agencies certified for their care, rehabilitation, training or service. For the purpose of this rule, handicapped is defined as blind and visually impaired; deaf and hard of hearing; mobility impaired; developmentally disabled.
2. Persons serving in a volunteer capacity with a signed volunteer agreement with Arizona State Parks are exempt from all day use fees.
3. 50% discount off regular entrance fee for:
 - all active duty, guard and reserve military Veterans and their accompanying family members*.
 - all Arizona-resident (AZ Driver's License address) retired military Veterans and their accompanying family members*
 - all Service Disabled (10%-90% or 100% Individual Un-employability), Veterans and their accompanying family members*. (Provide proof of military service and a verbal or written statement of Service Connected Disability)

Does not apply to Kartchner Caverns State Park tour tickets, special use fees, special event fees, special event admission fees, reservation fees, camping or overnight parking.

* Qualified Veteran and up to three adult family members

4. A special entrance fee waiver may be issued to a visitor or group as deemed appropriate by the Director or his/her designee.

Administration of fee waivers shall be as follows:

- A. Groups will be admitted only under direct control and supervision of representatives of the sponsoring organization.

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G. Non-Paying Visitor

The Park Manager is authorized to allow non-paying visitors when the following criteria exist:

- A. Outdoor Recreation Parks - Individuals under the age of 14 are admitted free when accompanied by an Adult;
- B. Historic and Interpretive Recreation Parks - Individuals ages 0-6 are admitted free when accompanied by an Adult;
- C. Arizona State Parks - Members of the State Parks Board and current employees of Arizona State Parks and their guests may use state park facilities at no charge under the same restrictions as paid visitors;
- D. Arizona State Parks Lifetime Passes - State Parks employees who meet the requirements of the agency Lifetime Pass Policy and former members of the Arizona State Parks Board may use Arizona State Parks facilities, at no charge, under the same restrictions as paid visitors; upon issuance by the Executive Director;
- E. 100% discount off regular entrance fee for 100% Service Disabled Veterans and their accompanying family members*. (Provide VA-Certified proof of 100% Service Connected Disability). Does not apply to Kartchner Caverns State Park tour tickets, special use fees, special event fees, special event admission fees, reservation fees, camping or overnight parking

* Qualified Veteran and up to three adult family members.

- F. Government employees, elected officials, sub-contractors of the state while on official business or to provide service/maintenance.

Sightseeing

At the manager's discretion, persons wishing to enter any state park for the purpose of sightseeing or touring the facilities, including campgrounds, day use areas and beaches, may do so provided that:

- A. Visitors do not park or leave their vehicles;
- B. Length of tour shall not exceed 30 minutes.

H GROUP RESERVATION

Group Area Designation

Park areas to be available for use by groups on a reservation basis must be so designated by the Director. Once designated, it is the responsibility of the Park Manager to administer the reservation of the designated area.

In designing areas for group use, the following conditions shall be adhered to:

- A. The area should be in a portion of the park that will not prevent the general public from normal park activities.
- B. The area should be signed as available for reservation use.
- C. The area when not reserved may be open to the general public.
- D. The area must be easily delineated from other use areas in the park.
- E. User fees as prescribed in rule R-12-8-109 will apply to all groups. The proposal for area designation will be prepared by the Park Manager and should include site location, size, capacity, type of use, signing needs and facility description.

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Group Area Reservations

- A. Reservations will only be accepted no later than 1 day prior to the date being reserved and no earlier than 365 days in advance.
- B. Reservation fees must be paid immediately upon the reservation being made and are non-refundable. Facility use fees may be refundable.
- C. A reservation is not confirmed until the reservation fee has been paid.
- D. All reservations will be confirmed in writing, either via e-mail or hard copy.
- E. The Park Manager may establish a minimum group size to reserve an area. For larger areas, the Park Manager may schedule two groups simultaneously if in the Manager's judgment both uses may be accommodated.
- F. Groups using areas with an established minimum group size will be assessed applicable day use or camping fees based upon that minimum size when the group size is less than the established minimum.
- G. A reservation fee of \$5.00 - \$25.00 per site is required, and is non-refundable. The fee charged within the range must be approved by the Chief of Operations. The agency webmaster and Itinio programmer will be notified of all changes in a timely manner.

Group Reservation Management

After a group area reservation has been confirmed in writing, it is the park staff's responsibility to ensure the availability of the designated area. This should be done far enough in advance to prevent any inconvenience or misunderstanding on the part of other park visitors on the date(s) the reservation is honored.

Reservations: (special promotional)

The Director, or designee, may provide special advance reservations for the use of park facilities where such provision will promote the mission of Arizona State Parks. These reservations may be with individuals or groups.

All such reservations will be purchased at the full set price, including any and all appropriate surcharges, and will be paid in full at the time the reservation is provided.

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I. RESERVATION POLICY:

Kartchner Tour Tickets, Campground, Ramada, Cabin/Yurt, Lodge

KARTCHNER TOUR TICKETS:

Cave Tour Age Requirements

Children 13 and under must be accompanied by an adult 18 or older.

KARTCHNER TOUR TICKETS:

- A. If tickets are cancelled with less than 24 hours notice, all fees are forfeited.
- B. If tickets are cancelled with more than 24 hours notice, \$3 per ticket processing fee is forfeited, OR may rebook for \$5/order.
- C. Customers who do not show up for their appointed tour times will lose all funds and will be unable to rebook tickets.
- D. Rotunda Throne Room:
 1. Reservations can be made up to one year in advance.
 2. Maximum of 20 tickets per tour.
 3. Can reserve a maximum of 20 tickets per reservation.
- E. Big Room:
 1. Maximum of 17 tickets per tour.
 2. Reservations can be made up to one year in advance.
 3. Can reserve a maximum of 17 tickets per reservation.
 4. Reservations are available seasonally from October 15th through April 15th.
 5. Children 6 and under are not allowed on the Big Room tour.

CAMPGROUNDS:

- A. Reservations can be made up to 365 days in advance and a minimum of 1 day in advance. A reservation fee of \$5.00 - \$25.00 per site is required, and is non-refundable. The fee charged within the range must be approved by the Chief of Operations. The agency webmaster and Itinio programmer will be notified of all changes in a timely manner.
- B. 14 nights maximum stay length (extend at discretion of the Park Manager).
- C. Full payment is required at the time the reservation is booked.
- D. If the reservation is cancelled less than 24 hours in advance one night's fees are forfeited.
- E. Campers who do not show up by 12 noon the day following the first night's reservation will forfeit all payments and campsite will become available for first-come, first-served or new reservation.
- F. Individuals are limited to reserving up to 5 sites.
- G. Campground check-in time is 2:00 pm. Checkout time is 12 noon.
- H. Reservations are recommended for Group Areas, please call the park directly.

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LONG TERM CAMPING:

1. Guests who wish to take advantage of long-term camping (longer than two weeks) must pay in full for the first two weeks of their stay, along with the approved reservation fee. The minimum length of stay, to reserve a long-term site will be 28 nights.
2. All long-term reservations will be handled by the call center. The call center will find a site that runs concurrently for the length of stay the guest requests. The call center will collect the first two weeks plus the reservation fee and will block out duration of stay in two-week increments.
3. Upon the guest arrival, their first two weeks will have been paid in advance through the reservation process. After the first two weeks have ended, the guest will provide future payment in two-week increments on the last day of each two-week segment. Payments will be made by the customer at the contact station during regular business hours.
4. If a guest decides to depart earlier than the date they originally agreed upon, the standard reservation cancellation policy will apply.
5. Alamo Lake will block 59 sites for Long Term Camping from October 1st through March 31st.
6. Maximum length of stay will be 12 weeks (84 nights).
7. All other Policies and Rules governing Camping will remain in effect.

RAMADA

- A. Reservations can be made up to 365 days in advance and a minimum of 1 day in advance. A reservation fee of \$5.00 - \$25.00 per site is required, and is non-refundable. The fee charged within the range must be approved by the Chief of Operations. The agency webmaster and Itinio programmer will be notified of all changes in a timely manner.
- B. If the reservation is cancelled more than 60 days in advance the user fees are refundable. If the reservation is cancelled less than 60 days in advance the user fees are forfeited.

LODGE & CABINS & YURTS:

- A. Reservations can be made up to 365 days in advance and a minimum of 1 day in advance. A reservation fee of \$5.00 - \$25.00 per site is required, and is non-refundable. The fee charged within the range must be approved by the Chief of Operations. The agency webmaster and Itinio programmer will be notified of all changes in a timely manner.
- B. Two night minimum stay during peak season weekends for cabins & yurts. Minimum stay for the Lodge is 2 nights.
- C. 14 nights maximum stay length (extend at discretion of the Park Manager) for cabins & yurts. Maximum stay for the Lodge is 14nights.
- D. Full payment is required at the time the reservation is booked.
- E. If the reservation is cancelled less than 24 hours in advance one night's fees are forfeited.
- F. Campers who do not show up by 12 noon the day following the first night's reservation will forfeit all payments and cabin/yurt will become available for first-come, first-served or new reservation.
- G. Cabin & yurt check-in time is 3:00 pm. Checkout time is 10:00 am.
- H. The cabin/ yurt rate is a flat rate based upon maximum occupancy.
- I. Cabin Occupancy: The rental party must comprise at least 1 person 18 years of age or older. Occupancy is a maximum of 4 adults not to exceed 6 persons total, including children.

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- J. Lodge rental is for the entire lodge, no partial rentals. Reservations will be made through the Reservation Call Center.
 - K. Lodge occupancy: No pets are allowed. The rental party must comprise at least 1 person 18 years of age or older. Occupancy is a maximum of 28 persons including children. The rate for the lodge is based upon maximum occupancy only, no partial facility rentals are allowed.

CANCELLATION POLICY:

CAMPGROUNDS:

- A. If the reservation is cancelled less than 24 hours in advance one night's fees are forfeited.
- B. Campers who do not show up by 12 noon the day following the first night's reservation will forfeit all payments and campsite will become available for first-come, first-served or new reservation.

LODGE & CABINS & YURTS:

- A. If the reservation is cancelled in less than 24 hours in advance one night's fees are forfeited.
- B. Campers who do not show up by 12 noon the day following the first night's reservation will forfeit all payments and cabin/yurt will become available for first-come, first-served or new reservation.
- C. Lodge..?????.....

KARTCHNER TOUR TICKETS:

- A. If tickets are cancelled with less than 24 hours notice, all fees are forfeited.
- B. If tickets are cancelled with more than 24 hours notice a \$3 per ticket processing fee is forfeited, OR may rebook for \$5/order.
- C. Customers who do not show up for their appointed tour times will lose all funds and will be unable to rebook tickets

RAMADAS

If the reservation is cancelled more than 60 days in advance the user fees are refundable. If the reservation is cancelled less than 60 days in advance the user fees are forfeited.

J. Special Promotional Rates

The Director may negotiate or set special promotional rates at any park facility. These rates can include, but are not limited to, reduced rates for off season periods, discounts, or coupons. Any change will be enforced only after such written documentation outlining the scope of the promotional rate, signed by the Director, or his/her designee has been received by those facilities affected.