

- May be redeemed via the web at camp.in.gov, calling the reservation line 1-866-622-6746 and at all state parks, reservoirs, and several forestry properties
- May also be used to pay for change/transfer fees on existing reservations.
- When a refund is issued against a sale that was originally paid for with a gift card, the customer will receive a check refund from CRS Vendor. The balance of the refund does not go back to the gift card.
- **The Indiana State Park Inns have a different gift card** for their facilities, which include Abe Martin Lodge and cabins at Brown County State Park, Canyon Inn at McCormick’s Creek State Park, Clifty Inn at Clifty Falls State Park, Fort Harrison State Park Inn & Garrison Conference Center & Golf Course, Potawatomi Inn and cabins at Pokagon State Park, Spring Mill Inn at Spring Mill State Park and the Turkey Run Inn & cabins at Turkey Run State Park. The Inns gift card may also be used in the Inn gift stores and restaurants.

Pet Friendly Overnight Facilities

- All campsites and open-air shelters are considered pet friendly, unless otherwise specified
- Park-operated pet friendly cabins are located at:
 - Trine SRA: Family Cabins “Towhee” and “Flicker”
 - Whitewater State Park: Family Cabins 6, 7, 8, 9 and 10
- Indiana State Park Inns within state parks provide some pet friendly accommodations, but must be reserved through indianainns.com or by calling 1-877-LODGES1

Sales Tax Exemption Process

- When a customer indicates that his/her group is “exempt from tax”, it is important to note that this applies to “state sales tax only”. All other county (a/k/a innkeepers) taxes still apply.
- Taxes are NOT removed at the time of the reservation or registration, but are instead, refunded later by the IDNR Project Manager / CRS Administrator once proper documentation has been provided and reviewed
- To process a sales tax refund, the customer must mail or email the following items to the IDNR Project Manager at:

CRS Administrator
 Attn: Jared Teders
 Tax Exempt Request
 402 W. Washington St, Rm W298
 Indianapolis, IN 46204

Or email::
jteders1@dnr.in.gov
csorrels@dnr.in.gov

- ✓ A copy of the reservation(s) receipts and/or the reservation ID numbers
 - ✓ A letter on the entity’s letterhead, stating that he/she is requesting tax exempt status for the reservations listed
 - ✓ A copy of the documentation (including Tax ID number) that indicates the entity is not responsible for paying Indiana state sales tax (out of state tax exemption requests do not apply)
- Any questions can be referred to the IDNR Project Manager / CRS Administrator when necessary at csorrels@dnr.in.gov OR jteders1@dnr.in.gov

- The customer should not be referred to the field or property for tax exempt questions or concerns

Transaction Fee for Indiana DNR Reservations

- A \$6 non-refundable transaction fee is charged to each new reservation, but not charged again if changes are made later to that reservation. The \$6 transaction fee is only charged to reservation phone line and web reservations but will not be charged on walk-in registrations or any other transactions in the field. If a reservation is canceled or transferred, the initial \$6 transaction fee will not be refunded.

Accepted Methods of Payment

Web / Online Sales Channel

- www.Camp.IN.Gov
- MasterCard / Visa / Discover / American Express / DNR Camp Gift Card
- No more than two different types / methods of payment can be accepted for each CRS transaction performed on the web (gift card and credit card)

Reservation Phone Line

- 1-866-622-6746
- MasterCard / Visa / Discover / American Express / DNR Camp Gift Card
- **(Credit and/or Gift Card are the preferred methods of payment)**
- Non-Card Payments (ONLY if the customer has no other way of paying and the reservation arrival date is 30 days or more days out.)
 - Corporate checks (accepted on a limited basis, and typically are used for group reservations such as youth groups and school groups)
 - Money Orders (accepted on an extremely limited basis, for customers who do not have a credit or debit card method of payment to use.)
 - **Mail-in payments will not be accepted through the reservation phone line if the reservation is made less than 30 days prior to the date of arrival**
 - **Mail-in payments MUST be received within 10 days of making the reservation to the following address:**

Indiana DNR
1 Technology Drive
Frostburg, MD 21532

(Include reservation IDs on form of payment to identify where it should be applied when received)

- NO personal checks or cash accepted for advance reservations through the reservation phone line
- No more than two different types / methods of payment can be accepted for each CRS transaction performed through the call center

Field Sales

- MasterCard / Visa / Discover / American Express / DNR Camp Gift Card

- DNR Camp Gift Card
 - **(Credit and/or Gift Card are the preferred methods of payment)**
 - Cash
 - Personal checks, corporate checks and/or money orders are all accepted, but none of these can be written for an amount over the balance due
 - No more than two different types / methods of payment can be accepted for each CRS transaction performed in the field
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Payment Required at time of Reservation

Full payment (100%) for the entire rental period of these facilities is required when the reservation is made.

Making Reservations / Changing Primary Occupant Names

- A customer may make an unlimited number of reservations per call or on the web.
- When multiple facilities are reserved for the same stay dates, the primary occupant's name must be changed for each reservation.
- The main reservation holder can only be the primary occupant on one site during the same stay dates.
- An address for each primary occupant will also be captured; however, the address can be reused if multiple occupants live at the same location, or if the occupant has the same address as the reservation holder. (The key is that each NAME must be different.)
- **No subleasing of facilities is allowed.**

Check In & Out Times

Check in and out time is **2pm local time**, except for Sundays and designated summer holidays, when check in and out time is 5pm local time.

Cancellation Policy

Only the reservation holder can cancel or make a change to an existing reservation, regardless of the facility type.

- If a reservation is cancelled 8 or more days prior to arrival, a flat \$10 cancellation fee will be charged (per reservation that is cancelled.) The original reservation fee is also non-refundable.
- If a reservation is cancelled between 1 and 7 days prior to arrival, the first night's rental fee plus tax will be charged as a cancellation fee (per reservation that is cancelled.) The original reservation fee is also non-refundable.

- If a reservation is cancelled on or after the day of arrival, the customer will forfeit their entire rental fee. The original reservation fee is also non-refundable.
- Cancellations may be done through the reservation phone line until it closes the day before arrival, or on the web until 11:59pm eastern time the night before arrival.
- Cancellations on or after the day of arrival will be processed by the property and/or the IDNR Project Manager.
- Partial cancellations are not allowed. The entire reservation must be cancelled.
- NO REFUNDS WILL BE GIVEN DUE TO INCLEMENT WEATHER

Transfer / Change Policy

Only the reservation holder can cancel or make a change to an existing reservation, regardless of the facility type.

- The transfer or change fee is \$5 for each transaction.
- A transfer or change from one site and/or date to another will be allowed until the reservation phone line's close of business the day before arrival, or up to 11:59pm on the web the day before arrival.
- Transfers to another date cannot be made on or after the day of arrival. A customer must cancel and re-book a new stay.
- Upon arrival, a customer may do one free campsite change (at the property only).
- Transfers can be done through the reservation phone line and on the web. The only limitation with transfers on the web is the inability to change from one park to another in the transfer process. "Change Reservation" on the web is also known as the transfer button.
- Prior to the arrival date, a transfer can be made to any property and does not have to be within the same calendar year but is dependent upon available inventory and booking windows.
- **Transfers to another person are not allowed.**
- If the transfer facility is a different rate, the appropriate refund or charge will be assessed to the customer.
- No fee will be assessed to change the primary occupant's name, but the reservation holder's name cannot change without cancelling and re-booking under a new name.
- No subleasing of campsites is allowed.
- NO REFUNDS WILL BE GIVEN DUE TO INCLEMENT WEATHER

No Show Policy

- A "no show" is processed when a customer does not show up for their reservation at all and does not cancel the reservation either.
- A reservation will not be processed as a "no show" until the very last day of a reservation (the intended date of departure) and no sooner.
- A customer's site/facility should not be given away to someone else if we have not heard from that customer regarding whether he/she is intending to show up or not.
- Only the field/properties process no shows, not the reservation phone line or the web
- NO REFUNDS WILL BE GIVEN DUE TO INCLEMENT WEATHER

Walk-In Registrations (Day of Arrival ONLY)

- Campsites are available for walk-in registrations on the day of arrival only
- *Campsites may also be reserved on the web or through the reservation phone line until 2pm local time on the day of arrival.*
- *It is recommended if a property accepts walk-in campers before 2pm local time on the day of arrival, that they immediately register that camper to remove the campsite(s) from reservable inventory. Otherwise, if they delay, someone could book the same site on the web until 2pm local time, causing a conflict with two campers on one site*
- The customer will be charged the regular rental fee for the facility that they request.
- Campsites that have not been reserved in advance of arrival will be available on a first come first served basis at check-in time on the day of arrival.
- **Properties do NOT hold back any campsites for walk-ins because Indiana is 100% reservable until 2pm eastern on the day of arrival.**
- Properties will not take advance reservations unless a customer service issue arises that forces them to do so.
- The customer must be present to register for a facility on the day of arrival. (Properties will not take requests over the phone for customers who say they will arrive later in the day.)
- A guest without an advance reservation will not be guaranteed a maximum stay.

Season Date Structure

- Indiana has three season types for all campsites: peak reservation, non-peak reservation season, and walk-in season. Some properties have an additional breakdown of non-Peak 1 and Non-Peak 2 to distinguish a tiered level of releasing campsites for reservations (Potato Creek & McCormick's Creek.)
- During the non-peak reservation season (November through April), almost every property that has campsites will have at least a handful of sites available for reservations. This does not mean that every campsite in every campground at every property will be reservable. Some campsites will remain as walk-in only, or some campgrounds may even be closed during the winter months.
- *In the winter of 2020/2021, due to higher demand from the Covid-19 pandemic, many properties added additional sites to their year-round (non-peak) reservations list. Some went ahead and made all campsites reservable year-round and will control the availability in the wintertime by specific loop/site closures done at the property-level.*

Maximum Booking Window

- Maximum of 6 months prior to date of arrival
- For example, on March 1st, inventory for September 1st arrivals becomes available
- **EXCEPTIONS:**
 - In months that do not have 31 days, the maximum booking window will “roll forward” to the next available date.
 - For example, on February 28th, a customer can book August 28th arrivals.

- August 29th, 30th and 31st arrivals cannot be booked until March 1st.
 - During a leap year, August 29th arrivals can be booked on February 29th
- A customer can book up to 13 additional nights of inventory after the maximum window for their initial arrival date, but maximum stay is 14 consecutive nights.
- For example, on March 1st, a customer can reserve September 1st through the 14th
- On the web, the first day of availability will coincide with the opening hour of the reservation phone line
- Thereafter, web reservations are available 24 hours a day (until the minimum booking window is reached.)

Opening Maximum Window for Inventory

- The opening day/time of reservable inventory on the web coincides with the opening of the reservation phone line at 12 noon eastern time, not midnight.
- This prevents web customers from having a 12-hour jump start ahead of call-in customers when booking at the maximum window
- Example: If booking a campsite for next year's Memorial Day weekend, inventory becomes available 6 months prior to the intended date of arrival, AT NOON on that day, not at midnight.

18-Day Freeze Rule on Maximum Window

- Any reservation with a departure date that is beyond the maximum booking window (depending on the site type), from the date of the reservation, cannot be changed or cancelled for 18 days.
- Transfers and Cancellations can be made on 19 or more days after the date of the reservation.
- Because of the 14-night maximum stay rule for most of our facilities, the 18-day freeze rule will help prevent customers from sliding their reservation forward until they reach their desired stay dates (i.e., date jumpers.)

Minimum Booking Window

- *All campsite types have a minimum booking window of 2pm local time on the day of arrival (family camping, equestrian camping, youth tent areas, rally camps, etc.) on the day of arrival*
- Advance reservations will only be taken via the web or reservation phone line until 2pm local time on the day of arrival, however the field may accept walk-in campers any time on the day of arrival
- No advance reservations will be taken at the property at any time
- *It is recommended if a property accepts walk-in campers before 2pm local time on the day of arrival, that they immediately register that camper to remove the campsite(s) from reservable inventory. Otherwise, if they delay, someone could book the same site on the web until 2pm local time, causing a conflict with two campers on one site*

Maximum Stay

- A single facility of this type can be reserved for a maximum of 14 consecutive nights.
- The customer must vacate the property for a minimum of 2 nights before returning with a new reservation

Minimum Stay

Year-Round

- 1 night on weekdays, Monday – Thursday
- 2 nights on weekends
 - A Friday night rental must include a Thursday or a Saturday night
 - A Saturday night rental must include a Friday or a Sunday night
 - **EXCEPTIONS for weekends**
 - **One-night Relaxed Rule:** If a campsite is not rented within 3 days of arrival, it will be available for a one-night rental through the call center and online. Required holiday minimum stays are excluded from this relaxed rule.
 - If 7 nights or more are reserved, there is no restriction on the weekend stay but the reservation cannot exceed the 14-night maximum rule
 - Holiday weekends require the 3-night holiday minimum stays (see holiday minimum stays)
 - **Gap Rule:** If two reservations create a gap that allows a Friday or Saturday to be available for a one-night rental by itself, a customer will be able to reserve that one night by itself. On a holiday weekend, if 2 of the 3 required nights are available due to a gap between reservations, both of those nights must be booked. No one-night gap stays are allowed on holiday weekends.

Holiday Minimum Stay

- The holiday three-day minimum stay days/dates are listed below for each summer holiday.
- Two nights of the holiday may be reserved **ONLY IF** all 3 of the designated holiday nights are not available. (This requires an override by the Service Resolution Team and cannot be done on the web.)
- No one-night stays on holiday weekends.

Year 2023

- **Memorial Day:** (Fri/Sat/Sun) nights of May 26, 27 and 28
- **Independence Day:** No minimum stay – Holiday falls on a Tuesday
- **Labor Day:** (Fri/Sat/Sun) nights of Sept 1, 2 and 3

Year 2024

- **Memorial Day:** (Fri/Sat/Sun) nights of May 24, 25 and 26
- **Independence Day:** (Thurs/Fri/Sat) nights of July 4, 5 and 6
- **Labor Day:** (Fri/Sat/Sun) nights of Aug 30, 31 and Sept 1

Year 2025

- **Memorial Day:** (Fri/Sat/Sun) nights of May 23, 24 and 25
- **Independence Day:** (Thurs/Fri/Sat) nights of July 3, 4 and 5
- **Labor Day:** (Fri/Sat/Sun) nights of August 29, 30 and 31

Year 2026

- **Memorial Day:** (Fri/Sat/Sun) nights of May 22, 23 and 24
- **Independence Day:** (Thurs/Fri/Sat) nights of July 2, 3 and 4
- **Labor Day:** (Fri/Sat/Sun) nights of Sept 4, 5 and 6