

January 1, 1997

Park Directive 2010

**LODGING AND GROUP FACILITIES**

It shall be the responsibility of the Park Superintendent to ensure that all park guests are made aware of all rules, regulations, policies, and procedures in this directive.

**I.    GENERAL POLICIES AND PROCEDURES**

- A.    All lodging facilities are equipped to accommodate a reasonable capacity of guests. These capacities will not be exceeded without the authorization of the Park Superintendent. Such exceptions will only be granted when it is judged that the facility will not be abused as a result. Where available, rollaways may be rented for each occupant above the facility's posted capacity during such periods.
- B.    All lodging facilities will offer at least one barrier free cabin or lodge room. This unit shall be held as the last available unit - once becoming the only unit, offered to anyone.
- C.    Reservations can be confirmed with Visa, Master Card, Discover, American Express, cash, check, or money order.
- D.    Lodge rooms and cabins are not to be rented for parties or entertaining.
- E.    Persons under eighteen (18) years of age may not rent lodging facilities.
- F.    When necessary to monitor the number of room or cabin occupants, the names of all occupants may be listed on the reverse side of the park's hard copy of the folio or Universal Transaction Form (UTF). If it is discovered that there are more occupants than were paid for, the occupants will be billed accordingly.
- G.    The information on the UTF should be complete and accurate since it is subject to fiscal audits (refer to the Accounting Manual, Part II, and the instructions from the Accounts Receivable Section).

- H. Some information on the UTF may not be available for each individual in a group. Therefore, when a lump sum payment is received for group reservations, the name of the group the individual is with should be included on the front of the UTF. The Park Superintendent is responsible for ensuring that this procedure is followed.
- I. The driver's license number is required only in cases where refunds are given to guests who paid by check.
- J. Upon registering, guests will be asked if paying by cash or credit card. If the bill is to be paid by credit card, the clerk will make an impression of the credit card and attach it to the guest folio (UTF).
- K. An individual(s) may have approved charges billed to his or her room and pay the total bill upon departure. It will be up to the Superintendent/Facility Manager's discretion to approve credit to individual(s) for unusual circumstances.
- L. When an error is discovered and the guest has already departed, the correction may be charged back to the individual. Notice of such charges will be forwarded to the individual as soon as possible.
- M. Service animals for individuals with disabilities are permitted. Otherwise, no pets will be permitted in lodging facilities. When outside, pets must be on a leash and under the control of owner. Pet litter must be cleaned continuously by the owner, bagged or wrapped in paper, and deposited in trash receptacles. Service animal owners are to exercise care in that lodging facilities are not damaged and the animal causes no problems to other park guests.
- N. Housekeeping cabin guests are expected to keep cabins clean, leaving them in good order, including clean cookware, tableware, utensils, folded bedding, swept floors, etc. Parks will provide dishwashing detergent, brooms, mops, and trash and garbage receptacles. All garbage must be wrapped and placed in receptacles. Laundry may not be hung outside.

- O. Careful fire prevention is expected. Bed clothing and other combustible materials must not be placed on or near stoves and fireplaces. Grills provided outside cabins maybe used for cooking only. Open fires are not permitted. Guests may use portable grills in designated areas only.
- P. Beds, couches, and other furniture may not be rearranged.
- Q. Guests are to attempt to conserve energy by turning off lights, air conditioners, heating units, and kitchen ranges when not needed.
- R. Guest vehicles must be parked in designated areas and may not be driven off roads and parking areas. If the number of vehicles exceeds the lodging facility parking space, extra vehicles must park in other areas designated by the Park Superintendent.
- S. The use or set up of camping units of any description will not be permitted in lodging facility areas. However, Park Superintendents may grant special permission for family members of transient guests to sleep in camping vehicles in which guests are traveling. Permission will be granted only when lodging facilities are at maximum capacity, not to augment the carrying capacity of rental units. Under these circumstances, camping vehicles may be parked in lodge parking areas without charge.
- T. General quiet hours will be observed after 10:00 p.m.
- U. Registered guests at lodges/cabins may have exclusive use of private dining areas, lobbies, game rooms, breezeways, tennis courts, swimming pools, etc., at the reservable rate (Refer to PD 2000).
- V. Park management is not responsible for damage or loss of guests' property through fire, theft, or otherwise.
- W. Park management reserves the right to request that guests leave without refund if they fail to comply with these policies or use lodging facilities for purposes other than those for which they are intended.

## II. RESERVATIONS, DEPOSITS, AND REFUNDS

### A. INDIVIDUALS

1. A deposit in the amount of one night's basic rental fee (1 or 2 persons) for each unit reserved is required to guarantee a room or cabin.
  - a. Lodge Rooms - If the deposit is not received forty-eight (48) hours in advance of scheduled arrival date, the reservation will be cancelled. Deposits will be refunded only if cancellations are received forty-eight (48) hours in advance of 4:00 p.m. on the scheduled arrival date.
  - b. Cabins - If the deposit is not received five (5) days in advance of the scheduled arrival date, the reservation will be cancelled. Deposits will be refunded only if cancellations are received five (5) days in advance of the scheduled arrival date. (For example: Reservations for a Friday arrival must be confirmed by close of business on the previous Sunday or they will be cancelled. Cancellations for Friday arrival must be made by close of business on the previous Sunday in order to meet refund requirements.)
2. The standard "Reservation Confirmation" letter will be mailed immediately to confirm individual reservations, with a copy kept in a "reservations" hold file.
3. The UTF will be used as a receipt for advance deposits. (For procedures concerning recording and reporting advance deposits, refer to the Accounting Manual, Part II.)
4. Lodging reservation requests for one night only on a Friday or Saturday night will not be considered more than

one week in advance unless it is apparent that accommodations will be available.

5. Reservations may be made up to twelve (12) months in advance of the scheduled arrival date.
6. Lodging facilities will not be rented to the same party in excess of two full weeks during a thirty-day period from April through October. From November through March such facilities may be rented to the same party for longer periods at the discretion of the Park Superintendent, but only for two weeks at a time per each guest registration. Rental lodging facilities are not authorized for private residential use.
7. Check-in time will be 4:00 p.m. and checkout time will be 11:00 a.m. for lodge and cabin accommodations in all parks.

## B. GROUPS

1. Any party reserving ten (10) or more lodge rooms or four (4) or more cabins will be considered a "GROUP".
2. At all lodges, Facility Managers are authorized to negotiate room rates with groups in discount increments up to 10%. Flat rate room requests are negotiated from average cost. One room may be comped for each twenty (20) rooms rented. For tour groups, the Manager may comp one room per group and one meal for the Tour Director and the Bus Driver. If the group is sufficiently large, two rooms may be comped.
3. Package plans are authorized up to a 12% discount from retail price of all items included in the package, with a 10% target.
4. For groups, a deposit of one night's basic rental fee per room will be required without regard to time of

arrival. Reservations can be confirmed with Visa, Mastercard, Discover, or American Express. (See exception for governmental agencies in section D.) If a deposit is not received thirty (30) days in advance of 4:00 p.m. on the scheduled arrival date, the reservation will be cancelled. Groups will be charged for one night's lodging if the cancellation is not received thirty (30) days in advance of 4:00 p.m. on the scheduled arrival date. Should a group fail to occupy all units reserved the first night, the deposit will be applied against the rental price of the unused units not re-rented to others that night. Groups reserving lodging units for more than one night will be billed for all unused units on succeeding nights unless the units are released by 11:00 a.m. on the date to be occupied. Groups must furnish the park with a rooming list at least two (2) weeks prior to arrival time.

NOTE: In addition to cabins and lodge rooms, this applies to Group Facilities at Crowley's Ridge and Lake Fort Smith State Parks.

5. The "Group Reservation Confirmation Form" will be used for tentative confirmations for all groups, with a copy kept in the "reservations" hold file.
6. Reservations may be made up to two (2) years in advance of the arrival date for bona fide groups.
7. When reservations are made, the park staff will advise group leaders that they will be billed for any damage or loss to state park property caused by the group during its stay. In consideration of other guests, proper conduct of group members will be expected at all times, including the observance of quiet hours.
8. Group members under eighteen (18) years of age must be accompanied at all times by an approved

chaperone who will be responsible for the group's conduct. Chaperones may be the parent(s) of a group member or responsible adults at least twenty-one (21) years of age. Application and registration of such groups must be made by a chaperone.

### C. GROUP FOOD SERVICE

1. Groups requesting meetings and/or meals will be scheduled in lodge dining rooms that provide adequate space, quality food and service, and quiet dining for other guests at the usual meal times.
2. Groups pre-arranged for special meals and service will be required to sign a "Menu Quotation and Agreement" and will be billed for the number of meals and special items requested unless forty-eight (48) hours notice is given decreasing the requested number. Such agreements with "resident" groups may cover all meals, etc., to be served during the group's stay, with the preparation amount adjusted daily as needed.
3. Pre-arranged meals for "non-resident" groups will not be booked less than forty-eight (48) hours in advance of the event unless, in the considered judgement of the management, the group can be accommodated at no reduction in the quality of food and service normally expected.
4. Special prices for food and beverages served to groups may be arranged, provided the raw food cost does not exceed the following percentages of the quoted retail prices:
  - Breakfast 30%
  - Lunch 40%
  - Dinner 40%

Such pricing will be the "exception" rather than the "rule", considering group type, other income from the group, ease of preparation and service, and the

overall food cost objectives set out in PD 2030.1.  
Orders from the menu will be at menu prices.

#### D. GOVERNMENTAL AGENCIES

1. For governmental agencies, a deposit will not be required, but may be accepted and should be handled in the manner set forth in Section B "Groups". In the event the agency does not provide a deposit, a written guarantee for full payment of all lodging units reserved for the full period of the reservation, with the signature of the agency fiscal officer or agency head, will be required. A Group Lodging Agreement, included at the bottom of the "Group Reservation Confirmation Form" should be utilized. The agency will be billed for all unused units on succeeding nights during the reservation period unless the units are released by 11:00 a.m. on the date of occupancy. Release from the letter of guarantee will be granted only when written cancellation is received 30 days in advance of 4:00 p.m. on the scheduled arrival date. A rooming list will be required at least two (2) weeks prior to arrival date.
2. Upon receipt of properly signed lodging agreements from governmental agencies, a suitable letter will be mailed to the agency confirming the reservation, with a copy kept in the "reservations" hold file. Other than the above, all other policies and procedures regarding "Groups" will be followed.

#### E. PAVILIONS

1. Individuals
  - a. Reservations may be made up to one (1) year in advance of the rental date. A deposit equal to the pavilion rental fee is required. If the deposit is not received 30 days in advance of the rental date, the reservation will be cancelled, and the group will be automatically

charged for the pavilion. Deposits will be refunded only if cancellations are received 30-days in advance of the scheduled rental date.

2. Groups

- a. For bona fide groups with secured lodging reservations, pavilion reservations may be made up to two (2) years in advance of the scheduled rental date. A deposit equal to the pavilion rental fee is required (see exception in Section II D, Governmental Agencies).

If the deposit is not received one (1) month in advance of the rental date, the reservation will be cancelled, and the group will be automatically charged for the pavilion. Deposits will be refunded only if cancellations are received 30 days in advance of the scheduled rental date.

III. ACCOUNTS RECEIVABLE FOR LODGES

- A. In parks where credit is required (convention and/or conference business); a Letter of Agreement must be on file prior to incurring charges. A copy of the Letter of Agreement will be attached to the central office copy of the numbered receipt (UTF) explaining any delay in receipt of payment.
- B. Charge accounts must be approved by the Facility Manager and the Letter of Agreement must be signed before credit can be extended.
- C. Credit will be extended only to organizations that have signed a Letter of Agreement and where the invoice is to be paid by the organization, not an individual.
- D. Charges incurred will be billed as soon as possible after the close of the event.

Replaces PD 2010 dated September 6, 1989

Related PDs: 1050 Hours of Operations, Opening and Closing Dates, and Holidays in State Park Facilities  
1150 Overnight Lodging by State Officials  
1181 Meals and Lodging for Department Training  
2000 Fees and Charges  
2005 Registration and Fee Collection  
2006 Campsite Reservation Procedures  
2030.1 Restaurants - Standard Operating Procedures

APPROVED BY

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Arkansas State Park