

## Camping & Park Facility Reservation Regulation and Policy Changes

In September 2021, the Colorado Parks and Wildlife Commission passed new regulations related to park reservation changes and cancellations that go into effect November 1, 2021. These changes do not apply to hunter reservations.

### Overview of Changes

Customers will no longer be charged \$6 per cancellation or change, and will instead be charged a percentage of their reservation based on when they change or cancel. Some changes are also now free of charge. Additionally, customers who make a reservation where one or more dates are outside of the six month reservation window will be unable to make changes to their reservation, including cancellation, for 14 days from the date the reservation was made.

These changes were implemented to address some of the challenges faced by customers and CPW staff related to campground reservations. Some of these issues include:

#### **No Shows**

1.

### Colorado Parks and Wildlife Policy

Exceptions to the refund policy are determined case-by-case by the Reservations office after investigating the request. Customers requesting an exception to the CPW cancellation/change regulations or policy must either contact the Aspira call center at 1-800-244-5613 or the park of their reservation

- Exceptions are only granted for the following
  - Division error
    - Examples of items considered “division error”
      - Wrong site booked by phone or with park
      - Inaccurate information provided about site/park
      - Wrong customer associated to reservation
  - Bona fide emergency
    - Examples of “bona fide emergency”
      - Medical emergency or death of reservation party member or immediate family member
      - Park suddenly completely inaccessible (eg mudslide, fire, etc)
      - Natural disasters as determined by region
- The following do **NOT** qualify for refund policy exceptions
  - Weather issues (including heat/cold/snow/rain)
  - Camping equipment issues (unless an emergency situation with appropriate documentation such as insurance claim or police report)
  - Fire restrictions
  - Fire bans

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#### **No Shows**

- Smoke
  - Unless the air level is dangerous per [CDPHE](#)
- Low water levels
- High water levels that don't affect the campground
- Water access restrictions
- Trail closures
- Road closures (unless the park is completely inaccessible)
- Algae
- Insects

#### Grace period

- Customers who cancel their reservation within 24 hours of making the reservation are eligible for a full refund unless the date of arrival is the date of reservation.