



U.S. Department of the Interior
Bureau of Land Management

Ken's Lake Campsite Reservations Q & A

Q: Are reservations available year-round?

A: No. Reservations are available during "High Use Season": March 1 – November 15. Campsites are reserved on a first-come, first-served basis during "Low Use Season": November 16 – February 28.

Q: How are reservations made?

A: Reservations can be made online through Recreation.gov. Search for "Ken's Lake Campground".

Q: How early/late can reservations be made?

A: Reservations can be made 6 months in advance, and 8 days prior to arrival.

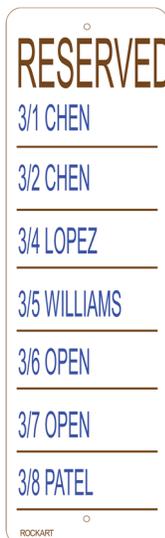
Q: From March 1 – November 15, is it possible to camp at Ken's Lake without a reservation?

A: Yes, but only if the site is available on a first-come, first-served basis. There are two ways a site can become first-come, first-served:

1. If the reservation holder does not show up by 11:59 AM the day after the first day of their reservation, they are a no-show customer, and the site becomes available as a first-come, first-served campsite.
2. Sites are reserved 8 days in advance. If the site reservation placard shows the date in question as OPEN, then it is available for first-come, first-served camping.

Q: What does the campsite reservation sign look like?

A:



Q: When are campsite reservations posted at the site?

A: Reservations are posted every Monday for the next 8 days.

Q: How do I know if a site is available as first-come, first-served?

A: Look at the campsite reservation sign posted at each site. If a date or set of dates are listed as OPEN, then it is available as a first-come, first-served campsite.

Q: How do I pay for and reserve a first-come, first-served site?

A: These step-by-step instructions are posted at the entrance kiosk.

1. At the entrance kiosk collect a yellow, fee envelope.
2. Fill out the information on the back of the fee envelope.
3. Insert the appropriate fee amount into the envelope.
4. Remove the tag along the perforated line.
5. Seal the envelope and drop it into the fee canister next to the kiosk.
6. Fill out the information on the tag.
7. Post the tag on the campsite post.

Fees, Refunds, Changes, Cancellations, and No-Shows

Q: What is the Recreation Fee?

A: The per night campsite fee charged by the land management agency that manages the campground. In this case, it is \$20 charged by the Bureau of Land Management Moab Field Office.

Q: What is the Recreation.gov Service Fee?

A: This fee is charged by Recreation.gov, the online reservation platform that was created through a federal contract awarded to Booz Allen Hamilton.

Q: What is the cut-off window?

A: 8 days prior to the arrival date of your reservation.

Q: What if I need to change or cancellation my reservation?

A:

1. **Cancelling a Reservation:** Customers may cancel their reservation prior to arrival both on-line and through the Recreation.gov call center (using the call center incurs an additional fee). A Recreation.gov \$10 service fee will be withheld from any refund for a cancellation. Depending on when you cancel in relation to your arrival day, it

may be considered a late cancellation (see below). Please contact the BLM Moab Field Office with further questions 435-259-2100.

2. **Changing an Existing Reservation: When changes are made prior to the cut-off window**

- If a customer wants to switch dates that are entirely outside of the original reservation dates, there is a Recreation.gov \$10 change fee. Please contact the Moab Field Office with further questions 435-259-2100.
- There is no change fee if a customer extends or shortens a reservation, as long as the change includes dates from the original reservation. If they choose to depart early, they may forfeit the recreation fee for the day of departure.
- There is no change fee if the customer wants to switch sites that are the same price with the same reservation dates in the same facility.
- If a reservation is made that includes dates beyond the maximum booking window, that reservation cannot be changed until 18 days have passed from the original booking date.

3. **Late Cancellations or Cancellations within the Cut-off Window**

- A customer who cancels a reservation within the 8 days before or on the day of arrival will pay a \$10.00 service fee AND forfeit the first night's recreation fee (not to exceed the total paid for the original reservation). Cancellations for a one-night reservation will forfeit the entire amount paid and will not be subject to an additional service fee.
- **Changes or Cancellations within the Cut-off Window:** Once a reservation date has begun, customers cannot change a reservation using the online system. Please call the BLM Moab Field Office at 435-259-2100 to see if we will be able to assist with a change or cancellation.

Q: What if I do not show up for my reservation?

A: A no-show customer is one who does not arrive at a campground and does not cancel the reservation by check-out time on the day after the scheduled arrival date. Staff will hold a campsite until check-out time on the day following the arrival date. No-shows are assessed \$20.00 Recreation.gov service fee and forfeit the first night's recreation fee for a campsite.

Q: What if I need to depart prior to my scheduled check-out date?

A: If a customer departs prior to the scheduled check-out date, they may be eligible for a partial refund. Please contact the BLM Moab Field Office at 435-259-2100. If a customer requests a refund for an early departure after the facility check-out time has passed, the customer will not be refunded for that night and is eligible for a refund on any additional nights that will not be used.

Q: Can I get a discount?

A: Yes, but only if you are the holder of a valid Interagency Pass from the list below:

- Senior Annual Pass
- Senior Lifetime Pass
- Access Pass

- Golden Age Pass
- Golden Access Pass

Pass discounts only apply to the recreation (or use) fee for the facility. Other charges such as reservation or other fees are not eligible for a discount.

The holder of the pass must occupy the site for which the discount is applied.

The pass can only be used for one site during a time period.

Q: How do refunds work?

A: Customers may submit a refund request through their Recreation.gov profile **within 7 days** of the end date of their reservation. If you have questions, please call the BLM Moab Field Office at 435-259-2100.

- **Debit or Credit Card Purchases:** Refunds for debit or credit card payments made after October 1, 2018 will be issued as a credit to the original bank or credit card used to pay. If a customer has cancelled this card, they will need to contact their card company to have the funds released. We cannot issue refunds to any card other than the one used to pay. If a customer paid with a debit or credit card prior to October 1, 2018 their refund will be issued in the form of a Treasury check.
- **Emergency Closures:** In the event of an emergency closure, the Recreation.gov team or facility manager will refund all fees and will attempt to notify you using the contact information within your Recreation.gov customer profile.