



## Ken's Lake Campground Reservations FAQs

Moab Field Office, Utah

July 2022

### Overview

Ken's Lake Campground consists of two loops: Loop A (campsites 1 - 38) and Loop B (campsites 39 – 48). There are two group campsites: Loop A group campsite and Loop B group campsite.

#### Loop A Individual Campsites and Group Campsites A and B

Loop A individual campsites and group campsites A and B are available by reservation only through Recreation.gov. Check campsite availability through Recreation.gov. If a campsite is available, a reservation can be entered the day of up to 6 months in advance from anywhere with service. If using a mobile device, it is best to use the Recreation.gov mobile app. This is the only option, cash and check payments are NOT available.

#### Loop B Individual Campsites

Loop B individual campsites are available first-come, first-serve only. Payment can be made onsite with Recreation.gov scan and pay, cash, or check.

***Please CANCEL your campsite reservation if you will not use it! This opens highly sought-after campsites for others to use. Email [blm ut mb mail@blm.gov](mailto:blm_ut_mb_mail@blm.gov). See the section below on cancellations.***

### FAQs

**Q:** Are advance reservations available year-round?

**A:** For Loop A and group campsites, reservations are available year-round.

Loop B individual campsites are first-come, first serve only.

**Q:** Are campsites available first-come, first-serve?



**A:** Loop A campsites are available the day of through Recreation.gov. Use the Recreation.gov mobile app to check availability and pay for a campsite in person from anywhere with service. There is cell service for most providers at the campground entrance.

Loop B individual campsites are available first-come, first-serve if available. Follow the instructions on the entrance kiosk.

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

**A:** Loop A campsite availability must be checked through Recreation.gov.

Loop B campsite availability is checked by observing the campsite reservation sign posted at each campsite. If a date is listed as OPEN, then it is available as a first-come, first-serve campsite.

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

**A:** Loop A campsites are reserved and paid for through Recreation.gov ONLY. You can make a reservation the day of (if there is availability) through Recreation.gov.

Loop B campsites follow the step-by-step instructions posted at the entrance kiosk.

1. Occupy the available campsite and note the campsite number.
2. At the entrance kiosk collect a yellow, fee envelope.
3. Fill out the information on the back of the fee envelope.
4. Insert the appropriate fee amount into the envelope or pay through Recreation.gov scan and pay. Put your scan and pay confirmation number on the envelope.
5. Remove the tag along the perforated line.
6. Seal the envelope and drop it into the fee canister next to the kiosk.
7. Fill out the information on the tag.
8. Post the tag on the campsite post.

**Q:** How do I make a campsite reservation?

**A:** Reservations are be made through Recreation.gov. If using a mobile device, it is best to use the Recreation.gov mobile app. Search for “Ken’s Lake Campground” or “Ken’s Lake Group Sites.”

**Q:** How early/late can I make a reservation?



**A:** Reservations for Loop A and group campsites are available the day of up to 6 months in advance.

**Q:** During High Use Seasons, is it possible to camp at Ken’s Lake without a reservation?

**A:** Yes, but only if the site is available. Loop A campsite availability can be checked through Recreation.gov at any time. Loop B campsite availability can be checked in person by observing the placard at each campsite. If the placard shows the campsite as OPEN, then it is available as first-come, first-serve.

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

***Please CANCEL your campsite reservation if you will not use it! This opens highly sought-after campsites for others to use. Email [blm ut mb mail@blm.gov](mailto:blm_ut_mb_mail@blm.gov). See the section below on cancellations.***

**Q:** What is the Reservation Fee?

**A:** The \$8.00 reservation fee is charged for the reservation services provided by Booz Allen Hamilton (federal contract award for Recreation.gov). The reservation fee is in addition to the Recreation Use Fee and is non-refundable.

**Q:** What is the Recreation Use Fee?

**A:** The \$20 per site per night recreation use fee is charged by the Bureau of Land Management Moab Field Office. Campgrounds are operated solely with use fees and stay with the Moab Field Office for campground amenities, maintenance, and improvements.

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

**A:**

#### **Cancellations**

- Please cancel your reservation if you do not plan to use it. This opens highly sought-after campsites for others to reserve.



- You can cancel your reservation online through your Recreation.gov user account or through the call center (the call center incurs an additional fee). You may also contact the BLM Moab Field Office for assistance. A \$10 service fee will be withheld from any refund for a cancellation.

#### Late Cancellations

- A late cancellation occurs less than 8 days before the arrival/first date of the reservation (a.k.a. cut-off window).
- Late cancellations will incur a \$10.00 service fee AND forfeit the first night's use fee. Cancellations for a one night reservation will forfeit the entire amount but will not be charged a service fee.

#### Changes

- You can make changes to a reservation through your online Recreation.gov user account any time prior to the arrival/first date of the reservation.
- There is a \$10 change fee if you wish to change to dates entirely outside of the original reservation dates.
- There is no change fee if you wish to extend or shorten the original reservation dates as long as the changes include dates from the original reservation.
- There is no change fee if you wish to change to another site that is the same price, for the same dates, and in the same campground.
- You cannot make changes to your reservation after the arrival/first day through your Recreation.gov account. However, the BLM Moab Field Office may be able to assist you, 435-259-2100.
- For reservations with dates at the end of the available booking window (a.k.a. sliding window), you will not be able to make changes or cancellations until the site has been available to the general public for 18 days.

**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 you depart prior to the scheduled check-out date, you may be eligible for a partial refund. Please contact the BLM Moab Field Office at [blm ut mb mail@blm.gov](mailto:blm_ut_mb_mail@blm.gov) as soon as possible to let us know. We can open the remaining dates for others to use the campsite.

**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 use fee. 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:** You may submit a refund request through your Recreation.gov profile **within 7 days** of the end date of their reservation. If you have questions, contact the BLM Moab Field Office, [blm ut mb mail@blm.gov](mailto:blm_ut_mb_mail@blm.gov).

**Emergency Closures:** In the event of an emergency closure, the Recreation.gov team or facility manager will refund all fees and attempt to notify you using the contact information within your Recreation.gov customer profile.