



United States Department of the Interior

NATIONAL PARK SERVICE
1849 C Street, N.W.
Washington, D.C. 20240

IN REPLY REFER TO:

JUN - 9 2014

(2410)

Memorandum

To: Regional Concession Chiefs

From: Acting Chief, Commercial Services *J. A. Bendry*

Subject: Operational Standards for Concession Tent and Camping Equipment Rental and Set-up Service Pilots

Operating standards for concession tent and camping equipment rental and set-up service pilots are attached. The intent of the tent and camping rental services pilots is to explore how such a program works, whether it is viable for parks and concessioners, and desirable for visitors. Please share these standards with park superintendents in your region who have concession contracts with lodging or camping services.

The pilot program was authorized and encouraged in a memorandum issued by Deputy Director O'Dell on April 14, 2014.

The attached operational standards are intended as a tool to help with pilot activities. If there are elements of the operational standards that do not fit for the proposed operations, superintendents can work with their concessioners, where appropriate, to modify those elements. Please ask your parks to keep track of any such changes and let your Regional Commercial Services office know so that suggestions can be collated and shared with the Washington Office for consideration in any program modifications that might occur at the end of the pilot.

Feedback from concessioners is that there have been few locations where parks and concessioners have agreed to a pilot. Please continue to encourage your superintendents to reach out to concessioners about the possibility of piloting this innovative service.

For further information on the operational standards or any other aspect of the tent and camping rental and set-up services pilot program, please contact Kurt Rausch at 202-513-7202.

Attachment

TENT AND CAMPING EQUIPMENT RENTAL AND SET-UP SERVICES STANDARDS AND REVIEW

Instructions for Use:

The Tent and Camping Equipment Rental and Set-up Services Standards are established for use in the pilot program authorized in the Deputy Director's memorandum dated April 14, 2014.

During the pilot period, the services will not be formally assessed or factored in the Annual Overall Rating (AOR) rating. However, the park and concessioner should use these standards to set operational expectations and the associated Tent and Camping Equipment Rental and Set-up Services Review Form to informally review the operation, document observations and make improvements where needed. Although not formally reviewed, parks may provide remarks about the pilot services in the concessioner's AOR Report narrative so that this additional service being provided by the concessioner is recognized in this annual record.

TENT AND CAMPING EQUIPMENT RENTAL AND SET-UP SERVICES STANDARDS

Description – Pilot program for tent and camping equipment rental and set-up services for NPS-managed and concession-managed campgrounds.

Standard Number	Element
I. FACILITY STANDARDS	
A. Site Management	
1	Grounds/Site Maintenance/Landscaping - The tent and equipment is removed in a timely manner following customer departure. Grounds are neat and clean and no debris, refuse or litter associated with concession services remains on site after customers leave.
B. Equipment	
2	Tents - Tent size and type is appropriate to the camping area where it is rented. The tent rental equipment is approved by the Superintendent. The rental equipment is in good operating condition, is clean, and has a well-maintained appearance. Tent walls and ceilings are free of mold; the tent is appropriately waterproof and has few, if any, patches. Tent doorways and windows have screens that are in good condition, with working closures, without holes and few, if any, patches.
3	Camping and Cooking Equipment - Camping and cooking equipment is appropriate to the camping area. The rental camping equipment is approved by the Superintendent. The equipment rented is in good condition, serviceable, clean, sanitized, and well-maintained. Rental of coolers or other means to keep food cold is offered. Sleeping materials are laundered and cookware is cleaned to US Food Code standards between uses. Instructions on use of equipment are provided with clearly written instructions.
4	Equipment Identification - All equipment is marked with the company name and logo, and, may have an equipment tracking number. Manufacturer logos on tents and equipment are consistent with industry standard in terms of size and layout. Tents and equipment may be equipped with identification advertising it as part of the concessioner's tent and camping equipment rental and set up program. Such identification is modest in appearance. All identification is subject to Superintendent approval.
II. SERVICES	
A. Reservation Services	
5	General - Tent and camping equipment rental and set-up services are reserved through a reservation system maintained by the concessioner. Reservation services follow applicable requirements for the lodging and/or camping services provided under the Concession Contract including type of system (web-based/telephone), operating hours, confirmation requirements, payment methods, and others.

6	Reservation Systems - If a web-based reservation system is used, the tent and camping equipment rental and set-up reservation web page has a dedicated landing page on the concessioner's web site. The page is linked to <i>Recreation.gov</i> if the campground is NPS-managed.
7	Reservation Staff - Reservation agents are available according to the Concession Contract requirements and demonstrate their ability to provide accurate information about provided services, rates, cancellation policies, arrival and departure time, access, etc. The Concessioner's website also provides the same information.
8	Damage Deposit - A deposit to hold equipment may be required. Deposit practices are approved by the Superintendent. The deposit policies and information are disclosed at the time of the reservation. Deposit information is also provided reservation confirmation materials. Damage deposits are refundable provided there is no damage to the equipment beyond expected wear and no missing items. Refunds are credited immediately to the guest's credit card account or mailed within one week after checkout.
9	Cancellations - Cancellation charges may be allowed. Cancellation policies are approved by the Superintendent. Cancellation policies are disclosed at the time of the reservation. Cancellation information is also provided reservation confirmation materials.
10	Reservation Reporting - The reservation system provides reporting capabilities to monitor and track number of rentals to support the overall pilot program reporting requirements. Where feasible, reservation systems integrate with the Concessioner's operation-wide point of sale (POS) system.
B. Operations	
11	Pre-Rental Inspections - Pre-rental inspections are conducted prior to each rental to ensure equipment being provided is in good condition and functional.
12	Check-In - Check-in facilities are provided and located at concession facilities as close to the camping location as possible. Visitors are quickly acknowledged and assisted. Photo ID's may be requested. At a minimum, the rental staff confirms length of rental, departure date and check-out time, and method of payment. Rental staff also identifies any extra charges (state taxes, set-aside fees, and other equipment rental fees).
13	Rental Agreements - A written rental agreement, conforming to applicable legal requirement, is executed for each equipment rental reservation. The rental form is approved by the Superintendent prior to adoption and use.
14	Equipment Set Up and Instruction - The reserved equipment is available and set-up by the guest's anticipated check-in time but not prior to the last campsite guests' departure. If advance set-up is not possible (e.g., walk-in request), site set up services are completed promptly. Concession staff review the equipment provided with the customer at the camping site within a reasonable period of check-in to ensure the equipment is as ordered and that the customer understands the operation. Instructions on proper food storage, fuel storage, fuel disposal, trash disposal and recycling and prevention of human/wildlife interactions are provided.

15	Customer Service During Stay - Staff is available during normal business hours and after-hours on an on-call basis to address equipment operational problems.
16	Check-Out - Rental staff completes the check-out procedures promptly. Either guest comment cards are included in the check-out material or guests are directed on how to fill-out an online comment card.
17	Lost and Found - Any items found or left behind are managed in accordance with the Concessioner's Lost and Found Program required under their Concession Contract.
18	Camping Equipment Sales - Sale of camping equipment is outside the scope of the camping equipment rental and set-up service. Such camping equipment sales may be offered if allowed under the terms of the Concession Contract and in accordance with the Concessioner's approved Merchandise Plan and applicable Service retail merchandise standards. Used rental equipment may not be sold to park visitors.
C. Personnel	
19	Staffing Levels - All facilities and services are properly staffed so as to prevent undue delays. In determining what constitutes undue delay, consideration is given to the requested services, situations or conditions beyond the control of the concessioner such as unanticipated influxes of visitors, facility or equipment breakdowns or sudden weather changes. The reasonableness of the delay, based on the above, is the determining factor.
20	Employee Attitude - Each employee projects a friendly, hospitable, helpful and positive attitude and is capable and willing to knowledgably answer visitors' questions (about services and general park information).
21	Employee Appearance - Each employee wears a uniform or name tag identifying them as a concession employee. The uniform is commensurate with the type of service provided. Employees present a neat, clean and professional appearance.
D. Rates and Reporting	
22	Approved Rates - Rates for tent and camping equipment rental and set-up service pilots are determined by the concessioner using competitive market declaration. Rates are posted on the concessioner's web site and at the check-in counter.
E. Reporting	
23	Operational Reporting - The Concessioner collects and provides, at least annually, operational and financial information associated with the tent and camping equipment rental and setup services Pilot, including number of rentals, gross revenue, cost of equipment and other expenses for the service in order to evaluate the pilot program performance.

TENT AND CAMPING EQUIPMENT RENTAL AND SET-UP SERVICES PILOT REVIEW FORM

REGION	PARK	CONCESISON CONTRCT	DATE OF REVIEW
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Elements checked (√) were found to be deviations from the standard and are described in the Observations. The deviations should be corrected by the date(s) identified.

Std No.	Element		Std No.	Element	
I. FACILITY			B. Operations		
A. Site Management			11.	Pre-Rental Inspection	___
1.	Grounds/Site Maintenance/Landscaping	___	12.	Check-In	___
B. Equipment			13.	Rental Agreements	___
2.	Tents	___	14.	Equipment Set Up & Instruction	___
3.	Camping and Cooking Equipment	___	15.	Customer Service During Stay	___
4.	Equipment Identification	___	16.	Check-Out	___
II. SERVICES			17.	Lost and Found	___
A. Reservation Services			18.	Camping Equipment Sales	___
5.	General	___	C. Personnel		
6.	Reservation System	___	19.	Staffing Levels	___
7.	Reservation Staff	___	20.	Employee Attitude	___
8.	Damage Deposit	___	21.	Employee Appearance	___
9.	Cancellations	___	D. Rates		
10.	Reservation Reporting	___	22.	Approved Rates	___
			E. Reporting		
			23.	Operational Reporting	___

Std. No.	OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

REVIEWER(S)

REMARKS: