

RUSTIC LODGING STANDARDS (10-LGR)

Description - Rustic lodging provides utilitarian accommodations (huts, cabins, tents, etc.) with few, if any, enhancements. Facilities have very limited amenities and are different from camping in that a structure is provided. Rustic lodging may not be accessible by vehicle, and may not provide electricity and water. Bathrooms and cooking are typically shared or centrally located.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Facility – Exterior	
1	<u>Building Structure</u> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Canvas structures are well-maintained and adequately attached to frames.	B
2	<u>Landscaping/Grounds</u> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	<u>Outdoor Equipment</u> - Furnishings (tables, benches, chairs, etc.), grills, and fire containers are well-maintained, operational, and appropriately situated.	B
4	<u>Parking</u> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
5	<u>Pathways, Sidewalks, Ramps, Steps, and Stairs</u> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
6	<u>Lighting/Illumination</u> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
7	<u>Public Signs</u> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
8	<u>Entrance</u> - Entrances are clearly identified, clean, and well-maintained.	B

9	Site Utilities, Equipment, and Delivery Area - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible. Delivery areas are screened from public view.	C
10	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
11	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
12	Smoking Policy - No smoking is permitted inside the facility (including overnight accommodations) or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A
Public Areas – Interior		
13	Registration Area - Registration areas and other public spaces are clean, neat, and well-maintained. Furnishings are appropriate, clean, operational, and well-maintained.	B
14	Corridors/Ramps/Stairs - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	B
15	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
16	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
17	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
18	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
19	Coin Laundry - Coin washers and dryers are energy and water efficient, clean, well-maintained, and operational. Change machines are operational. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Laundry rooms are adequately lit and ventilated. Park-approved environmentally preferable laundry supplies are available. Signage regarding the location of laundry supplies is posted if not available in the laundry facility.	B
20	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B

21	<u>Housekeeping Closet and Equipment</u> - Housekeeping storage areas are clean, neat, and marked. Housekeeping carts are stocked, neat, and well-maintained. Housekeeping carts are not left unattended for lengthy periods of time to prevent wildlife access.	B
22	<u>Employee Areas</u> - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
23	<u>Emergency Lighting/Exit Lights/Emergency Exits</u> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
24	<u>Fire Extinguishers</u> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
25	<u>Smoke Detectors</u> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
26	<u>First Aid Kit</u> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
27	<u>Carbon Monoxide Detectors</u> - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
28	<u>Animal Pest Exclusion</u> - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.	A
29	<u>Chemical Storage</u> - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
Maintenance Areas		
30	<u>Garbage and Trash/Recycling</u> - Sufficient trash containers are conveniently located throughout the maintenance area. Waste does not accumulate in trash containers to the point of overflowing. Dumpster drain holes are plugged. All market available recyclable products are collected and recycled.	B
31	<u>Site Utilities, Equipment, and Delivery Area</u> - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible. Equipment is operational.	B
32	<u>Organization</u> - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
33	<u>Storage</u> - Parts and supplies are stored neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	B
34	<u>Floors</u> - The maintenance area floor is free of clutter and tripping hazards such as extension cords, power hoses, etc. Floor cracks are filled to prevent seepage.	B
35	<u>Shop Lighting</u> - Lighting is adequate to perform maintenance activities safely. Fixed ceiling lighting and portable lights are clean and operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	B

36	Hazardous Materials - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	A
37	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
	Guest Rooms	
	Signage	
38	Unit Numbers - Rooms, tents, or beds are numbered with appropriate, visible, and uniform numbers.	B
39	Directional/Emergency - Safety evacuation cards are posted in the registration area, central bulletin board, and camp sites or guest rooms.	A
40	Posting of Rates - Rates are posted in compliance with state and local codes, and are available on request at the registration desk.	C
	Safety and Security	
41	Entry Security - Room entrance doors have an appropriate locking device. Entry doorways are adequately illuminated.	A
42	Smoke Detectors - Operational single-station, hard-wired smoke detectors are in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
43	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are in compliance with NFPA standards in rooms with fireplaces or oil-powered heating systems. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
	Bedroom	
44	Walls, Floors, and Ceilings - Walls, floors, and ceilings are clean and well-maintained.	B
45	Doors, Windows, and Screens - Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects.	B
46	Window Coverings, Drapery, and Shades - Window coverings are appropriate, clean, well-maintained, and adequate for privacy and blocking light.	B
47	Lighting - Light fixtures are appropriate, operational, clean, and well-maintained.	B
48	Furnishings - Furnishings (furniture, draperies, etc.) are appropriate, adequate for visitor comfort, clean, operational, and well-maintained.	B
49	Bedding - Bedding is appropriate, clean, and well-maintained.	B
50	Mattresses - Mattresses are appropriate, clean, well-maintained, and encased in a moisture barrier. Mattresses are rotated and inspected on a regular basis. Beds do not rest directly on the floor; bed frames, cots, or platforms are clean and well-maintained.	B
51	Clothes Storage - Hang Space - Hang spaces (pegs, etc.) for clothes and belongings are adequate and neat.	B

52	<u>Patios</u> - Patios are appropriately furnished, clean, neat, and well-maintained. Railings are well-maintained and sturdy enough to support visitor use.	B
	Room Amenities	
53	<u>Wildlife-Proof Food Storage Units</u> - Service-approved wildlife-proof food storage units are in general proximity to the guest room or site. Food storage unit are numbered and well-maintained.	A
54	<u>Trash Can/Recycling</u> - At least two appropriate trash cans and one recycling container are clean and well-maintained.	B
55	<u>Kitchenettes</u> - Kitchen equipment and appliances (cooktops, stoves, refrigerators, dishwashers, microwaves, etc.) are appropriate, clean, and well-maintained. Cookware, tableware, drinkware, and linens (kitchen towels, sponges, napkins, etc.) are appropriate, sufficient, clean, and well-maintained.	A
	Bathroom	
56	<u>Floors</u> - Floors and floor coverings are appropriate, non-slip, clean, and well-maintained.	A
57	<u>Walls and Ceilings</u> - Walls and ceilings are clean and well-maintained.	B
58	<u>Shower/Tubs/Sinks - Surrounds</u> - Showers, sinks, and bathtubs are clean, free of stains and chips, and operational.	A
59	<u>Shower/Tubs/Sinks - Enclosures and Fixtures</u> - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are clean, free of mold and mildew, and well-maintained.	B
60	<u>Water Supply</u> - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are appropriate, low-flow, securely installed, and properly sealed/grouted.	B
61	<u>Toilet</u> - Toilets are clean, operational, and well-maintained.	B
62	<u>Mirror/Cabinetry</u> - Mirror is appropriate, securely mounted, clean, un-pitted, and free of cracks. Cabinetry and countertops are clean and well-maintained.	B
63	<u>Illumination</u> - Lighting is adequate and appropriate. Light fixtures are clean and well-maintained, with no empty sockets or burned-out bulbs.	B
64	<u>Ventilation/Windows/Screens</u> - Bathrooms are adequately ventilated. Windows are positioned at a height to provide privacy or appropriately screened (e.g. frosted glass, blinds, curtains). Windows and screens are clean, operational, and fit adequately to exclude rodents and insects.	A
65	<u>Bath Linens</u> - Towels are adequate, clean, and well-maintained.	B
66	<u>Towel Storage and Hooks</u> - Minimum one hook per shower stall is securely mounted.	B
	Bathroom Amenities	
67	<u>Soap/Shampoo</u> - Soap and shampoo are provided. Bulk dispensers are stocked, operational, and flushed at least once per quarter, depending on usage.	B
68	<u>Toilet Tissue</u> - At least two rolls of toilet tissue are stocked. Chlorine-bleached rolls are not permitted.	B

OPERATIONAL STANDARDS		
	Accessibility	
69	Accessibility - Lodging facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
	Services	
70	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
71	Knowledge of Reservation Agent/Details on Website - Reservation agents provide accurate information about rates, cancellation policies, check-in and check-out times, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
72	Confirmation - Reservations calls include a confirmation number. E-mail or written confirmation is sent to confirm the reservation and provide property and park information.	C
73	Property Management Information Systems - The reservation system is integrated with the concessioner's property management information system, and provides comprehensive reporting capabilities.	C
74	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
75	Deposits - Deposit policies are approved by the park, and deposit information is disclosed at the time of the reservation.	B
76	Rate Changes - Advance rates are honored, and guests are refunded the difference if the rate is lower than the anticipated rate. Additional charges (multiple occupancy, type of room, additional beds) are disclosed at check-in, and are approved by the park.	B
77	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
78	Hours of Operation - Registration services are provided during business hours, or by appointment. If registration is closed, contact information is posted.	B
79	Check-In/Out - Check-in/out is completed in a friendly and professional manner. Check-in/out times are approved by the park.	B
80	Park Orientation Material - Park-specific materials are available (brochures, park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest, highways, airports, restaurants, etc.).	C
81	Cleaning Services and Frequency - Occupied rooms are serviced daily, unless otherwise requested by the guest.	A
82	Quiet Hours - Quiet hours are enforced.	B

83	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
Personnel		
84	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
85	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information). Employees are proactive in solving issues, ensuring customer satisfaction, and anticipating customer needs.	B
86	Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat and clean appearance.	B
87	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
Rates		
88	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.