

CAMPGROUND STANDARDS (10-CAM)

Description - Campground standards consist of concessioner-operated campgrounds for tents and RVs. Services may include site utility hookups, pump out stations, restrooms, showers, and laundry facilities. Only emergency repairs to vehicles may be performed in the park. Typically, public sites can be rented for no more than 14 consecutive days, and 30 days per year.

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
	Comfort Station/Registration Facility – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Landscaping/Grounds - 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	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind.	C
4	Parking - 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	Pathways, Sidewalks, Ramps, Steps, and Stairs - 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	Lighting/Illumination - 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	Public Signs - 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	Site Utilities - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	B
9	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
10	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
11	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors or windows; and current Service requirements are enforced. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	A
Public Areas – Interior		
12	Registration/Waiting Area - The camper registration and waiting area furnishings are clean and well-maintained.	B
13	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
14	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
15	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
16	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
17	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
Safety		
18	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
19	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
20	Smoke Detectors - 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
21	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
22	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Maintenance Areas		

23	Building Structure - Maintenance buildings are well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
24	Trash/Recycling - 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. Market available recyclable products are collected and recycled.	B
25	Site Utilities, Equipment, and Delivery Area - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible. Equipment is operational.	B
26	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
27	Storage - 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
28	Shop Lighting - Lighting is adequate to safely perform campground maintenance activities. 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
29	Floors - The maintenance area floor is free of clutter and tripping hazards such as extension cords and power hoses. Floor cracks are filled to prevent seepage.	B
30	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
31	Fire Extinguishers - Operational fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are appropriately signed, with operating instructions and current inspection tags.	A
32	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
33	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
34	Eye-Wash Stations - Eyewash stations are placed in chemical work areas with instructions clearly posted.	A
35	Safety Data Sheets - Current safety data sheets are visible, legible, and readily accessible.	A
	Comfort Stations	

36	Public Restrooms - Restrooms are clean, ventilated, well-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 stalls. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	B
37	Shower Stalls - Shower stalls are clean, well-maintained, ventilated, and free of mold, mildew, and hair. Shower floors are equipped with a non-slip, mildew-free, unturned mat or constructed with non-skid surfaces or strips that are securely fastened. Mats are sanitized daily. Showers that are out of service have computer-generated signs posted and made operational as soon as possible.	B
38	Shower Enclosures - 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 appropriate, clean, free of mold and mildew, and well-maintained.	B
39	Water Supply - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are low-flow, securely installed, and properly sealed/grouted.	B
40	Dressing Area and Clothes Storage - Lockers or clothes hooks (minimum 2 per stall) are provided and located in close proximity to the shower stall. Lockers are clean and rust-free, with working doors and hardware. Dressing area contains adequate seating as appropriate.	C
41	Security - System for securing valuables is provided, or signs are posted stating the concessioner is not responsible for visitor's valuables.	B
42	Soap and Towels - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter. Towels are bath size, clean, and well-maintained.	C
43	Mirrors - Adequate mirrors are provided for each sink. Mirrors are securely mounted, clean, un-pitted, and free of cracks.	C
44	Emergency Instructions - Emergency information is posted.	A
45	Public Telephones - Public telephones are available in remote locations where mobile phone connectivity is sporadic or unavailable. Telephones are operational, well-maintained, and free of vandalism.	B
46	Public Laundry - Laundry equipment is clean, well-maintained, and operational. Lint traps and dryers are inspected and cleaned daily. Washers and dryers are energy and water efficient. Equipment that is out-of-service have computer-generated signs posted and are returned to service as soon as possible.	C
Site Infrastructure		
47	Campground Roads - Roadways are accurately signed and well-maintained.	B
48	Bollards - Adequate bollards are appropriate and well-maintained.	C
49	Site Markings - Sites are adequately marked and delineated. Markings and markers are appropriate and approved by the park.	B

50	Sites and Driveways - Sites are level and well-maintained. RV sites and driveways have at least 14' overhead clearance. Car and walk-in sites have appropriate overhead clearance.	B
51	Landscaping - Site landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	B
52	Amphitheaters/Public Assembly Area - Amphitheaters and public assembly areas are neat and well maintained. Seating is appropriate and well-maintained.	B
53	Hookups - Utility hookups are operational, well-maintained, and secured.	A
54	Tables - Picnic tables are well-maintained and free of vandalism.	B
55	Grills/Fire Pits - Grills and fire pits are operational, well-maintained, and free of vandalism.	B
56	Wildlife-Proof Food Storage Units - Service-approved, wildlife-proof food storage units are in general proximity to the camp site. Food storage units are numbered and well-maintained.	A
57	Obstructions - Parked vehicles and boat trailers do not obstruct campground roads.	B
Site Amenities		
58	Dump Stations - Dump stations are operational, well-maintained, and in accordance with state and public health laws.	A
59	Propane - Propane filling station is secure, operational, and well-maintained. Propane tanks are inspected and filled by qualified staff. Tanks not in compliance with state or federal laws are not refilled.	A
60	Firewood - Firewood is neatly bundled and stacked. Firewood vending machines are stocked, operational, and well-maintained. Firewood is locally harvested in accordance with state quarantines, or firewood is USDA pest-free certified.	B
61	Ice/Vending - Ice and vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.	B
62	Internet - Internet infrastructure is maintained to prevent avoidable delays in service.	C
63	Entertainment Systems - Antenna and satellite dish regulations are enforced.	B
64	Liquid Propane Gas (LPG) Tanks - LPG tanks are secured to vehicles and regulations are enforced.	B
OPERATIONAL STANDARDS		
Accessibility		
65	Accessibility - Campground 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		

	Reservation Services	
66	Availability - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
67	Knowledge of Campground Staff - Staff provide accurate information about rates, cancellation policies, departure and arrival times, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
68	Confirmation - Reservations calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.	B
69	Length of Stay - Maximum length of stay limits are enforced. Length of stay regulations are disclosed at the time of reservation. Length of stay exceptions are approved by the park.	B
70	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
71	Deposits - Deposit policies are approved by the park, and deposit information is disclosed at the time of the reservation.	B
72	Rate Changes - Advance rates are honored, and campers are refunded the difference if the rate is lower than the anticipated rate.	B
73	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
	Rental Services	
74	Hours of Operation - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed.	B
75	Registration - Registration is completed in a friendly and professional manner. At a minimum, staff confirms site type, number in party, duration of stay, and method of payment. Charges for additional amenities are disclosed at registration, and are approved by the park.	B
76	Rental Agreements - Rental agreements are appropriate, correctly executed, and include signed acknowledgement of campground rules and regulations. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	B
77	Authorized Use - Group size, duration of stay, and number of tents/vehicles per site limits are not exceeded. RV size and configuration limits are enforced.	B
78	Use Allocation - Maximum size and occupancy (campers, vehicles, trailers) site allocations are enforced. Exceptions are approved by the park.	A
79	Private Businesses - No promotional displays, advertising, sales, or other commercial uses are permitted on camp sites.	B
80	Waitlist - Waiting lists are maintained for sites. Requests are accommodated in the order they were received.	C

81	Site Registers - Site registers are accurate and well-maintained. Appropriate information may include name, rental period, site number, number of vehicles, license plates, and RV or trailer make, model, year, and length.	C
82	Park Orientation Material - Park-specific materials are available (brochures, campground and park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest by land and by boat, major highways, airports, restaurants, etc.).	C
Site Management		
83	Open Fires - No open fires are permitted outside of appropriate grills or fire pits.	A
84	Mechanical Repairs - Emergency vehicle repairs are performed by qualified mechanics; non-routine or non-emergency repairs are allowed. An approved list of qualified mechanics is maintained. Campground office files on qualified contractors include a current occupational license, city/state sales tax registration, and certificate of insurance naming the NPS as an additional insured.	B
85	Quiet Hours - Quiet hours are enforced. This information is provided on information displays, the website, and printed materials.	B
86	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 camper inquiries.	C
87	Pets - Pet rules are enforced. Pet waste disposal is appropriate and well-maintained. Troublesome pet policy is clearly stated in the rental agreement and on the website, and is approved by the park.	B
88	Information Boards - Accurate and well-maintained bulletin boards or other display methods include: <ul style="list-style-type: none"> • Emergency information • Public telephone locations • After hours contact information • Scheduled activities • Facilities and services (retail, food, gas, etc.) • Campground rules and regulations • Lost and found • Camper messages 	B
89	Employee Housing Area - Employee housing areas are designated, and may be located within the public campground, provided that employee housing sites are discreet and located away from public sites.	C
Personnel		
90	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
91	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).	B
92	Employee Appearance - Employees wear apparel and a name tag identifying them as concession staff. Employees present a neat and clean appearance.	B

93	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
94	Host Availability - Campground host is on duty during hours of operation, and after-hours contact information is posted.	B
	Rates	
95	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.