COMMERCIAL USE AUTHORIZATION APPLICATION

Great Smoky Mountain National Park
107 Park Headquarters Road
Gatlinburg, TN 37738
Commercial Services Office
Phone Number: 865-436-1296

IMPORTANT: Before completing this application, please refer to the Application Instructions to verify that the service you are proposing is an approved commercial service. If the service you wish to provide is not listed on the table of approved commercial visitor services, contact us at the number above.

1. Service for which you are applying: [attach diagram, attach additional pages, if necessary, include locations within the park, frequency, estimated number of participants (per trip and annually), number of vehicles & support equipment (trailers/ generators)]

   Emergency Road Service

2. Will you be providing this service in more than one park? Yes ☐ No ☐ If “Yes”, list all parks and services provided.

3. Applicant’s Legal Business Name: [Include any additional names (DBA) under which you will operate.]

4. Authorized Agents: (Give the name(s) of the owners and name(s) of the persons designated as Authorized Agents for your business. Authorized Agents have the power to sign on our behalf.)

5. Mailing Addresses
   PRIMARY CONTACT INFORMATION (Dates to contact you at this address, if seasonal.
   Address:
   City, State, Zip:
   Email:
   Day Phone: Evening Phone: Website: Fax:

   ALTERNATE CONTACT INFORMATION (Dates to contact you at this address, if seasonal.
   If same as “Primary Contact Information, check here ☐ and go to question 6.
   Address:
   City, State, Zip:
   Email:
   Website:
   Day Phone: Evening Phone: Fax:

6. What is your Business Type? (Please check one below)
   ☐ Sole Proprietor
   ☐ Partnership (Print the names of each partner. If there are more than two partners, please attach a complete list of names.)
   Name:
   Name:
   ☐ Limited Liability Company:
   ☐ Corporation:
   ☐ Non-Profit (Please attach a copy of your IRS Ruling or Determination Letter)

7. State Business License Number: Expiration Date:

8. Employer Identification Number (EIN):
9. Liability and Vehicle Insurance:
Provide proof of insurance. The CUA operator must maintain General Liability insurance naming the United States of America as additional insured. Minimum coverage amount is $500,000 per occurrence. Some activities will require increased coverage; see Park-Specific CUA Insurance Requirements ("Attachment A").

10. Will your business operate vehicles/vessels/aircraft within NPS boundaries?
Yes ☐ No ☐

Information for vehicles/vessels/aircraft chartered from and operated by another company is NOT required. If “Yes,” please give a description of each vehicle. Use additional paper, if necessary.

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<tr>
<th>Make/Model of Vehicle</th>
<th>Year</th>
<th>Max # Passenger Capacity</th>
<th>Own/Rent/Lease</th>
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<th>Tail Number</th>
<th>Max # Passenger Capacity</th>
<th>Own/Rent/Lease</th>
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<th>Make/Model of Vessel</th>
<th>Registration # or USCG Documentation</th>
<th>Length</th>
<th>Max # Passenger Capacity</th>
<th>Own/Rent/Lease</th>
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11. Additionally Required Documentation:
Parks may require proof of licenses, registrations, and certificates, etc. Provide copies of additionally required documentation identified in "Attachment B".

12. DOI Employment:
Are you, your spouse, or minor children employed within the U.S. Department of the Interior?
Yes ☐ No ☐ If “Yes”, please provide information below:

Employee Name: Title:
Bureau or Office where Employed:
13. Violations: To your knowledge, have you, your company, or any current or proposed employees been convicted or fined for violations of State, Federal, or local law within the last 5 years? Are you, your company, or any current or proposed employees now under investigation for any violations of State, Federal, or local law or regulation? See instructions.

Yes □  No □  If “Yes”, please provide the following information. Attach additional pages, if necessary.

Date of violation or incident under investigation:

Name of business or person(s) charged:

Please identify the law or regulation violated or under investigation:

Please identify the State, municipality, or Federal agency that initiated the charges:

Additional Detail (optional):

(Results) Action Taken by Court:

14. Fee: Please include the Application/Administrative Fee as outlined in Attachment B.

15. Signature:

False, fictitious, or fraudulent statements of representations made in this application may be grounds for denial or revocation of the Commercial Use Authorization and may be punishable by fine or imprisonment (U.S. Code, Title 18, Section 1001). All information provided will be considered in reviewing this application. Authorized Agents must attach proof of authorization to sign below.

By my signature, I hereby attest that all my statements and answers on this form and any attachments are true, complete, and accurate.

Signature  Date

Printed Name  Title

NOTICES

Privacy Act Statement

Authority: The authority to collect information on the attached form is derived from 16 U.S.C. 5966, Commercial Use Authorizations.

Purpose: The purposes of the system are (1) to assist NPS employees in managing the National Park Service Commercial Services program allowing commercial uses within a unit of the National Park System to ensure that business activities are conducted in a manner that complies with Federal laws and regulations; (2) to monitor resources that are or may be affected by the authorized commercial uses within a unit of the National Park System; (3) to track applicants and holders of commercial use authorizations who are planning to conduct or are conducting business within units of the National Park System; and (4) to provide to the public the description and contact information for businesses that provide services in national parks.

Routine Uses: In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, records or information contained in this system may be disclosed outside the National Park Service as a routine use pursuant to 5 U.S.C. 552a(b)(3) to other Federal, State, territorial, local, tribal, or foreign agencies and other authorized organizations and individuals based on an authorized routine use when the disclosure is compatible with the purpose for which the records were compiled as described under the system of records notice for this system.

Disclosure: Providing your information is voluntary, however, failure to provide the requested information may impede the processing of your commercial use authorization application.

Paperwork Reduction Act Statement

In accordance with the Paperwork Reduction Act (44 U.S.C. 3501), please note the following. This information collection is authorized by The Concession Management Improvement Act of 1998 (54 USC 101911). Your response is required to obtain or retain a benefit in the form of a Commercial Use Authorization. We will use the information you submit to evaluate your ability to offer the services requested and to notify the public what services you will offer. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid Office of Management and Budget control number. OMB has assigned control number 1024-0268 to this collection.

Estimated Burden Statement

We estimate that it will take approximately 2.5 hours to prepare an application, including time to review instructions, gather and maintain data, and complete and review the proposal. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Information Collection Officer, National Park Service, 12201 Sunrise Valley Drive, MS-242, Reston, VA 20192. Please do not send your completed form to this address; but rather to the address at the top of the form.
The following explanations correspond directly with the numbered items on the Application Form. Please read this entire document prior to completing the application. Include the nonrefundable application fee when submitting this application.

COMMERCIAL USE AUTHORIZATION APPLICATION INSTRUCTIONS

1. Enter the service you are proposing to provide. These are the services which are currently approved in the park:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Service Description</th>
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</thead>
<tbody>
<tr>
<td>Transportation Services (Touring and Non-Touring)</td>
<td>Frontcountry Educational Workshops</td>
</tr>
<tr>
<td>Guide Services: Hiking, Backpacking, Fishing</td>
<td>Backcountry Educational Workshops</td>
</tr>
<tr>
<td>Portrait Photography</td>
<td>Emergency Road Service and Towing</td>
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</tbody>
</table>

** Each of these services are defined in Attachment B

If the service you are proposing to provide is not a currently approved service listed above, contact the park CUA office at the number above.

2. Respond “No” or list other parks where you will be providing this service.

3. Enter the legal name of your business. If you have a secondary name under which you are doing business (d.b.a.), please enter that name also.

4. Give the name(s) of owners and name(s) of persons designated as Authorized Agents for your business. Authorized Agents have the power to sign on your behalf.

5. Provide contact information for both the main season and the off-season. Your contact information may also be published in the NPS Commercial Services Directory.

6. Check the box that identifies your type of business.

7. If the state in which you operate or the state where your business is domiciled requires a state business license, provide the state, license number and year of expiration.

8. Provide your Employer Identification Number (EIN). The Debt Collection Improvement Act of 1996 requires us to collect an EIN or Social Security Number (SSN). The NPS will not collect SSNs, only EINs. The EIN is issued by the Internal Revenue Service. You may receive a free EIN at [http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/How-to-Apply-for-an-EIN](http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/How-to-Apply-for-an-EIN). We will use the EIN that you provide as needed to collect debts.

9. Provide proof of General Liability Insurance naming the United States of America, as additional insured in the amounts designated in the application. Provide proof of vehicle/vessel/aircraft liability insurance if you own, rent, or lease vehicles/vessels/aircraft and transport visitors by those means or if those owned, rented, or leased vehicle/vessel/aircraft are engaged in providing the service (i.e., hauling horses used in the activity). Insurance companies must be rated at least A- by the most recent edition of A.M. Best’s Key Insurance Reports (Property-Casualty edition) or similar insurance rating company (Moody’s, Standard and Poor’s, or Fitch). You may be subject to additional insurance requirements. Refer to “Attachment A”.

10. Provide a description of each owned, rented, or leased vehicle/vessel/aircraft you will utilize during the course of the proposed commercial service. Information for vehicles/vessels/aircraft chartered from and operated by another company is not required.

11. Provide copies of additional documentation as required by “Attachment B”.

12. Indicate if you, your spouse, or parent (if you are a minor child) is employed by the U.S. Department of the Interior (Department). Departmental ethics regulations at 5 C.F.R. § 3501.103(c) prohibit Department employees, their spouses, and minor children, from acquiring or retaining permits, leases, and other rights in Federal lands granted by the Department. This prohibition includes any commercial use authorization to conduct commercial activities or services on Department property.

13. Include payment of the Application/Administrative Fee- $250.00. See “Attachment B”.

14. Please sign and date your application. If the person SIGNING this application is an Authorized Agent for the business, proof of signing authority must accompany this application.

Attachment A: Insurance Requirements
Attachment B: List of Approved Services and Additionally Required Documentation
Attachment C: Fee Schedule and Payment Information
CONDITIONS OF THIS AUTHORIZATION

1. False Information: The holder is prohibited from knowingly giving false information. To do so will be considered a breach of conditions and be grounds for revocation: [RE: 36 CFR 2.32(a) (3)].

2. Legal Compliance: The holder shall exercise this privilege subject to the supervision of the area Superintendent. The holder shall comply with all applicable laws and regulations of the area and terms and conditions of the authorization. The holder must acquire all permits or licenses of State or local government, as applicable, necessary to provide the services described above, and must operate in compliance with all applicable park area policies, procedures, ad regulations. All vehicles/vessels/aircraft are required to be registered and the operators are required to have the proper licenses to operate them commercially, as required by law or regulation.

3. Rates: The holder shall provide commercial services under this authorization to visitors at reasonable rates satisfactory to the area Superintendent.

4. Operating Conditions: The holder shall provide the authorized commercial services to visitors under operating conditions satisfactory to the area Superintendent.

5. Liabilities and Claims: This authorization is issued upon the express condition that the United States, its agents and employees shall be free from all liabilities and claims for damages and/or suits for or by reason of any injury, injuries, or death to any person or persons or property of any kind whatsoever, whether to the person or property of the holder, its agents or employees, or third parties, from any cause or causes whatsoever while in or upon said premises or any part thereof during the term of this authorization or occasioned by any occupancy or use of said premises or any activity carried on by the holder in connection herewith, and the holder hereby covenants and agrees to indemnify, defend, save and hold harmless the United States, its agents, and employees from all liabilities, charges, expenses and costs on account of or by reason of any such injuries, deaths, liabilities, claims, suits or losses however occurring or damages growing out of the same.

6. Insurance: Holder agrees to carry general liability insurance against claims occasioned by the action or omissions of the holder, its agents and employees in carrying out activities and operations under this authorization. The policy shall name the United States of America as additional insured. Holder agrees to have on file with the park copies of the above insurance with the proper endorsements.

7. CUA Fees: At a minimum, the holder shall reimburse the park for all costs incurred by the park as a result of accepting and processing the application and managing and monitoring the authorized activity. Administrative costs for the application process must be paid when the application is submitted. Monitoring fees and any additional costs incurred by the park to support the commercial activity will be paid annually or on a more frequent basis as determined by mutual agreement between the holder and the area Superintendent.

8. Benefit: No member of, or delegate to, Congress, or Resident Commissioner shall be admitted to any share or part of this authorization or to any benefit that may arise from this authorization. This restriction shall not be construed to extend to this Contract if made with a corporation or company for its general benefit.

9. Transfer: This authorization may not be transferred or assigned without the written consent of the area Superintendent.

10. Termination: This authorization may be terminated upon breach of any of the conditions herein or at the discretion of the area Superintendent.

11. Preference or Exclusivity: The holder is not entitled to any preference to renewal of this authorization except to the extent otherwise expressly provided by law. This authorization is not exclusive and is not a concession contract.

12. Construction: The holder shall not construct any structures, fixtures, or improvements in the park area. The holder shall not engage in any groundbreaking activities without the express, written approval of the area Superintendent.

13. Reporting: The holder is to provide the area Superintendent upon request a statement of its gross receipts from its activities under this authorization and any other specific information related to the holder’s operations that the area Superintendent may request, including but not limited to, visitor use statistics, and resource impact assessments. The holder must submit annually the CUA Annual Report (NPS Form 10-660) and upon request the CUA Monthly Report (NPS Form 10-660A). 

14. Accounting: The holder is to maintain an accounting system under which its accounts can be readily identified within its system of accounts classification. This accounting system must be capable of providing the information required by this authorization. The holder grants the United States of America access to its books and records at any time for the purpose of determining compliance with the terms and conditions of this authorization.
15. Minimum Wage: The holder is required to adhere to Executive Order 13658 – Establishing a Minimum Wage for Contractors. The implementing regulations, including the applicable authorization clause, are incorporated by reference into this contract as if fully set forth in this contract and available at https://federalregister.gov/a/2014-23533.

Exemption: Under Executive Order 13838, Executive Order 13658 shall not apply to contracts or contract-like instruments entered into with the Federal Government in connection with seasonal recreational services or seasonal recreational equipment rental for the general public on Federal lands, but this exemption shall not apply to lodging and food services associated with seasonal recreational services. Seasonal recreational services include river running, hunting, fishing, horseback riding, camping, mountaineering activities, recreational ski services, and youth camps.

16. Visitor Acknowledgment of Risks (VAR): The holder is not permitted to require clients to sign a waiver of liability statement or form, insurance disclaimer, and/or indemnification agreement waiving the client’s right to hold the CUA holder responsible for accidents or injury occurring on NPS property. The holder is permitted to request or require a client to sign a form or statement acknowledging risk and/or indicating that certain prerequisite skills may be needed to participate in the commercial activity. The holder must provide the park with the current copy of all forms and/or statements used for this purpose and obtain written approval by the park to use the form and/or statement. A sample Acknowledgment of Risk form may be obtained by contacting the CUA office at 865-436-1296 or by going to the park CUA webpage at https://www.nps.gov/grsm/getinvolved/dobusinesswithus.htm

17. Intellectual Property of the National Park Service: Except with the written authorization of the Director of the National Park Service, the holder shall not assert any legal claim that the holder or any related entity holds a trademark, tradename, servicemark or other ownership interest in the words “National Park Service”, the initials “NPS”, or official name of any unit or part thereof, including but not limited to any facility, logo, distinctive natural, archaeological, cultural, or historic site, within the National Park System, or any colorable likeness thereof, or the likeness of a National Park Service official uniform, badge, logo, or insignia.

18. Nondiscrimination: The holder must comply with Applicable Laws relating to nondiscrimination in providing visitor services to the public and with all equal employment opportunity provisions of Title VII of the Civil Rights Act, as amended.

PARK SPECIFIC CONDITIONS

19. Legal Requirement: Failure to obtain authorization to provide commercial services is prohibited under Code of Federal Regulation [36 CFR 5.3 and 36 CFR 1.6 (g) (1)]. The holder, and all its agents, must comply with the conditions of this authorization including all amendments, application requirements, and written or verbal directives from the Superintendent. Failure to adhere to the conditions of the authorization is a violation, pursuant to 36 CFR 1.6 (g) (2), for which a citation may be issued, and may subject the commercial operator to additional citations/penalties as prescribed by law or regulation, including exclusion from doing business in the park. The holder may be cited for any conditions violated by their employees and/or agents while they are operating under the provisions of this permit.

20. Permits and Licenses: The holder must obtain all permits or licenses from the state(s) of Tennessee and/or North Carolina or local governments, as applicable to conduct said business activities and must operate in compliance with all pertinent Federal, State, and local laws and regulations. Interstate motor coach companies are required to obtain both USDOT registration and operating authority registration from the Federal Motor Carrier Safety Administration (FMCSA) before transporting passengers for compensation in interstate commerce.

21. Fees: A fixed rate, non-refundable application fee is required irrespective of the outcome of the approval process or length of the CUA. CUA management fees are a required fee separate from the application fee. Refer to the park website for further information: https://www.nps.gov/grsm/getinvolved/dobusinesswithus.htm

22. Company Identification: The holder, and/or their employees, must clearly be identifiable as a commercial entity from a minimum of 25 feet away. Small items such as pins, name tags, and accessory stickers are not acceptable.

23. Authorization Compliance: NPS field personnel will be provided with a current list of holders on a routine basis. The Commercial Services Office will receive notice of any written warnings or citations issued to holders and these documents will become part of the holder’s park record.

   1. A first violation may result in a warning letter to the holder sent by the Commercial Services Office and/or a possible 30-day suspension of the CUA. The course of action will be based on the violation and the company’s cumulative history.

   2. A second violation within any two year period may result in a 30-90 day suspension or revocation of the CUA, depending on the seriousness of the violation and the company's cumulative history. Upon revocation of the privileges granted by a CUA, a new application will not be considered for a minimum period of 12 months. If conditions warrant, the Superintendent has the authority and holds the right to permanently revoke a permit.

   3. In addition, the NPS may, at any time, terminate this authorization at the discretion of the Superintendent or upon breach of any of the conditions based on the seriousness of the violation and the company's cumulative history. The NPS shall not be held liable for any damages or loss of revenue resulting from the suspension or revocation of a CUA.
24. Authorization Approval: A full copy of the approved CUA must be carried by the holder, or their employees, when operating in the park. The holder, and all company employees, should be well informed of the conditions of this authorization and are required to obey the guidelines within. A copy of the approved CUA, including all conditions, must be presented to any park employee upon request. Failure to carry a complete authorization is a violation of the terms and conditions of this permit.

25. Business Operations: This authorization does not authorize the holder to advertise, solicit business, collect any fees, or sell any goods or services on lands owned and controlled by the United States. The authorization is for incidental business operations when there are no fixed commercial facilities within a national park area, the commercial activity originates and terminates outside the park, no money exchanges hands on park lands, and no commercial solicitation occurs on park lands.

26. Advertisement: The holder will provide the Commercial Services Office a copy of any existing company brochure, internet advertising, or other promotional material as it pertains to Great Smoky Mountains National Park at the time of application. The holder will, at the request of the park, make corrections to any promotional material deemed inappropriate, such as; containing inaccurate or misleading statements regarding the services provided under the terms of this authorization, material that is non-complimentary to the park's mission and visitor service objectives, or that depicts illegal or unauthorized activities. Promotional material consisting of landscape and/or portrait subject(s) only may be used, with client approval, without the need to obtain further authorization from the park. (See condition 28).

27. Commercial Filming & Still Photography: All activities listed under the following conditions require a separate Commercial Filming and Still Photography Special Use Permit (SUP) pursuant to 43 CFR 5.2.

1. The use of model(s), set(s), or prop(s) that are not part of the locations natural or cultural resources or administrative facilities,
2. Takes place at a location where or when members of the public are not allowed
3. The agency would incur costs for providing on-site management and oversight to protect agency resources or minimize visitor use conflicts.
4. All commercial filming requires a SUP.

The use of a model, set, prop, and/or product placement with the intent to advertise a product or service is prohibited under a CUA except under limited circumstances as described in condition 27. More information can be obtained by visiting our website at: https://www.nps.gov/grsm/planyourvisit/commercial-filming-and-still-photography.htm

28. Quality Assurance: Certain conditions contained herein are intended to assure that the activities authorized by the NPS are conducted with reasonable quality assurance. However, no judgment is made of the quality of the service by the NPS and none should be implied in advertising or other statements made to the public by the holder.

29. Service Providers: The holder will maintain an updated list of all employees, and/or subcontractors, rendering services under the provisions of this authorization on file with the Commercial Services Office. The use of individuals who have been convicted of violations of any state or federal natural resource laws or regulations is prohibited. The park reserves the right to prohibit the use of specific service providers should it document a history of misconduct or an unwillingness to abide by park regulations. The park will discuss the situation with the holder before barring any specific service provider.

30. Unauthorized Activity: Service providers employed by the holder are prohibited from conducting business inside the National Park while operating under the purview of their personal business firm. Advertising on personal websites or social media platforms without a valid CUA for that specific enterprise will be grounds for removal from being an authorized agent under the provisions of this authorization.

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1 Model is defined as a person or object that serves as the subject for still photography for the purpose of promoting the sale or use of a product or service. Models include, but are not limited to, individuals, animals, or inanimate objects, such as vehicles, boats, articles of clothing, and food and beverage products, placed on agency lands so that they may be photographed to promote the sale or use of a product or service. For the purposes of this part, portrait subjects such as wedding parties and high school graduates are not considered models.

2 Sets and props means the items constructed or placed on agency lands to facilitate commercial filming or still photography including, but not limited to, backdrops, generators, microphones, stages, lighting banks, camera tracks, vehicles specifically designed to accommodate camera or recording equipment, rope and pulley systems, and rigging for structures. Sets and props also include trained animals and inanimate objects, such as camping equipment, campfires, wagons, and so forth, when used to stage a specific scene. The use of a camera on a tripod, without the use of any other equipment is not considered a prop.

3 Advertisement is defined as the utilization of any photographic material containing portrait subject(s) that is taken inside the boundary of Great Smoky Mountains National Park, including Foothills Parkway, or any other promotional material which references Great Smoky Mountains National Park, posted on a company website, social media platform or any print material established to promote said company’s services.
31. **Annual Report:** The holder will complete a Commercial Use Authorization Annual Survey form for each year, or portion of a year, for which the holder is issued a CUA and submit the completed form to the Commercial Services Office no later than **February 1**, of the following year.

32. **Behavior and Conduct:** The holder and its agents are required to exercise courtesy and consideration in their relations with the public and with NPS employees, volunteers, or other park agents. The holder will review and correct the conduct of any of its employees whose actions or activities are considered by the NPS to be inconsistent with the safety, experience, enjoyment, and protection of visitors and stewards of public land.

33. **Complaints:** Copies of any written complaints regarding activities conducted under the purview of this authorization must be provided to the Commercial Services Office within a reasonable period of time after receipt by the holder. Likewise, the NPS will provide copies of any written complaints received by it to the holder.

34. **Area Use:** This authorization is applicable only for the use of the area, term, and conditions designated herein. The area(s) authorized for use under this authorization must be left in substantially the same condition as it was prior to the activities authorized herein. The holder shall pay the United States for any damage resulting from this use which would not reasonably be inherent in the use which the CUA holder is authorized to make of the land described in this authorization.

35. **Drones:** The use of an unmanned aircraft (UAS) or drone of any kind is strictly prohibited.

36. **Public Use:** A CUA does not grant the holder exclusive use of any areas of the park and holders are prohibited from restricting visitor use. Virtually the entire park is open to public use. Holders may not interrupt a permitted private event or sanctioned NPS program and must move to another location if a special event is occurring. Commercial clientele are encouraged to join any NPS guided tour offered during their visit.

37. **Public Health:** The holder will comply with applicable public health and sanitation standards and codes. The holder will promptly report information about any human illness, whether employees or guests, to the park Commercial Services Office at 865-436-1296 for reporting to the NPS Southeast Region’s Public Health Consultant. This information, along with other information received, will be evaluated by the Public Health Consultant to help identify outbreaks of illness associated with contaminated water or food sources or caused by other adverse environmental conditions.

38. **POSESSION OF FIREARMS**
   a. The holder and any other individuals who are providing services under the terms of this authorization are prohibited from possessing firearms within the park.
   b. The holder will have a written policy regarding the possession of firearms by employees and other individuals providing services under the terms of this authorization in accordance with (a.) above. New employees and other individuals operating under this authorization will be provided with a copy of this policy. The holder will provide the park with a copy of this policy upon request.
   c. The holder will be familiar with federal and state laws regarding the possession of firearms and will inform customers of any provisions of these laws that are applicable to the services the holder provides under this authorization. Customers who do not comply with these federal and state laws may be denied service by the holder.

39. **Park Resources:** The holder will ensure no natural, historic, or cultural features are injured as a result of their activities.

40. **Leave No Trace:** The holder will conduct all authorized activities in strict accordance to the principles and guidelines of “Leave No Trace” ethics and will ensure that its employees and clients abide by the same guidelines while in the park. Please visit the official Leave No Trace website at [https://lnt.org/why/7-principles/](https://lnt.org/why/7-principles/) for more information.

41. **Wildlife:** Willfully approaching within 50 yards of wildlife, including bear or elk, or within any distance that results in their disturbance or displacement, is prohibited. Harassing (e.g. intentional touching, teasing, frightening, or disturbing) or feeding wildlife is prohibited pursuant to 36 CFR 2.2(a)(2). The holder will ensure that its employees and clients are familiar with the park rules and responsibilities of food storage and personal behavior as they relate to all wildlife, particularly bears. The holder will report any information about unusual bear activity to the Emergency Communications Center at 865-436-1230 as soon as is practical after the activity.

42. **Camping:** Frontcountry camping in designated campgrounds is allowed with a valid reservation. Group sizes of 7 individuals or more, including all staff members, are asked to camp in designated "Group Sites" only. Groups with 6 individuals or fewer are allowed to reserve one family site. Advance reservations can be obtained at: [www.recreation.gov](http://www.recreation.gov). Backcountry camping by commercial organizations requires a separate Guide Service CUA and will also require a valid backcountry permit.

43. **Trash:** The holder is responsible for the removal of all trash associated with their visit to the park and is prohibited from depositing commercial waste into park trash containers. All food scraps (fruit peels, nut shells, etc.) are considered trash and must be carried out. It is a violation to feed wildlife, including squirrels. The holder is not authorized to use park dump stations.
44. **Parking:** All vehicles associated with the permitted activity must park in established parking lots or roadside pull outs. Vehicles may not be parked on road shoulders, may not obstruct or impede traffic flow, and may not be driven off-road or into fields. Parking spaces may not be reserved or blocked off, nor can parked vehicles interfere with normal public use. Carpooling is encouraged. All vehicles are prohibited from idling. Drivers must turn off vehicle engines when parked or when not actively loading or unloading passengers.

45. **Vehicles:** For holders authorized to transport clients, transportation vehicles longer than 25 feet are prohibited on the following park roads: Chimneys Picnic Area, Elkmont Road above the campground, Balsam Mountain Road, Little Greenbrier, Parson Branch Road, Rich Mountain Road, Roaring Fork Motor Nature Trail, Toms Branch Road, Twin Creeks, Wear Gap Road from the park boundary to and including Metcalf Bridge, and Greenbrier Road from the Ranger Station south. Transportation vehicles longer than 25 feet must park in areas designated for oversized parking at park visitor centers. Vehicles under 25 feet are allowed in all locations in which the general public are permitted.

46. **Accident Reporting:** All accidents resulting in personal injury, death, property damage, or injury to park wildlife or resources must be reported to park law enforcement immediately, per 36 CFR 2.33, 3.5, and 4.4, by calling the Emergency Communications Center at 865-436-1230 or by dialing 911. Commercial operators must remain on scene until law enforcement officials arrive.

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**SPECIAL PARK CONDITIONS**

**Conditions specifically pertaining to Emergency Road Service Commercial Use**

47. **Insurance:** The holder agrees to carry general liability insurance against claims occasioned by the action or omissions of the holder, its agents and employees in carrying out activities and operations under this authorization. The policy shall be in the amount of at least:

- $1,000,000 for Road, Wrecker, Tow Services
- Automobile liability to cover all owned, non-owned, and hired vehicles, in the amount of:
  - $300,000 for small, medium, and rollback wreckers
  - $750,000 for large wreckers
- Garage keepers legal liability in the amount of:
  - $25,000
- On-hook coverage in the amount of:
  - $25,000 for small and rollback wreckers
  - $50,000 for medium wreckers
  - $100,000 for large wreckers

*Proof of automobile insurance must be provided for any holder who transports passengers or uses a vehicle in the performance of the service in the park.* Auto insurance must cover all “owned, leased, rented, or hired” vehicles if the CUA holder rents or leases vehicles. The minimum policies must be in the amounts determined by the capacity of the vehicle:

- Up to 6 Passengers  $1,000,000
- 7-15 Passengers  $1,500,000
- 16-25 Passengers  $3,000,000

Policies must name “The United States of America” (National Park Service, Great Smoky Mountains National Park, Commercial Services Office, 107 Park Headquarters Road, Gatlinburg, TN 37738) as additional insured. Holder agrees to have on file with the park copies of the above insurance with the proper endorsements. Upon lapse or cancellation of either the automotive or general liability insurance policies, the authority to operate in the park is automatically suspended until new insurance is in place and proof is provided to the Commercial Services Office.

48. **Rotation Schedule:** Holders granted authority to perform emergency road service will be called by the park on a rotation schedule. Information on this schedule is contained in the Great Smoky Mountains National Park Emergency Road Service Policy

49. **Towing Vehicle Defined:** As used herein, the term “towing vehicle” refers to any vehicle designated below by the holder for use in providing emergency road service within Great Smoky Mountains National Park (including the Foothills Parkway) or the Blue Ridge Parkway. Only towing vehicles designated by the holder and equipped as per the requirements below are authorized to enter the Park in connection with this authorization.
50. **Wrecker Classification and Standards**: Towing vehicles must meet the following specifications:

<table>
<thead>
<tr>
<th>Wrecker Type</th>
<th>Minimum GVWR (pounds)</th>
<th>Minimum Boom Capacity (tons)</th>
<th>Minimum Power Winch Capacity (tons)</th>
<th>Minimum Winch Cable Length (feet)</th>
<th>Minimum Winch Cable Size (inches)</th>
<th>Dollies</th>
<th>Axles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>10,000</td>
<td>4</td>
<td>4</td>
<td>100</td>
<td>3/8</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>Medium</td>
<td>18,000</td>
<td>16</td>
<td>16</td>
<td>200</td>
<td>7/16</td>
<td>Required</td>
<td></td>
</tr>
<tr>
<td>Large</td>
<td>26,000</td>
<td>20</td>
<td>25</td>
<td>200</td>
<td>5/8</td>
<td>Required</td>
<td>Tandem</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wrecker Type</th>
<th>Minimum GVWR (pounds)</th>
<th>Lift Cylinders (inches)</th>
<th>Minimum Power Winch Capacity (tons)</th>
<th>Minimum Winch Cable Length (feet)</th>
<th>Minimum Winch Cable Size (inches)</th>
<th>Minimum Bed Length (Feet)</th>
<th>Minimum Bed Width (Inches)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rollback or Car Carrier</td>
<td>10,000</td>
<td>Two 2-1/2 or One 5-1/2</td>
<td>4</td>
<td>50</td>
<td>5/16</td>
<td>16</td>
<td>84</td>
</tr>
</tbody>
</table>

`All Wrecker Types`

- Firm's name permanently affixed to both sides of the vehicle in letters at least 3" high and plainly visible
- One of more amber-colored rotor-beam or strobe lights mounted so as to be visible in all directions from a distance of 500 ft.

51. **Authorization**: No vehicle in the park may be moved or transported without authorization from the Chief Ranger or his/her representative, nor may any holder enter the park, with the exception of the Spur, without prior authorization. Calls after the Emergency Communication Center hours should be directed to the Gatlinburg Police Department, which should be requested to contact a ranger. (The term Park also refers to the Foothills Parkway, the Foothills Parkway Spur and the Gatlinburg Bypass.)

52. **Availability**: A minimum of one "wheel lift" type towing vehicle must be available for immediate dispatch 24 hours a day, 7 days a week. In non-emergency situations, operators are expected to dispatch a towing vehicle within five minutes of receiving a call. If a licensed driver is not immediately available, the operator must notify the Emergency Communications Center at 865-436-1230 within five minutes that a driver has been found and a towing vehicle is in route. In emergencies, the availability of a driver must be verified at the time of the call.

53. **Response**: Failure to respond to a call in a reasonable period of time, or to notify the dispatcher within five minutes that a driver has not immediately been found, shall result in cancellation of the call and loss of the turn on the rotation list. Subletting of calls is prohibited. Upon payment in advance, the holder will transport a vehicle from the park to any location requested by the owner/operator.

54. **Appearance**: Towing vehicles and operators shall be neat and clean. Operators will conduct themselves in a professional manner and exercise due care in the extrication and subsequent towing of vehicles so that unreasonable additional damage is avoided. Operators must wear high visibility/reflective vests rated Ansi Class III at all times while working along any park roadway.

55. **Strobe Lights**: Amber lights may be displayed by the towing vehicle in route to the scene. Strobe Lights must be displayed at the scene and in route from the scene when a vehicle is in tow. This CUA in no way exempts the holder from any state or federal laws regarding the operation of non-emergency vehicles.

56. **Scene Safety**: In the event that one or more vehicles are creating a hazard and one or more towing vehicles has been called, at the discretion of the ranger on the scene the first arriving holder shall:
   a. first remove the vehicle causing the greater hazard or
   b. remove to safe positions all vehicles creating a hazard prior to removing the vehicle assigned the holder.

57. **Required Equipment**: All towing vehicles must carry the following equipment as a minimum, except that rollback type vehicles are not required to carry item h):

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td>heavy duty push broom</td>
</tr>
<tr>
<td>b)</td>
<td>floodlights capable of illuminating the area in the vicinity of the towing vehicle at night</td>
</tr>
<tr>
<td>c)</td>
<td>shovel</td>
</tr>
<tr>
<td>d)</td>
<td>wrecking bar or auto power machine</td>
</tr>
<tr>
<td>e)</td>
<td>axe</td>
</tr>
<tr>
<td>f)</td>
<td>20 lb. minimum Class ABC U.L. listed fire extinguisher</td>
</tr>
<tr>
<td>g)</td>
<td>pair of heavy duty jumper cables</td>
</tr>
<tr>
<td>h)</td>
<td>dollies</td>
</tr>
<tr>
<td>i)</td>
<td>snatch blocks and two scotch blocks or two skid blocks</td>
</tr>
<tr>
<td>j)</td>
<td>trash bucket (min. 5-gallon capacity)</td>
</tr>
<tr>
<td>k)</td>
<td>50 lbs of absorbent</td>
</tr>
</tbody>
</table>
58. **Hazardous Materials:** The holder and its agents must try to prevent liquids from getting on soil, into water, or into culverts by using absorbent material or pads to block flow. All towing vehicles and operators must be capable of applying up to 50 pounds of absorbent to oil, fuel and/or antifreeze spills in/around a motor vehicle accident or vehicle spill each time they respond to an incident in the park. This application will be done as needed and/or as directed by a NPS representative. After the absorbent is applied to the spill site, the absorbent must be cleaned up and hauled off by the operator and properly disposed of offsite. Absorbent will not be applied to soils or water unless the oil or liquid is pooling on the soil. Any spill over 1 gallon must be reported immediately to the Emergency Communications Center at 865-436-1230.

59. **Accident Debris:** Accident debris and glass must be removed from the park by the holder and its agents.

60. **Vehicle Care and Storage:** The holder shall provide for safe storage of vehicles towed under this authorization and their contents, and must provide for protection from further damage by weather, vandalism, etc. The holder will not perform any service work on any vehicle towed under authority of this CUA without the consent of the owner. Vehicles on which "hold orders" have been placed will not be released without authorization from the Chief Ranger or his authorized representative. The NPS will be notified immediately of any vehicle or property left unclaimed for more than thirty (30) days.

61. **Inspections:** The Chief Ranger or his/her authorized representative may, for the purpose of verifying compliance with the conditions of this CUA, inspect at any time any towing vehicle operating within the Park. In addition, the holder shall permit inspection of his place of business by the Chief Ranger or his/her authorized representative upon 24 hours' notice for the purpose of verifying compliance with the conditions of this permit.

62. **Compliance:** Nothing in this CUA shall be construed as exempting the holder from compliance with any state or federal law, including the requirement that vehicle operators must have a valid state operator's license of the type required for the equipment being operated.
ATTACHMENT A
CUA Insurance Requirements

Commercial General Liability (CGL) Insurance

Liability insurance is required for all CUA holders under the terms of the authorization. Such insurance should be of sufficient scope to cover all potential risks and in an amount to cover claims that can reasonably be expected in the event of serious injury or death. The minimum liability insurance is $500,000. Liability insurance policies must name the United States of America as additional insured. The business or person that is providing the service must be the named insured (policy holder). Companies that provide transportation only are not required to have Commercial General Liability as long as the passengers do not disembark.

Automobile Liability Insurance

Commercial Auto Liability Insurance is required if a CUA holder transports passengers or uses an automobile in the performance of the service in the park. If a CUA holder charters the vehicle and those chartered vehicles are owned and operated by another company, the CUA holder is not required to have Commercial Automobile Liability Insurance. The auto liability insurance must include coverage of “owned, leased, rented or hired” vehicles if the CUA holder rents or leases vehicles. Insurance policies must name the United States of America as additional insured. The minimum commercial auto liability insurance for intrastate passenger transport is:

<table>
<thead>
<tr>
<th>Commercial Vehicle Insurance – Passenger Transport (bodily injury and property damage)</th>
<th>Minimum per Occurrence Liability Limits*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 6 passengers</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>7 – 15 passengers</td>
<td>$1,500,000</td>
</tr>
<tr>
<td>16 – 25 passengers</td>
<td>$3,000,000</td>
</tr>
<tr>
<td>26+ passengers</td>
<td>$5,000,000</td>
</tr>
</tbody>
</table>

CUA holders authorized to transport passengers aboard or use in the park an owned/rented/leased vessel are required to have P & I Vessel Insurance. The minimum P & I Vessel Insurance is $1,500,000.

CUA holders authorized to transport passengers or use in the park an owned/rented/leased aircraft are required to obtain Aircraft Liability Insurance. The minimum Aircraft Liability Insurance is $5,000,000.

CUA holders assigned the use of park property must secure Property Insurance. The minimum Property Insurance for use of park property is $3,000,000.

Insurance Company Minimum Standards

The NPS has established the following minimum insurance company requirements. All insurance companies must meet the following minimum standards. These standards apply to foreign insurance companies as well as domestic companies.

1. All insurers for all coverages must be rated no lower than A- by the most recent edition of Best's Key Rating Guide (Property-Casualty edition), or similar insurance rating companies (Moody’s, Standard and Poor’s, or Fitch), unless otherwise authorized by the Service.
2. All insurers for all coverages must have Best’s Financial Size Category of at least VII according to the most recent edition of Best’s Key Rating Guide (Property-Casualty edition), or similar insurance rating companies (Moody’s, Standard and Poor’s, or Fitch), unless otherwise authorized by the Service.
3. The insurance ratings must be submitted with the CUA Application. The rating companies do not issue certificates. We require the insurance broker to note this rating in the Certificate. If the rating does not appear on the certificate, the insurance broker must provide it in another document.

Proof of Insurance Submission

Applicants must submit proof of insurance with the CUA Application. The proof of insurance must:

- Be written in English with monetary amounts reflected in USD
- Reflect that insurance coverage is effective at time of CUA Application submission
- Name listed as insured must be the business or person that is providing the service
- Name the “United States of America” as additionally insured
- Reflect a General Commercial Liability Policy with the minimum coverage amount required in the CUA Application
- Reflect required additional insurances (commercial vehicle, vessel, aircraft, etc.) with the minimum coverage amount required in the CUA Application
- Include insurance provider rating or provide in separate document
- Typically, evidence of liability insurance is provided through an ACORD 25: Certificate of Liability Insurance
**ATTACHMENT B**

**Authorized Services & Required Licenses, Registrations and Training Certificates**

<table>
<thead>
<tr>
<th>AUTHORIZED COMMERCIAL SERVICE</th>
<th>REQUIRED DOCUMENTATION</th>
</tr>
</thead>
</table>
| **Transportation Services: Two part** | 1. Proof of Insurance(s): General and Automotive  
(a) Automotive only for Non-Touring Services  
(b) General and Automotive for Touring Services  
2. Insurance Provider Rating (see Attachment A)  
3. Promotional material related to services rendered at Great Smoky Mountains National Park (e.g., brochures, internet advertising)  
4. List of service providers |

A) Non-Touring Services are defined as the service of providing one or more person’s direct transportation to and/or from a park trailhead or other destination by vehicle or boat for compensation or as a part of a larger package of recreation/lodging services. Examples include hike shuttle, Taxi or Uber service.

B) Touring Services are defined as one or more persons traveling by improved roadway on an itinerary that is packaged, priced or sold for leisure/recreational purposes and provides no other services except those incidental to road-based travel in a NPS area (on-board interpretation and incidental stops at visitor centers, wayside exhibits, etc.). Tour groups are only permitted on a few designated short trails listed under special conditions of permit.

<table>
<thead>
<tr>
<th><strong>Guide Services: Hiking, Backpacking, Fishing:</strong></th>
<th><strong>Backcountry Educational Workshops:</strong></th>
<th><strong>Frontcountry Educational Workshops:</strong></th>
<th><strong>Portrait Photography:</strong></th>
<th><strong>Emergency Road Service &amp; Towing:</strong></th>
</tr>
</thead>
</table>
| Defined as one or more persons travelling on an itinerary that has been packaged, priced or sold for leisure/recreational purposes and takes place along waterways (fishing) or in the backcountry more than ¼ mile from the nearest trailhead (hiking/backpacking). | Defined as one or more persons travelling on an itinerary that has been packaged, priced or sold for educational/recreational purposes and a portion of the trip takes place in a backcountry area more than ¼ mile from the trailhead on any designated trail. Examples include Photography instruction, birding classes, art instruction, etc. | Defined as one or more persons travelling on an itinerary that has been packaged, priced or sold for leisure/recreational purposes and takes place along the overlooks, historic areas, roadways, or within ¼ mile of the trailhead on any designated trail. Examples include Photography instruction, birding classes, art instruction, etc. | Portrait photography: Portrait are defined as photographers that are hired (receiving compensation) to take portraits (photos) of individuals. This includes engagement photography, student and family portraits and documentary style portraiture. | 1. Proof of Insurance(s): General, Automotive, Garage Keepers, and On Hook  
2. Insurance Provider Rating (see Attachment A)  
3. Promotional material related to services rendered at Great Smoky Mountains National Park (e.g., brochures, internet advertising)  
4. List of service providers |
| 1. Proof of Insurance(s): General and Automotive  
2. Insurance Provider Rating (see Attachment A)  
3. Promotional material related to services rendered at Great Smoky Mountains National Park (e.g., brochures, internet advertising)  
4. List of service providers |
| 1. Proof of Insurance(s): General and Automotive  
2. Insurance Provider Rating (see Attachment A)  
3. Promotional material related to services rendered at Great Smoky Mountains National Park (e.g., brochures, internet advertising)  
4. List of service providers |
| 1. Proof of Insurance(s): General and Automotive  
2. Insurance Provider Rating (see Attachment A)  
3. Promotional material related to services rendered at Great Smoky Mountains National Park (e.g., brochures, internet advertising)  
4. List of service providers |
| 1. Proof of Insurance(s): General and Automotive  
2. Insurance Provider Rating (see Attachment A)  
3. Promotional material related to services rendered at Great Smoky Mountains National Park (e.g., brochures, internet advertising)  
4. List of service providers |
ATTACHMENT C
Fee Schedule and Payment Information

<table>
<thead>
<tr>
<th>CUA SERVICE TYPE</th>
<th>APPLICATION FEE</th>
<th>MANAGEMENT FEE TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation Services</td>
<td>$250 Nonrefundable Application Fee</td>
<td>Market Price Fee (see below)</td>
</tr>
<tr>
<td>Guide Services: Hiking, Backpacking, Fishing</td>
<td>$250 Nonrefundable Application Fee</td>
<td>Market Price Fee (see below)</td>
</tr>
<tr>
<td>Frontcountry Educational Workshops</td>
<td>$250 Nonrefundable Application Fee</td>
<td>Market Price Fee (see below)</td>
</tr>
<tr>
<td>Backcountry Educational Workshops</td>
<td>$250 Nonrefundable Application Fee</td>
<td>Market Price Fee (see below)</td>
</tr>
<tr>
<td>Portrait Photography</td>
<td>$250 Nonrefundable Application Fee</td>
<td>Market Price Fee (see below)</td>
</tr>
<tr>
<td>Emergency Road Service and Towing</td>
<td>$250 Nonrefundable Application Fee</td>
<td>Market Price Fee (see below)</td>
</tr>
</tbody>
</table>

**Application Fee:** Application fee is due at application submission for each type of CUA being applied for and is payable via pay.gov, check or money order.

**Market Price Fee:** CUA holders are subject to a market price fee calculated by gross receipts earned from park-based operations. Application fees are credited to the CUA holder upon payment of market price fee. Market fees are based on the following:

- Market Price Fee (% of gross receipts earned from park-based operations)

<table>
<thead>
<tr>
<th>Gross Receipts Earned from Park Operations</th>
<th>Market Price Percentage Charged</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; $250,000</td>
<td>3% of gross receipts</td>
</tr>
<tr>
<td>$250,000 to $500,000</td>
<td>4% of gross receipts</td>
</tr>
<tr>
<td>&gt; $500,000</td>
<td>5% of gross receipts</td>
</tr>
</tbody>
</table>

- A market fee calculator has been developed to help estimate your annual market fees and can be found on the park website: [https://www.nps.gov/grsm/getinvolved/dobusinesswithus.htm](https://www.nps.gov/grsm/getinvolved/dobusinesswithus.htm)

- CUA holders are required to submit an Annual Financial Report by **February 1** of each year to the park. This report will be used to generate a Bill of Collection for the appropriate market price from Great Smoky Mountains National Park. The bill should be received by the CUA holder by April 1 with payment due by May 1 of each year.

- Market Price payments may be made via pay.gov, check, or money order.

**Payment Methods**

Payment via Debit, Credit Card, Paypal, or Direct Deposit:
Visit [www.pay.gov](http://www.pay.gov), search for "Great Smoky Mountains NP Commercial Use Authorization Fees" to find the appropriate payment form.

Submit emailed confirmation of payment with the CUA Application to [Jamie_Sanders@nps.gov](mailto:Jamie_Sanders@nps.gov) or by regular mail.

Payment via Check or Money Order:
Make checks payable to "National Park Service" and mail along with a completed CUA Application to:

Great Smoky Mountains National Park
Commercial Services Office
107 Park Headquarters Road
Gatlinburg, TN 37738