

## Accessible Campground Standards

This checklist identifies key accessibility requirements for NPS concession specialists to use when evaluating concession facilities and operations for compliance. Please note concessioners are responsible for understanding and complying with accessibility applicable laws and concession contract terms. This is not a comprehensive listing of accessibility requirements.

### SERVICES

At least 1 in 25 campsites are accessible, and may include accessible fire pits, picnic tables, and driveways.	
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### Reservations

Accessible campsites are reserved in the same ways and on the same terms as non-accessible campsites.	
Accessible campsite information is readily available to reservations staff.	
Accessible campsites are held until all other campsites in the same price range are rented.	
Accessible rates are the same as non-accessible room rates.	

### Vision

When an employee takes money from a disabled guest they should verbally identify currency, give credit cards to the customer in their hand, and identify where a signature is required by using a metal or plastic bar.	
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### Communication

When greeting a guest, each staff member should verbally identify themselves and state their position.	
All employees should be trained to use sensitive language when servicing guests with a disability.	
Assistance for individuals with a disability is provided to guests upon request. This may include: <ul style="list-style-type: none"> <li>◆ Reading documents</li> <li>◆ Giving verbal directions</li> <li>◆ Providing other specialized services</li> <li>◆ Locating facilities and campgrounds</li> </ul>	
Facilities offer auxiliary services and aids to guests who have speech, vision or hearing impairments. Auxiliary aids and services include: <ul style="list-style-type: none"> <li>◆ Interpreters</li> <li>◆ Closed captioning and decoder capabilities on television sets</li> <li>◆ Assisted listening headsets</li> <li>◆ Telecommunication devices (TTD)</li> <li>◆ Videotext displays</li> <li>◆ Taped texts</li> <li>◆ Materials printed in Braille or with large text</li> </ul>	

### Service Animals

Service animals are allowed without any extra charges or conditions.	
The care of the service animal is the responsibility of the owner.	
Staff should not pet, feed, or distract the service animal from their prime responsibility of providing service to their owner.	