

Proposed FAQs for ReserveCalifornia.com

1. Q: Will I still be able to walk up and camp or will I always need a reservation?

A: Yes, you may still enjoy walk-up camping. Some sites will remain first-come, first-served.

2. Q: Will California State Parks still use ReserveAmerica at any of the state park units?

A: No. As of August 1, 2017, California State Parks will no longer use Reserve America. *ReserveCalifornia* will be the new platform for making state park camping and tour reservations.

3. Q: Will the new service have my reservation that I made a few months ago?

A: Yes. All reservations made through the Reserve America Call Center or website will be transferred to *ReserveCalifornia* and viewable on August 1, 2017.

4. Q: Will my customer account from Reserve America transfer to the new system?

A: No, customer accounts from Reserve America will not transfer to the new system. Starting August 1, 2017, visitors will be asked to create a new visitor profile on *ReserveCalifornia*. Information on how to create the new profiles is coming soon. Please visit www.ReserveCalifornia.com and subscribe for email updates. For now, visitors are encouraged to continue using Reserve America as usual.

5. Q: Will I be able to make reservations over the phone on the new system?

A: Yes, visitors will be able to make reservations over the phone on *ReserveCalifornia*. Starting August 1, 2017, the public will have access to the *ReserveCalifornia* Customer Contact Center. The Customer Contact Center will be available seven days a week from 8 a.m. until 6 p.m. (except New Year's Day, Thanksgiving Day and Christmas Day).

6. Q: Will more state parks have reservations available online on ReserveCalifornia?

A: Yes, an additional 41 state parks will be added to the new service. The parks will be added incrementally through 2018. Currently visitors are able to book at 110 parks.

7. Q: When should I start making reservations on the new system?

A: Visitors will be able to start making their reservations using *ReserveCalifornia* starting August 1, 2017 at www.ReserveCalifornia.com.