

A. For Parks that are Open, but Reservations Still Canceled

We have issued refunds for everyone who had a reservation canceled. If you paid by credit card, it was credited to your card. If by check, then your refund is being sent to you by mail.

We continue to ask for your patience as the fire situation has been unpredictable and we canceled the reservations both out of concern for visitor safety and in order to assist evacuees. Fortunately, the fire situation has improved and we have been able to reopen many of our parks that were closed.

We welcome you to go ahead visit the open parks where you had a reservation. Sites will be provided on a first-come, first-served basis.

Updates on the reservations are posted to our Web site and you can call ReserveAmerica @ (800) 444-PARK (7275)

A: For Parks Giving Space to Evacuees, Closed to Visitors

We have issued refunds for everyone who had a reservation canceled. If you paid by credit card, it was credited to your card. If by check, then your refund is being sent to you by mail.

In this time of crisis, we ask you to please understand the serious nature of the situation and accept the cancellation of your reservation on behalf of those in great need of assistance. We still have hundreds of people in our parks, many who have lost their homes and everything they own to this fire. There are others that were evacuated and have no way of knowing whether their homes were burned. They have come to us for help and we are providing them with a safe place to stay. Please understand that your sacrifice of this reservation means that someone else deeply affected by these fires, has a place to stay.

This is a short term situation. We anticipate having all parks open and accepting reservations no later than November 1. We will be more than happy to accommodate you on and after that date.

If the park reopens before that date, you are welcome to visit the park where you had a reservation on a first-come, first-served basis.

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A: For Parks Damaged or Threatened and Closed

We have issued refunds for everyone who has had a reservation canceled. If you paid by credit card, it was credited to your card. If by check, then your refund is being sent to you by mail.

In this time of crisis, we ask you to please understand the serious nature of the situation and accept the cancellation of your reservation. We do everything we can to ensure you have a safe and enjoyable experience in our parks. Many of our parks are closed because we cannot make those assurances. It is simply unsafe. We have had:

- Smoke and ash
- Fire Threat
- The wind knocked down trees across park roads.
- Emergency services are limited because they are helping with the fire response.
- We're working with CDF, OES and Social Services on emergency activities.

This is a short term situation. Again, we anticipate having all parks open and accepting reservations no later than November 1. We will be more than happy to accommodate you on and after that date.

If the park reopens before that date, you are welcome to visit the park where you had a reservation on a first-come, first-served basis.

Updates on the reservations are posted to our Web site and you can call ReserveAmerica @ (800) 444-PARK (7275)