



# News Release

**For Immediate Release**  
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## **California State Parks Provides Tips on New Reservation System *ReserveCalifornia™ Goes Live August 1***

SACRAMENTO, Calif. – California State Parks is offering the public tips on how to access the Golden State’s new reservation system - ReserveCalifornia™. Starting next Tuesday, August 1, visitors to California’s state parks will have a new platform for booking camping and lodging sites, and tours. Using the new system will be easy to plan adventures within state parks, since it is similar to booking hotels, airline tickets and other comparable services.

Supporting state park field operations and enhancing the experience of visitors with a modern platform was key for transitioning to a new reservation system. The outdoor public spaces and recreational programs supported by California State Parks are a gateway to connecting with families, friends and communities. Off-highway motor vehicle recreation, boating activities, horseback riding, on and off-road cycling, hiking, camping, rock climbing, tours, hikes, school group enrichment, and special events are just some of the activities enjoyed in 280 state park units organized into 22 field districts.

“We’re excited about the new opportunities ReserveCalifornia™ will provide to California state park visitors,” said California State Parks Director Lisa Ann L. Mangat. “The new reservation system improves service delivery to our visitors online and in our park units. The public will be able to explore California’s outdoor recreational opportunities in a more modern way via interactive maps and other online tools. Go invent your adventure!”

[ReserveCalifornia™](#) will provide more user-friendly web services and greater accessibility to more visitors for highly sought-after camping and lodging locations in California. A variety of new features will be phased in between August 1 and March 1, 2018, including moving from first-of-the-month on-sale days to a new rolling window reservation service. This means that visitors will be able to reserve campsites and lodging six months in advance from the current date.



Below are important dates and features related to the new reservation system, and more information on the rolling window for making reservations:

### **Blackout Dates (July 27-31)**

As part of the transition to the new system, website and telephone reservations for California's state parks are temporarily offline during July 27-31. During this time, all existing reservations will be honored. An electronic or hard copy reservation from ReserveAmerica (the previous reservation system) will need to be presented to park staff when checking in for reservations made prior to July 26, 2017. Cancellation requests during the blackout period can be done by contacting the Customer Call Center at (800) 444-PARK.

### **How to Make a Reservation**

Starting Aug. 1, reservations can be made either online or by phone:

- *Online:* Reservations are available 24 hours a day, 7 days a week on [www.ReserveCalifornia.com](http://www.ReserveCalifornia.com).
- *Customer Call Center:* (800) 444-PARK (7275). Hours of Operation: 7 days a week, from 8 a.m. to 6 p.m. PST (except New Year's Day, Thanksgiving Day and Christmas Day). The best times to call are midday and midweek, when the phone lines are less busy.

### **Finding Your Reservations**

Customers who made reservations through ReserveAmerica prior to July 26, 2017 will have access to their reservations on the new system starting 8 a.m. Tuesday, Aug. 1. To view, modify, or cancel your reservation, you will need to click on the "LOGIN" icon on the ReserveCalifornia™ website using the email that was used when the original reservation was created and then reset your password. Customers that do not have a current reservation will need to create a new account.

### **Creating a New Account**

Visitors wanting to book their next adventure with us will need to create a new account on ReserveCalifornia™. Starting on Aug. 1, please visit [www.ReserveCalifornia.com](http://www.ReserveCalifornia.com) and click on the "CREATE ACCOUNT" icon.

### **New Rolling Window Service**

With ReserveCalifornia™, California State Parks moved from first-of-the-month on-sale days to a new rolling window reservation service. It is similar to the booking window for facilities in the National Park Service.

Visitors will be able to reserve highly sought-after campsites and lodging six months in advance from the current date. Camping and lodging inventory will become available each day for a period of six months in advance. Bookings may extend from the arrival date to the desired departure date – based on availability and the park's maximum stay rules.



For example, on August 1 a visitor will be able to reserve a campsite beginning February 1, 2018 through as many consecutive days as the park allows. The reservation could extend from February 1-14, 2018 if the park allows a 14-day stay. The rolling window adjusts for months longer or shorter than 30 days.

If you make a reservation on:	You can make reservations with an arrival date of:
August 1, 2017	February 1, 2018
August 2, 2017	February 2, 2018
August 3, 2017	February 3, 2018
Months with longer or shorter than 30 days	
February 28, 2018	August 28, 2018
March 1, 2018	August 29-31

### Distinguished Veteran and Disabled Discount Pass Programs

New credit card design passes are being issued for current Distinguished Veteran and Disabled Discount pass holders. If you have one, please visit us online or visit one of the 47 designated state park locations so that you may continue to easily access your favorite state parks.

Please take note of the following:

- During the blackout period (July 27-31), passes will not be exchanged.
- Current veteran or disabled pass holders will need new passes for camping reservations after August 1. Individuals may use their current pass for day use through Feb. 28, 2018. Old passes will not be valid after these dates.

### Plan Ahead

Many people love California’s state parks. Due to high demand, reservations for popular locations such as coastal beaches and campgrounds or cabins in the redwoods can be booked months in advance. You can consult our [“Visit a Park”](#) online tool to review web pages for individual parks and search for features and locations in which you are interested. Plan, do your research, and have alternate parks in mind in case your first choice is booked.

Reservations for state park units have been handled for the past decade by ReserveAmerica. The department is grateful for the service of this vendor and appreciates their continued support during this transition period.



For more information on the new reservation system, such as FAQs or to subscribe for updates, please visit [www.ReserveCalifornia.com](http://www.ReserveCalifornia.com). Do not forget to tag us on [Facebook](#), [Twitter](#) or [Instagram](#) - #CAStateParks and #InventYourAdventure.

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**California State Parks**

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