

# NH State Parks FAQ's

**Q: How can Pre-paid and discounted access holders that fall under the State Park License Plate, Seasons Passes, New Hampshire Seniors, New Hampshire National Guard, New Hampshire Disabled Veterans, and Active Military receive their discounts using the Advanced Reservation system?**

A: Once you put your reservation information and sign into your reservation account, you will come to the "Order Details" page. Select the Primary occupant profile box that fits your status. There is a \$1 transaction fee charged by the Reserve America.

## Order Details

Park: Wellington State Park, NH  
Number of Occupants: 2  
Parking Day Pass: Day Use Pass  
Date(s): Mon Jun 29 2020

Please provide as much vehicle and occupant information as possible. This will assist in the speedy entrance to the park upon arrival.

**Primary Occupant Profile\*** The primary occupant has the following passes:

- (Check all appropriate boxes)
- Season Pass - Individual**  
Season Pass - Individual
  - Season Pass - NH Res. Family**  
Season Pass - NH Res. Family
  - NH State Employee Daily**  
NH State Employee Daily
  - Season Pass - Non Res. Family**  
Season Pass - Non Res. Family
  - Walking Disability**  
Walking Disability
  - Season Pass - Seacoast Parking**  
Season Pass - Seacoast Parking
  - Active Military**  
Active Military
  - NH National Guard**  
NH National Guard
  - America the Beautiful**  
America the Beautiful
  - NH State Parks Plate**  
NH State Parks Plate
  - General Court**  
General Court
  - NH Senior Citizens**  
NH Senior Citizens
  - Library Pass**  
Library Pass
  - Park Specific Resident**  
Park Specific Resident

\*Special rate/discount may be eligible for pass holders, special group and membership holders. Proof of age/membership may be required at the time of check in.

**Q: What is the status of my camping reservation?**

A: We did have to cancel some camping reservations earlier in the season as many of the campgrounds were still closed or were operating at limited capacities. We will honor all camping reservations for July and August 2020 at campgrounds that are currently open. You can confirm your reservation by logging into your Reserve America account or calling 1-877-647-2757.

**Q: Will NH State Parks have more reservations available?**

A: This will depend on future increases in our parks capacities. We encourage guests to visit the parks during a weekday and avoid weekends and holidays. NH State Parks has 93 locations in the parks

system. It is always a good to have a plan B. Visit our interactive map at, [www.nhstateparks.org/planning/parks-map/interactive-map](http://www.nhstateparks.org/planning/parks-map/interactive-map)

**Q: When I make an Advanced Day use Reservation at [www.nhstateparks.org/planning/day-use-reservations](http://www.nhstateparks.org/planning/day-use-reservations), how long is my reservation effective for the day I reserve?**

A: Your reservation guarantees you have parking spot from the time the park opens to one hour before the park closes for the day of reservation. If you have to cancel, it will be automatically credited back to credit/debit card used to make the reservation, as long as it is done before 9 a.m. on the day scheduled.

**Q: I am a senior citizen my husband is also, do I need to do two-day use reservations?**

A: Yes. If you put 2 on the same day use reservation, only one of you will receive the discount, the other will show the park fee charge unless it is one of our parks that charges per vehicle (Hampton Beach (South), Wallis Sands, or Monadnock)

**Q: I was told my reservation is cancelled, but I have not received the refund yet.**

A: We are experiencing a large number of refunds due to the delayed opening of parks. A refund is typically issued within 2-5 business days.

**Q: I have a camping reservation for a state park, which also has day use beach. Do I have to make a reservation to use the beach?**

A: Beach access is included with the camping reservation at our campgrounds. There may be other restrictions for shared beaches such as limited access on the weekends for day use visitors.

**Q: How do I know which parks are open and requiring reservations?**

A: We have a list of all of our currently staffed parks available on our Advance Day Use Reservation page found here: [www.nhstateparks.org/planning/day-use-reservations](http://www.nhstateparks.org/planning/day-use-reservations). Due to the limited capacity of all of our parks this summer due to COVI-19, we are requiring visitors to plan ahead and make a reservation. before traveling to a park. We do have some parking reserved for season pass, discounted and free access groups visitors, but highly encouraging these visitors to make reservations as parking areas fill quickly.

**Q: I reserved a Day Use Pass, but now I am going in another car. How do I fix it?**

A: At this time, unless you marked that you will be using a State Park Plate, you do not need to update your vehicle reservation. The tollbooth attendant will check you in with your reservation ticket.

**Q: I do not have a printer; do I need to print my Advance Day Use pass to get into the park?**

A: If you reserved for a timed entry at the Flume, you can show it on your smart phone or you must find a way to print each of your passes. For all of the other parks, you can show your ticket on your smart phone, or give them your reservation number the pass was placed under to get in.

**Q: I made a Day-Use reservation, but the number of people going has changed. How do I add or subtract people on the reservation?**

A: At this time, you will need log into your Reserve America account and make the changes or call the Reserve America Call Center 1-877-647-2757 (Due to COVID-19 the call center is experiencing long wait times) to add or subtract the number of occupants to your party. This can only be done if there is still availability for the desired date.

**Q: I want to change the date of my reservation, how do I do that?**

A: At this time, you will need to call the Reserve America Call Center 1-877-647-2757 to change the desired date of a reservation. This can only be done if there is still availability for the newly desired date.

**Q: How do I cancel my reservation?**

A: You can cancel your reservation on your own when you are logged into your account. Click on the “My Reservations & Account” tab. There is a section under “Reservations” labeled “Current Reservations.” Click on that link and it will bring you to all of the reservations that you have booked that are still upcoming. Select the reservation you would like to cancel and indicate you want to cancel that reservation. If you cancel before 9 a.m., you will receive a refund of the admission fee. A \$1 non-refundable transaction fee will not be credited back to you. Your spot will now be able to be booked by other people.

**Q: What do I do if the park I want to go to is sold out?**

A: You can keep checking the Advance Day Use Reservation page to see if there have been any cancelations. If you are a Season Pass holder, NH Senior Citizen, or one of the other guests qualifying for a free admission, you can try going to the park as soon as it opens to see if there are any spaces available. Each park has a certain number of spaces set aside for qualifying guests, but be prepared to be turned away if all of those spaces are full by the time you get there.

**Q: Are you renting boats/kayaks/canoes?**

A: We are not renting boats/canoes/kayaks at this time. The only park we are offering boat rentals at is Echo Lake Beach at Franconia Notch State Park.

**Q: Are the restrooms open?**

A: If the park is currently staffed, the restrooms are now open. Please be mindful of the signage to help maintain social distancing and traffic flow in the restrooms. Many of our restrooms have been set up to facilitate social distancing.

**Q: Can I swim in the water?**

A: You can swim at your own risk. Water quality testing will not occur at our inland beaches this summer.

**Q: I recently ordered a season pass, now what?**

A: You should receive the season pass you ordered within 10 business days. If you decide to go to a park in the meantime, you can still make a reservation at [www.nhstateparks.org/planning/day-use-reservations](http://www.nhstateparks.org/planning/day-use-reservations). When you sign into Reserve America, check off the pass you purchased in the "orders detail section of the reservation to receive the discount. You will need to show the tollbooth attendant your receipt at the gate to avoid paying additional fees. If you cannot find your receipt from Reserve America in your inbox, check your SPAM folder. Due to the numbers in the subject line, it may have been flagged as SPAM. If you still cannot find your receipt, please call 271-3556 and we can get another copy to you.

**Q: What is open to out of state visitors?**

A: The restrictions on out of state campers has been lifted. Currently there are no restrictions for out of state visitation at NH State Parks. We are requiring out of state campers to sign an attestation saying that they have self-quarantined 14 days prior to their arrival date.

**Q: Are all the trails open?**

A: We get this question a lot. Our parks trails have always been available to all visitors since the beginning of the crisis. This was done by design to give visitors a way to get outdoors. While some parks were not staffed and facilities were closed, the trails and grounds of the parks has remained open.