

# RECREATIONAL EQUIPMENT RENTAL STANDARDS (10-REN)

**Description** - Recreational Equipment Rentals consist of activity specific (camping, bicycles, beach gear, etc.) equipment rentals. Boat rentals are covered under separate standards.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

| Standard Number | FACILITY STANDARDS   | A, B, C Ranking |
|-----------------|--|-----------------|
|                 | <b>Rental Facility – Exterior</b>  |                 |
| 1.              | <b>Building Structure</b> - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.                     | B               |
| 2.              | <b>Landscaping/Grounds</b> - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.                    | B               |
| 3.              | <b>Parking</b> - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.   | B               |
| 4.              | <b>Pathways, Sidewalks, Ramps, Steps, and Stairs</b> - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.                               | A               |
| 5.              | <b>Lighting/Illumination</b> - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements. | A               |
| 6.              | <b>Public Signs</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.   | B               |
| 7.              | <b>Utilities</b> - Service areas are neat and well-maintained. Utility lines are neat, protected from slack and foot or vehicular traffic, and hidden from view as much as possible. Electrical panels are secured and unobstructed.   | B               |

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| 8.                             | <b>Trash/Recycling</b> - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.  | B |
| 9.                             | <b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.  | C |
| 10.                            | <b>Flags</b> - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.   | C |
| 11.                            | <b>Vending Machines</b> - Vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and applicable notices are posted.   | C |
| <b>Public Areas – Interior</b> |  |   |
| 12.                            | <b>Entrance/Waiting Area</b> - Rental entrance and waiting area furnishings are clean and well-maintained.   | B |
| 13.                            | <b>Windows, Doors, Walls, Ceilings, Floors, and Screens</b> - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.   | B |
| 14.                            | <b>Public Restrooms</b> - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted. | B |
| 15.                            | <b>Public Signage</b> - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.   | B |
| 16.                            | <b>Illumination</b> - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.   | B |
| 17.                            | <b>Ventilation/Climate Control</b> - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.  | B |
| 18.                            | <b>Drinking Fountains</b> - Water fountains are clean and operational. Water bottle filling stations are preferred.  | C |
| <b>Safety</b>                  |  |   |
| 19.                            | <b>Emergency Lighting/Exit Lights/Emergency Exits</b> - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.   | A |
| 20.                            | <b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.   | A |

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| 21.                            | <b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.   | A |
| 22.                            | <b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.   | A |
| 23.                            | <b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.   | B |
| <b>EQUIPMENT STANDARDS</b>     |  |   |
| <b>Rental Equipment</b>        |  |   |
| 24.                            | <b>Condition</b> - Rental equipment is appropriate, operational, clean, and well-maintained.   | B |
| 25.                            | <b>Inspections</b> - Equipment is inspected before each rental to ensure equipment is 'rent ready' (adequate, operational, stocked, etc.).   | A |
| 26.                            | <b>Identification</b> - Rental equipment is identified as belonging to the concessioner, and appropriately marked with the company name and logo.  | C |
| 27.                            | <b>Availability</b> - Adequate equipment is available in an appropriate variety of sizes.  | B |
| 28.                            | <b>Bicycles</b> - Brakes are operational, and tires are inflated and not excessively worn.   | B |
| 29.                            | <b>Safety</b> - Safety equipment is in accordance with state and local laws. Helmets and goggles are sanitized between uses.   | A |
| <b>Camping Set Up Services</b> |  |   |
| 30.                            | <b>Camping Equipment</b> - Camping equipment is appropriate, sufficient, clean, and well-maintained. Overnight equipment is appropriately sanitized.   | A |
| 31.                            | <b>Cooking Equipment</b> - Cooking equipment is appropriate, clean, and well-maintained. Coolers are appropriately sized for wildlife-proof storage containers. Cookware, tableware, drinkware, and linens are appropriate, sufficient, clean, and well-maintained.  | B |
| 32.                            | <b>Set Up</b> - The campsite is set up and appropriate staff is available at the time of the reservation. Staff confirms campsite, number of persons in party, length of rental, and method of payment. Staff identifies extra charges (fuel, damage deposits, pet fees, and other equipment rental fees). Extra charges are approved by the park.   | B |
| 33.                            | <b>Walk Ins</b> - Service response times are stated to the renter at the time of request.  | C |
| 34.                            | <b>Site and Equipment Orientation</b> - Staff provide hands-on verbal operating instructions. Orientation includes equipment operations, emergency procedures, park regulations, weather conditions, disposal of pet waste and trash, and location of operating and park manuals. Orientation materials are approved by the park.  | B |
| 35.                            | <b>Staff Availability</b> - Staff is available during hours of operation, and after-hours contact information is posted.   | B |
| 36.                            | <b>Grounds</b> - Grounds are monitored prior to leaving a site to ensure that no garbage or debris is left in the vicinity. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in wildlife-proof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Compost collection areas are clean and orderly. | B |

| <b>OPERATIONAL STANDARDS</b> |   |          |
|------------------------------|---|----------|
| <b>Accessibility</b>         |   |          |
| 37.                          | <b>Accessibility</b> - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.   | <b>A</b> |
| <b>Services</b>              |   |          |
| <b>Reservation Services</b>  |   |          |
| 38.                          | <b>Availability</b> - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.   | <b>B</b> |
| 39.                          | <b>Knowledge of Rental Staff</b> - Rental staff provide accurate information about rates, cancellation policies, rental hours, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.   | <b>B</b> |
| 40.                          | <b>Confirmation</b> - Reservations calls include a confirmation number. E-mail is sent to confirm the reservation and provide park information.   | <b>B</b> |
| 41.                          | <b>Payment Methods</b> - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.                    | <b>B</b> |
| 42.                          | <b>Deposits</b> - Reservation and damage deposit policies are approved by the park, and deposit information is disclosed at the time of the reservation.  | <b>B</b> |
| 43.                          | <b>Rate Changes</b> - Advance rates are honored, and guests are refunded the difference if the rate is lower than the anticipated rate. Charges for additional amenities are disclosed at check-in, and are approved by the park.   | <b>B</b> |
| 44.                          | <b>Cancellations</b> - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.  | <b>B</b> |
| <b>Rental Services</b>       |   |          |
| 45.                          | <b>Hours of Operation</b> - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.   | <b>B</b> |
| 46.                          | <b>Pick-Up</b> - Reserved equipment and appropriate staff are available at the time of the reservation. Staff confirms equipment, length of rental, and method of payment.  | <b>A</b> |
| 47.                          | <b>Rental Agreements</b> - Equipment rental agreements are executed, and the rental form is approved by the park. Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.   | <b>B</b> |
| 48.                          | <b>Equipment Demonstration</b> - Staff provide hands-on equipment demonstrations upon request.  | <b>A</b> |
| 49.                          | <b>Park Orientation Material</b> - Maps and other park materials are accurate, legible, and well-maintained. Orientation includes park regulations and permit requirements, closings and access areas, weather conditions, and disposal of pet waste and trash. Orientation materials are approved by the park. | <b>A</b> |

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| 50.              | <b>Returns</b> - Staff is available when equipment returns are expected. Overdue return procedures are approved by the park. After-hours contact information is posted.   | B |
| 51.              | <b>Lost and Found</b> - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.   | C |
| <b>Personnel</b> |   |   |
| 52.              | <b>Staffing Levels</b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.   | A |
| 53.              | <b>Employee Attitude</b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).   | B |
| 54.              | <b>Employee Appearance</b> - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat, clean, and professional appearance.   | B |
| 55.              | <b>Employee Training Programs</b> - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented. | B |
| 56.              | <b>Management Availability</b> - Manager is on duty during hours of operation, and after-hours contact information is posted.   | B |
| <b>Rates</b>     |   |   |
| 57.              | <b>Approved Rates</b> - Rates and other customer charges do not exceed those approved by the superintendent.  | A |

### Ranking Definitions

**Major:** First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Moderate:** Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

**Minor:** Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.