

Dear Valued Customer,

As you are aware the National Park Service is currently working to implement a new system with ReserveAmerica to provide reservations for Tours and Camping for National Park Service locations. Many exciting changes are currently underway, and we wanted to highlight a few specific items that will allow you to book your future reservations for National Park Service Tours with minimal disruption. In addition, please feel free to forward this communication to other Tour Group operators in your area.

Effective February 7, 2007 Group Tour Reservations will be available via the National Recreation Reservation Service, using a specific Toll-Free Number for Group Sales. The Number **877-559-6777** will provide you access to a group of dedicated sales agents to assist you in booking your tours, Monday - Friday from 10:00 AM to 8:00 PM EST and Saturday and Sunday from 10:00 AM to 5:00 PM EST. In addition, the Group Sales team will be contacting some organizations by phone to ensure you have all of the information you need prior to February 7th in order to minimize the impact of the change in service providers to you for your tour reservations.

Organized tours will be available for advanced reservations for up to 12 months in advance for all parks. Reservations can be made up to 1 day prior to arrival for all parks, with the exception of Frederick Douglass National Historic Site which will accept Group Reservations up to 1 Week in advance.

Internet Reservations will not be available on February 7th, as we are working with the NRRS to develop a specific interface and customized functionality for organized groups to utilize. We will continue to communicate with you on the availability of Internet reservations and when you can expect to see this service in place.

Checks will no longer be accepted as payment for reservations in advance via the Call Center. Visa, MasterCard, American Express and Discover will be accepted for payment via the call center. We will also be looking into implementing electronic check payments in the future, but note that this is not currently available. For those who have booked reservations at Roosevelt Vanderbilt National Historical Site in the past and are accustomed to deferring payment until 30 days prior to arrival, please note the following change. A non-refundable deposit will be required at the time the reservation is made. Payment in full will then be required at least 30 days prior to your arrival.

Cancellations will be accepted up to 1 day in advance for your reservations. Please note, that a \$3.00 per ticket Cancellation Fee is applicable for Carlsbad Caverns, Mammoth Cave, and Lowell National Historical Park. Roosevelt-Vanderbilt will have a specific Cancellation Fee for group tours (previously known as 'Motorcoach' tours). For Washington Monument, Independence Hall, and Frederick Douglass, the \$1.50 Reservation Fee is non-refundable, and no additional Cancellation Charge will apply for cancellations of these tours.

Tickets for the Washington Monument that are purchased 10 days or more in advance of the tour date will be mailed to the customer automatically; tickets purchased less than 10 days in advance can be picked up at Will Call at the park. The new Shipping and Handling fees will be \$2.85 per order for the mail out of tickets. Please note, that the price for larger orders (over 10 tickets), will be changing in the future to \$4.65 per order, but the \$2.85 will be charged when the new system comes online on February 7th for all orders regardless of the number of tickets ordered.

It is important to note, that as we move to the new service, data and tours have to be configured a little differently, so we have provided a list of the specific Group Tours that

have changed under the new service (please note that the Tours themselves remain the same).

Motorcoach Tours for ROVA - while the tours themselves remain the same, please note the following changes:

- **Tour Names:** The tour names have changed, and regardless of whether you are booking 25 or 50 people, you will book the same tour, but specify the specific quantity you are booking.
- **Tickets:** You will now receive 1 Ticket for a Group of 25 people, and 2 Tickets for a Group of 50 people.

Current Name	New Name
VANDERBILT MANSION (MOTORCOACH)	Vanderbilt Man Com 25-50
FDR HOME (MOTORCOACH)	FDR Home Commercial 25-50
FDR HOME + MUSEUM (MOTORCOACH)	FDR Home & Mus Com 25-50
FDR MUSEUM (MOTORCOACH)	FDR Museum Com 25-50
VAL-KILL COTTAGE (MOTORCOACH)	ELRO (ValKill) Com 25-50

The Combo Tour for all 4 Tours will be known as 'Combo Tour Com 25-50'.

We look forward to providing you improved services under the National Recreation Reservation Service and believe that with our new dedicated Group Sales team we can help to improve your reservation experience for National Park Service locations. Please watch for additional emails, and check www.recreation.gov for updates on the upcoming go-live on February 7, 2007.