COMMUNITY RECREATION DIVISION

FORK POLK, LOUISIANA 71459

AMIM-POW-R 03 AUGUST 2022

Standing Operating Procedures (SOP) for

FORT POLK, TOLEDO BEND RECREATIONAL AREA

1. PURPOSE: To establish Standard Operating Procedures (SOP) policies and for the operation and administration of the Fort Polk Toledo Bend Recreation Park (TBRP).
2. SCOPE: This Standard Operating Procedure (SOP) applies to all personnel involved in the day to day responsibilities of the recreational facilities and leasing and retail of goods

3 .ELIGIBILTY

* 1. GROUP A: Active Duty and their families. Must have a valid military ID. E-4 and below may receive a 20% discount on select rentals.
	2. GROUB B: Retired military, VA card holders, Reservists, National Guard, DoD Civilians and Fort Polk contractors with a Common Access Card (CAC). Renters must have a valid military ID.
	3. GROUP C: All other patrons that are unable to meet the above mentioned criteria, must go through a vetting process (Page Three, Paragraph 5) to access lodging rental, RV sites, and tent sites and boating services. There will be a 15% service charge for all lodging rentals, tent sites, and RV site usage. Cabin rental purchasers are eligible for boat rentals provided they meet the boat rental criteria.

* 1. ALL RENTERS MUST BE 18 AND OLDER
1. FORT POLK TOLEDO BEND REC AREA

 General Information/Guidance

Violations of Post and Park Procedures/Regulations by eligible guests and/or their guests may result in forfeiture of fees paid and/or their privileges to utilize the Campground being revoked.

Guests are required to adhere to all park and Fort Pork regulations and posted signage in addition to the following:

* + - 1. Speed Limit is 10 MPH and is enforced by the Military Police.
			2. “Quiet Hours” are 11:00 PM to 9:00 AM. The operation or use of any device (radios, instruments or equipment) which unreasonably annoys guests during “Quiet Hours” is prohibited. Disorderly conduct within the park will not be tolerated. Exception to the quiet hours policy are special events hosted or staged by MWR Fort Polk or large Command events hosted on the grounds in which, due to their size and nature would be difficult to control. It’s important however, that these groups should make every attempt to observe the quiet hours.
			3. Fires are limited to grills and fire-rings and must be attended at all times. Fires must be completely extinguished before departing the campground. Fires are not permitted on concrete slabs, beach area and common ground.
			4. Registered guests will be responsible for the cleanliness of their area and the conduct of members of their families and/or guests. Guests will be responsible for ensuring the area and/or facility they rented is cleaned. The buildings need to be swept, mopped, furniture wiped down, and chairs/tables put in the proper location. Indoor furniture is not allowed outside. All furniture inside or outside must be placed in their original locations. All trash inside and outside must be picked up and put in trash receptacles. Brooms, mops and buckets are provided, however you must bring or supply your own cleaning supplies. (Cleaning supplies can be purchased from our Visitor Center if needed.) Please find and reference cleaning fee, which may be assessed if these standards are not maintained before site check out.
			5. Guests using the reserved picnic (Pavilion) areas must pick up all trash in their assigned area. Due to the wildlife in the area, TBRP requires guests to place all trash in a secure trash receptacle that are provided and located in these areas.
			6. The destruction, injury, defacement, removal or alteration of government property, vegetation, rocks, mineral, or wildlife is prohibited.
			7. Only registered guests of the TBRP, beach participants, cabins, picnic areas, tent sites, or RV sites are allowed to use the bathhouse/laundry facility located in the RV site of TBRP Area.
			8. The designated swimming/beach or wading area is off-limits and prohibits any type of recreational boating craft.
			9. Fireworks of any kind are strictly prohibited and not authorized on park grounds.
			10. Firearms, ammunition, or any other hunting devices are strictly prohibited in the park! Violators of this regulation will be immediately reported to the proper authorities.
			11. All dogs and pets must be leashed at all times. No pets or dogs allowed on the beach area. Service animals are the only exception to this policy; however, they must be leashed at all times.
			12. Control of animals/pets must conform to following rules:
	1. All dogs are required to be always on a leash and under the control and observation of their owner.
	2. Pets are not to be left outside unattended during the day or night when no one is at home.
	3. All damage or injury to property, persons and public buildings caused by pets will be the responsibility of the pet owner.
	4. Electric dog fences are prohibited.
	5. Pets are not to be tied to trees, shrubs or where they might interfere with pedestrian or vehicle traffic. Pets must have access to water at all times.
	6. All dogs and cats must have up to date vaccinations.
1. VETTING PROCESS FOR GROUP C
	* + 1. Online link for pre vetting process: <https://visit.gvt.us/?b=usa&i=fort_polk&e=6Z7MFPZ9>
			2. You must obtain and pick up your Post Pass/Vetting document from the Fort Polk Visitor Center located at Gate 1 on Entrance Rd. prior to coming to TBRP.
			3. One-year MWR membership Passes can be purchased for a fee. This will allow access to the Installation to utilize authorized MWR facilities & Special Events during appropriate FPCON levels. See Appendix A for detailed instructions on how to apply for a 1-year Fort Polk MWR Membership Pass.

6. CHECK-IN PROCESS

a. All visitors to TBRP must physically check-in at the Welcome Center prior to walking the grounds, see section 11 on page 5 of this SOP for check-in procedures. Valid ID required at check in.

7. RENTAL GUIDIANCE POLICIES FOR HOUSING AND CAMP SITES

a. Group A patrons may make reservations 6 months out from the day of which they are calling.

b. Group B patrons may make reservations 3 months out from the day of which they are calling.

c. Group C patrons may make reservations 45 days out from the day of which they are calling. Group C Patrons must complete a vetting process to access Cabin rentals, Camp site rentals, yurts rentals and RV sites. The vetting authorization format is good for one visit. Reference Vetting Process below for further information.

d. The RV sites have a stay limit of 90 consecutive days. Customers reaching the 90 consecutive days must depart the campground. Fort Polk Toledo Bend Army Rec reserves the right to have a customer RV removed at the owner expense and risk if the customers is unable to move their RV for any reasons to accommodate the 90 day limitation. Customers can apply for exemption if they provide documentation that Fort Polk Toledo Bend Army Rec can send to the Garrison for approval.

e. The Family/Group Cabins have a stay limit of 90 days consecutive days. Customers reaching the 90 consecutive day mark, must depart the campground. TBRP reserves the right to have the customer removed at the owner’s expense. Customers can apply for exemption if they provide documentation that TBRP can send to the Garrison for approval.

f. Yurt/Family tent limit of 60 consecutive days. Customers reaching the 60 consecutive day mark, must depart the campground. TBRP reserves the right to have the customer removed at the owner’s expense. Customers can apply for exemption if they provide documentation that TBRP can send to the Garrison for approval.

g. Customers that depart within their stay limit and have vacated the campground for a minimum of 72 hours may return and 60 consecutive day count will start over, however before the reservation process starts, guests must adhere to the vetting process if necessary.

8. BEACH ACCESS

* + - * 1. Beach access is available for Rental Cabin, Yurts, RV site and camp site guests free of charge. When checking in for access to park, please remember to receive your ID bands. Please have wrist bands visible.
				2. There will be a $5 dollar fee one day pass for each individual or Group C, for Non-Military/ Non-DOD/Government personal of the age of 8 and above for patrons that our not utilizing our housing, camp or RV site rentals. This fee will be collected at the Welcome Center, and ID wrist bands will be distributed upon payment. This fee will give you access to the beach, and bathhouse facility for showering and other hygienic concerns as well as the food retail gift shop located in the Welcome Center, and the opportunity to rent canoes, kayaks and stand-up paddleboards. The age requirement for the rental of kayaks, canoes and stand-up paddleboards is 14. Please have wrist bands visible.

9. BOAT LAUNCH

a. There is a $5 dollar launch fee for patrons utilizing personal boats for launch. This fee is waived if you are currently utilizing our rental properties.

b. There are no restrictions regarding participant eligibility for utilizing the boat launch.

10. RESERVATIONS

a. Group A with other eligible users can place reservations for rental items up to 6 calendar months in advance from the date requesting. Reservations will be made over the phone by calling the provided number on our MWR website. Upon placing the reservation, the user must verbally agree that they have an active (unexpired) government issued ID that will also be provided at check in. At this point the customer is also provided with basic information to include our refund policy, items provided as well as items not provided in their rental unit, check-in and check-out times, cleaning agreement heads up, pet fee, and any other information staff deem important to that customers rental and visit.

b. An advance deposit of one night or one day payment fee of the rental fee is required at time of reservation. The balance is due upon check-in on the arrival date. Failure to pay rental balance will result in an automatic cancellation. Canceled reservations made with seven days or more in advance, requires a full refundable payment at time of the one day rental. All service charges are waived

c. Group B, same criteria with the reservation process noted above, with the exception that your reservation time eligibility is three months before date of requested stay. All service charges are waived. Cancellation process is a mandatory seven days out from the reservation date. Failure to meet that criteria will forfeit your deposit.

d. Group C, same criteria with the reservation process noted above with the exception of your eligibility is determined by the vetting process. Your window time for making a reservation is 45 days out from requested day of reservation. There will be a 15% service charge for all lodging rentals. Cancellation process is a mandatory seven days out from the reservation date. Failure to provide to meet that criteria will forfeit your deposit.

e. Changes to reservations

There will be a $10 service fee will be charged for any changes to a reservations excluding cancellations. This includes changes to arrival/departure dates or reduction in the total number of days originally reserved.

11. GUEST CHECK-IN PROCEDURES

* + 1. Guest Groups A and B must report to the Welcome Center located at the entrance of the park, phone (318) 565-4484, upon arrival. All outstanding payments are due at check-in and may be made by cash, check, or credit card. Personal checks may only be in the amount of the rental agreement. Valid ID is required upon check-in and must match profile of the guest who requested the reservation.
		2. Check-in time is 1500.
		3. Check out time is 1100.
		4. Guest Group C, the same above mentioned criteria for check-in is needed. Secondary step would be the on-line vetting process, and the confirmation of passing the process. Apron arrival, you must be able to provide the printed vetted document confirming you have passed along with a valid ID upon check-in. The ID must match the person profile with who made the reservation. This document and vetting process only authorizes one visit.
		5. All group visitors are responsible for interior and exterior cleanliness of their lodging/site. All appliances must be cleaned after use, floors swept and mopped, trash removed, and general housekeeping is mandatory before checking out. Failure to comply will result in a $150.00 cleaning fee.
1. LATE ARRIVALS

Group A & B lodging guests anticipating arrival after business hours will have a Welcome Packet prepared and left for them in their rental. This packet will contain their key, deposit receipt, park guidelines and balance remaining for their billing. Please check in at the Visitor Center the following morning to close out your balance.

1. BUSINESS HOURS OF OPERATIONS
	1. Peak Season: The months of May through end of September (Monday through Thursday 0800-1800) (Friday through Sunday 0700-1900)
	2. Off Season: The month of October through end of April (Monday through Sunday 0800-1700
2. RV SITES GENERAL INFORMATION
	1. Appliances are not permitted outside such as freezers, refrigerators, washers and dryers. Coin operated washers and dryers are available.
	2. Everyone is expected to keep their RV site neat and clutter free. Please do not burn your trash in grills or fire rings. Trash is to be placed in the dumpster located by the comfort station/laundry room. Non-useable, or broken down vehicles, are not allowed.
	3. Dumping of black or gray water is prohibited.
	4. The New Recreational RV Site provides full sewer hookup capability, water and electricity. The Rustic RV site, provides water and electricity. Both sites have 30 and 50 amp capability.
3. Picnic Area Canopy Site cancelations must be within 7 days to be eligible for the full refund. Cancellations inside of 7 days will forfeit deposit.
	1. Picnic Areas with the canopy must follow the reservation policy dictated by which group or profile you fall under. The rental is good for one day, which requires a one day deposit.

IN SEASON and OUT SEASON PRICING FOR LODGING/CAMP SITES AND PAVILLION RENTALS/ Pricing on right would show in-season, pricing on left will show out season

|  |  |
| --- | --- |
| Pavilion | $50 Daily |

RV Sites Daily Fees:

|  |  |
| --- | --- |
|  |  |
| Rustic Site | $25 Daily/$20 |
| New Site | $30 Daily/$25 |

Tent Camping Daily Fees:

|  |  |
| --- | --- |
| Primitive Tent Camping | $ 10 Daily/$5 |
| Yurts  | $40 Daily/$20 |

Family Cabins

 Cabins Daily Fees:

|  |  |
| --- | --- |
| One Bedroom without loft  | $90.00 Daily/$70 |

Cabin Daily Fees

|  |  |
| --- | --- |
| One Bedroom with loft |  $90 Daily/$70 |
| Two Bedroom with one bath |  $130 Daily/$90 |
| Two Bedroom with two bath |  $130 Daily/$90 |

|  |  |  |
| --- | --- | --- |
| Kayaks/ Canoe/Stand up board | $10 half/$20 full day/ | $5 half/ $10 full |