

EXHIBIT B**OPERATING PLAN**

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1) INTRODUCTION

This Operating Plan between [Concessioner Name] (hereinafter referred to as the "Concessioner") and the National Park Service (hereinafter referred to as the "Service") describes specific operating responsibilities of the Concessioner and the Service with regard to those lands and facilities within Olympic National Park (hereinafter referred to as the "Area") that are assigned to the Concessioner for the purposes authorized by the Contract ("Concession Facilities").

In the event of any conflict between the terms of the Contract and this Operating Plan, the terms of the Contract, including its designations and amendments, will prevail.

This plan will be reviewed annually by the Superintendent in consultation with the Concessioner and revised as determined necessary by the Superintendent of the Area. Any revisions shall not be inconsistent with the main body of this Contract. Any revisions must be reasonable and in furtherance of the purposes of the Contract.

2) DEFINITIONS

A) Service Policy. The directives, policies, instructions, and guidance regarding the National Park System and the Service that are in writing and approved by the Secretary of the Interior or a Department of the Interior or National Park Service official to whom appropriate authority has been delegated, as such may be amended, supplemented, or superseded throughout the term of the Contract. Service Policy is available upon request from the Service. The Concessioner can access [Director's Orders and Related Guidance](#) on the National Park Service website.

3) MANAGEMENT RESPONSIBILITIES

A) Concessioner

To achieve an effective and efficient working relationship between the Concessioner and the Service, the Concessioner must designate a General Manager who has the following authority: authority and managerial experience for operating the services required under the Contract; employ staff with expertise and training to provide all services required and authorized under the Contract; act as the liaison in all concession administrative and operational matters within the Area; and, responsibility for implementing the policies and directives of the Service. Additionally, in the absence of the General Manager, the Concessioner must ensure a qualified acting General Manager is designated.

B) Service

The Superintendent manages the Area with responsibility for all operations, including concession operations. The Superintendent carries out Service Policy, including Contract administration. Directly, or through designated representatives, the Superintendent reviews and coordinates, pursuant to Service Policy and Applicable Laws, Contract administration, including evaluation of concession services, Concession Facilities, and review and approval of rates charged for all services. The Service provides a current list to the Concessioner with all appropriate points of contact annually, or as updates occur.

4) GENERAL OPERATING STANDARDS AND REQUIREMENTS

A) Schedule of Operations

- (1) *Minimum Operating Season and Hours.* The Concessioner must provide the required services for Area visitors on a seasonal basis. The minimum operating season and hours for each service is identified below by location.

- (a) Lake Crescent Lodge. Minimum operating season is seven (7) days per week from the Friday of Mother's Day weekend through October 31.

Service Type	Minimum Operating Hours
Lodging	24 hours per day
Food and Beverage	Breakfast: 8:00a.m. – 10:30 a.m. Lunch: 11:30 a.m.– 2:30 p.m. Dinner: 5:00 p.m. – 8:00 p.m. Lounge: Noon –8:00 p.m.
Retail	8:00 a.m. – 8:00 p.m.
Boat Rentals (non-motorized boats)	8:00 a.m. until one (1) hour prior to dusk
Lodging (Roosevelt Cabins only)	Friday – Sunday nights (outside of minimum operating season noted above)

- (b) Log Cabin Resort. Minimum operating season is seven (7) days a week from the Friday of Memorial Day weekend through Labor Day.

Service Type	Minimum Operating Hours
Lodging and Campground	Front Desk: 8:00 a.m. – 8:00 p.m.
Food and Beverage	Café: Breakfast: 8:00 a.m. – 10:30 a.m. Lunch: 11:30 a.m.– 2:30 p.m. Dinner: 5:00 p.m. – 8:00 p.m. Grab-and-go (at Deli Counter): 8:00 a.m. to 8:00 p.m.
Retail (includes firwood sales)	8:00 a.m. – 8:00 p.m.
Boat Rentals (non-motorized boats) and Boat Launch	8:00 a.m. – 6:00 p.m.

- (c) Fairholme Store. Minimum operating season is seven (7) days a week from the Friday of Memorial Day weekend through Labor Day.

Service Type	Minimum Operating Hours
Retail, Boat Rentals (non-motorized boats), Firewood Sales	9:00 a.m. – 7:00 p.m.
Guided Land Tours or Guided Water Tours (Authorized Services) (starting at Lake Crescent or Fairholme)	9:00 a.m. – 8:00 p.m. (weather permitting in season and based on demand; weather permitting outside of required season)

- (2) *Proposed Schedule*. The Concessioner must submit its proposed opening and closing dates, and hours of operations for each location and service, which must include at a minimum the seasons and hours listed above, for the Superintendent's approval no later than **October 15** for the next season, or as noted in the exemptions or additions section of the Guided Land Tours (standard number 59) and Guided Water Tours (standard number 68) sections below. Once approved, the Concessioner must post all operating season dates and hours on-line and within the Concession Facilities.

(3) *Emergency Operations*

- (a) After Hours Emergencies. For "after hours" emergencies, the Concessioner must prominently display the emergency phone number at all Concession Facilities.
- (b) Closures or Cancellations. In the event of a weather emergency, requiring a sudden unscheduled closure or cancellation, the Concessioner must notify the Service by contacting the Concessions Management staff as identified on the contact list provided to the Concessioner. Concessioner also must notify the Concession Management staff of unscheduled closures or cancellations for any non-weather events as soon as possible.

- (4) *Pre and Post Season Meetings*. The Concessioner (and any site representatives) must attend a pre-season meeting with the Service to review the Operating Plan and to discuss planned operations for the summer season. The Concessioner must attend a post season meeting with the Service to review the summer's operation and seasonal procedures.

B) Rate Determination and Approval Process

- (1) *Rate Determination*. All rates and charges to the public by the Concessioner must comply with Section 3(e) of the Contract. The reasonableness and appropriateness of rates and charges under this Contract must be determined, unless and until a different rate approval method is specified by the Service, using the methodologies set out below. As used in this Operating Plan, each of the specified rate approval methods has the same meaning as is set out in the National Park Service Concession Management Rate Administration Guide ("Rate Administration Guide") and the Concession Management Rate Administration Guide Addendum (March 2024), as they may be amended, supplemented, or superseded throughout the term of the Contract. A copy is available on the [Commercial Services website](#).
- (a) *Competitive Market Declaration ("CMD")*. Unless otherwise noted, rates at all locations for lodging, campground, food and beverage, merchandise, convenience items, grocery, electric vehicle charging stations, recreational equipment rentals, firewood, guided water and land tours (Authorized Service), and special events/catering are set using the CMD rate method.
- *Electric Vehicle Charging Station*. The Concessioner may discount these rates or offer the service as a reduced fee or free amenity to Lake Crescent Lodge guests.
- (b) *Core Menu*. At Hurricane Ridge only, food and beverage rates are based on the Core Menu rate method.
- (c) *Core Retail (Convenience Items)*. At Hurricane Ridge only, rates for convenience items are set in accordance with the Core Retail rate method. The Concessioner must set rates for items in the Core Retail categories listed in Section 5)C)(2) below using the markup method. The Concessioner may set rates for all other convenience items using CMD.
- (2) *Rate Submittal and Approval Process*
- (a) *Rate Requests*. Rate requests are applicable to service types approved under the Comparability and Core rate methods. The Concessioner must submit a request for its initial rates within **30 days following the Contract effective date**. After the initial rate request, the annual deadline for the Concessioner to submit a rate request to the Service is **October 15** for the upcoming year. Such request must be in writing.
- (b) *Contents of Rate Requests*. The Concessioner must submit its proposed rates in writing and in accordance with the rate request timeline. The Concessioner's rate request must include:
- Proposed rates, charges, and fees for all services approved under the Comparability or Core rate methods.
 - A listing of comparable service providers, including those identified through existing comparability studies conducted by the Service and any new comparables the Concessioner would like to introduce for consideration.
 - Descriptions or inventories of the 'extra quality features' of the Concessioner's service and its comparables which illustrate any differences in the Concessioner's rate position relative to its 'comparables.'
 - A listing of comparable service provider rates, charges, and fees.
 - A basic analysis of the Concessioner's rates and rates of comparable service providers, including minimum, maximum, averages, or other relevant statistics. If rates vary by season or include 'peak' rates, these should be analyzed separately.

- (c) Rate Approval Timeframes & Implementation when Service Approval is Delayed. The Service will follow the rate approval timeline as outlined in the [Rate Administration Guide Addendum](#), Section 4(A). Additionally, if the Service does not meet the timeframes identified in Section 4(A), the Concessioner may implement requested rates, as described in Section 4(B).
- (d) Management of Rates under the CMD Method. The Concessioner is permitted to set and change prices based upon what the Concessioner determines the market will bear for service types approved under the CMD method.
- *Rate Adjustment*. The Concessioner may adjust rates of CMD and non-core goods and services without prior notification to or written approval from the Superintendent.
 - *Concessioner Rate Monitoring Plan*. **Within 60 days after the Contract effective date**, the Concessioner must submit a rate monitoring plan that includes its CMD rate setting strategy regarding how it will price against competitors and initiate its own adjustments to rates in response to changes in competitor rates, occupancy, and visitor satisfaction levels, and what thresholds, standards, or benchmarks it will use as actionable trigger points. The plan must also describe the type, source, and scope of available data, occupancy/utilization information, and visitor satisfaction information it will supply to the Service. The Concessioner's rate monitoring plan is subject to Service approval. The Concessioner's plan must describe a variety of monitoring components, including:
 - ◆ Monitoring by service type
 - ◆ Competitors by service type
 - ◆ How it will track competitor pricing
 - ◆ What its strategy is for pricing against competitors
 - ◆ How it will monitor utilization
 - ◆ How it will monitor visitor satisfaction for each service type or classification (e.g., Basic, Mid-Scale lodging, etc.).
 - *Service Rate Monitoring*. The Service will monitor to verify that rates remain reasonably like those of competitors, that utilization (occupancy) remains similar to prior periods and does not decline due to rates and charges, and that visitor satisfaction data demonstrate visitors are satisfied with the Concessioner's services. Rate monitoring will be conducted by service category using Concessioner data provided in accordance with Concessioner operational reporting requirements outlined in Section 12(A) of this Operating Plan, data from the Concessioner's visitor satisfaction program, and available data on the Concessioner's competitors.
- (e) Advance Rates. The Concessioner may request approval of an advance rate. This request must follow the requirements in the Rate Administration Guide (Section 2.4), except as provided in 36 C.F.R. § 51.82(d).
- (3) *Published Rates and Compliance*. The Concessioner must post or publish its rates. This may include, but is not limited to, written and web-based advertising, brochures and other Concessioner promotional materials, price tags, menus and posted rate sheets, rack rates posted in rooms, Concessioner telephone reservations system, and third-party booking agents.
- (4) *Reduced Rates for Government Employees*. The Concessioner must offer federal government employees traveling on official business current government per diem lodging for the Area. Goods and services will not be provided to government employees who are not on official business, or their families, without charge or at reduced rates unless equally available to the public.

- (5) *Exceptional Conditions.* If the Concessioner offers an item or service at less than optimum condition (because of unavailable amenities or condiments, or because of poor service or other conditions), the item or service must be discounted. This should not be construed to condone shortages or “running out” of items on a regular basis and should be used only in unavoidable situations.
- (6) *Deposit and Cancellation Policies.* The Concessioner must develop reservation procedures, including rates for deposits and cancellations, which are patterned after those businesses used as comparables or considered as competitors. The Concessioner’s approved rate schedule and advertising material must state in detail the conditions under which deposits are refunded or cancellation fees charged. Cancellation and refund policies (including deadlines) must be submitted in writing to the Service for approval prior to each operating season. Concessioner cancellations may have different refund rates than visitor cancellations. Refund due dates must be with industry standards if not immediate.
- (7) *Changes to Rate Methods*
 - (a) Changes initiated by the Service. Changes in market conditions or other factors may result in the Service modifying the rate approval method utilized for any service types offered under the Contract. The Concessioner will be notified by the Service of such a change at least 60 days prior to any rate request due date the Service will prescribe.
 - (b) Changes requested by the Concessioner. The Concessioner may request a change to rate approval method but must submit a request to change rate approval method **at least 60 days prior to the date the next rate request is or would be due.** A Concessioner request to change rate approval methods must include an analysis of market forces criteria as described in the Rate Administration Guide Addendum, Sections 3(A) and 3(E).

C) Purchasing

- (1) *Competitive Purchasing.* Purchases may be made from a facility operated or owned by the Concessioner or a parent company, provided the product is comparable in quality and price to like products manufactured by unrelated suppliers.
- (2) *Discounts.* To the extent applicable to the rate approval method in place, the Concessioner must take advantage of all available trade, cash, and quantity discounts and rebates, to the extent feasible, and pass them through to the consumer.
- (3) *Environmental.* The Concessioner must purchase and use environmentally preferable products whenever available and feasible.

D) Evaluations

- (1) *Concessioner Monitoring Program.* The Concessioner must inspect and monitor its services and facilities required by this Contract with respect to Applicable Laws; Service Policy and standards; authorized rates; life, health, and safety; public health; environmental management and impacts on natural or cultural resources; responsiveness to visitor comments; compliance with the Contract including all exhibits; and other operational performance standards as appropriate. The Concessioner is responsible for developing and implementing corrective action plans to respond in a timely manner to any operating deficiencies it identifies. Specific inspection and testing requirements are described in later sections of this Operating Plan.
- (2) *Service Concessioner Review Program.* The Service will evaluate the Concession Facilities and services to assess and rate performance in accordance with the Concessioner Review Program. The Service uses the results of the individual program evaluations to prepare an Annual Overall Rating Report. Service personnel may conduct these activities and may obtain assistance of third-party subject matter experts. Service evaluations may fully incorporate the findings of such experts. The Concessioner must provide full access to management, Concession Facilities, documentation, and other resources necessary for and required by the Service to conduct these evaluations. The Concessioner must work with Service officials to prioritize, schedule, and correct

- deficiencies and implement improvement programs resulting from these activities. The Service may consider the Concessioner's performance in addressing deficiencies on schedule and in a timely manner in determining the Concessioner's rating.
- (a) Periodic Operational Evaluations. The Service may conduct both announced and unannounced periodic operational evaluations of Concession Facilities and services to ensure conformance to applicable operational standards. The Concessioner may be contacted at the time of evaluations so that a representative of the Concessioner may accompany the evaluator.
- (3) *Annual Overall Rating*. The Service determines the Annual Overall Rating ("AOR") for the preceding calendar year. The AOR provides narrative summaries of the operating year, as well as the following reports, and includes one overall score and rating for the entire operating year. The Concessioner and Service should meet to discuss the AOR.
- (a) Administrative Compliance Evaluation Report. The Administrative Compliance Report and rating considers the Contract compliance criteria: timely and accurate submission of the annual financial report; timely and accurate payment of franchise fees; timely submission of proof of general liability, vessel, automobile, and workers compensation insurance, etc.
 - (b) Operational Performance Report. Service staff prepare the Operational Performance Report and rating by considering the individual periodic operational evaluations and weighting them if necessary.
 - (c) Public Health Program Evaluation Report. A representative of the Service's Public Health Program may conduct periodic evaluations of the Concessioner's food and beverage operations, in accordance with the Public Health Service procedures based upon the U.S. Food Code. Service staff will prepare the Public Health Program Report and rating by considering the public health evaluations.
 - (d) Risk Management Program Evaluation Report. The Service may conduct an annual comprehensive evaluation of the Concessioner's Risk Management Program ("RMP"). This evaluation and rating considers compliance with the Service risk management standards, implementing life safety and fire safety programs, and operating in accordance with the Concessioner's documented RMP. The results of any life or fire safety inspections conducted by the Service may also be a component of this evaluation and a component of the periodic operational evaluations.
 - (e) Environmental Management Program Evaluation Report. The Service may conduct an annual comprehensive evaluation of the Concessioner's Environmental Management Program ("EMP"). This evaluation and rating considers compliance with the Service environmental management standards, protection of natural resources, fulfillment of environmental compliance requirements, and operation in accordance with the Concessioner's EMP. Performance in addressing Concessioner environmental audit findings will also be a component of this evaluation.
 - (f) Asset Management Program Evaluation Report. The Service may conduct an annual comprehensive evaluation of the Concessioner's Asset Management Program and provide a rating. Asset management will also be a component of periodic operational evaluations. The Concessioner must perform periodic interior and exterior asset management inspections of all Concession Facilities.
- (4) *Other Audits or Inspections*. As may be deemed necessary by the Service, additional evaluations may be conducted by the Service or third-party evaluator, including but not limited to, the following.
- (a) Environmental Audits. The Service may conduct environmental audits to evaluate the Concession Facilities and operations with respect to environmental compliance and

compliance with environmental Best Management Practices in accordance with the current Service Concession Environmental Audit Program Operating Guide.

- (b) Fire Inspections. The Service may conduct fire safety inspections at its discretion throughout the term of the Contract but will contact location managers at the time of facility inspections so that a representative of the Concessioner may accompany the Service evaluator.
- (c) Integrated Pest Management Inspections. The Service may conduct integrated pest management inspections of Concession Facilities and operations, which may consider issues such as vector control and exclusion practices, pesticide application practices, and others. Tier 1 inspections are conducted by the concessioner and Tier 2 level oversight is conducted as part of the Concessioner Review Program. In addition, technical experts (e.g., public health service officer, integrated pest management coordinators) may periodically conduct Tier 3 oversight inspections.

E) General Policies

(1) Facilities Use

- (a) Authorized Use. Concession Facilities must be used only for activities or services that directly and exclusively support contractual services required and authorized by the Contract without written permission from the Service.
 - (b) Smoking Policy. All buildings within the Concession Facilities are designated as non-smoking. The Concessioner must comply with current Service policies on smoking, including without limitation, [Director's Order 50D](#).
 - (c) Quiet Hours. Are 10:00 p.m. to 6:00 a.m. within all Concession Facilities, including employee housing.
- (2) *Checkout Counter Donation Program*. Should the Concessioner participate in this program the Concessioner must comply with all requirements of the [Checkout Counter Donation Program](#) found on [Partnerships website \(Reference Manual 21 – Chapter 4\)](#).
- (3) *Lost and Found*. The Concessioner will establish and provide an effective process for handling lost and found items that is consistent with Service Policy. This policy must be in writing and approved by the Superintendent. Procedures for the handling of lost and found property must conform to [Directors Order 44](#), [Personal Property Management Handbook #44](#), and [41 C.F.R. §102-41](#).

(4) Vehicles Used in Connection with Operation

- (a) Identification. The Concessioner must include its name and logo, with lettering no larger than three- and one-half inches in height, on every vehicle.
- (b) Licensing, Insurance, and Registration. The Concessioner must properly register, license, and insure all Concessioner vehicular equipment used to perform services under the Contract in accordance with all Applicable Laws and with this Contract.
- (c) Vehicle Maintenance. The only vehicle maintenance activity allowed within the Area is topping off fluids in the maintenance area at Lake Crescent Lodge. All other vehicle maintenance activities must take place outside the Area.
- (d) Concessioner Parking. The Concessioner must ensure that Service-approved designated areas are used to park and store trailers, vehicles, and equipment in a safe, organized manner. The Concessioner must always maintain egress in or out of the Service-approved designated area.
- (e) Abandoned Vehicles. The Concessioner must notify the Service of abandoned, immobile, or inoperable vehicles, including employee vehicles, within the Concession Facilities. Concession employee vehicles will be towed at the expense of the owner, or if the owner

- cannot be located, at the expense of the Concessioner. The Concessioner must take necessary steps to remove and properly dispose of abandoned vehicles in a timely manner.
- (5) *Deliveries*. The Concessioner must schedule deliveries to not interfere with business operations during peak visitation hours. Deliveries should use non-public areas to the extent possible.
- (6) *Telephone Services*. The Concessioner will provide 24-hour public phone service in a common area within the Concession Facilities. Public phones will be checked regularly to ensure they are in working order. Out of order phones must have a sign on them directing visitors to the nearest working unit.
- (7) *Integrated Pest Management*. The Concessioner must develop and implement an integrated pest management (IPM) program to manage harmful insects, animals, plants, and other vectors at Concession Facilities. The IPM program must be received by the Area concession management specialist and approved by the Area's IPM coordinator. The Area may conduct IPM inspections covering vector control and exclusion practices, pesticide application practices, and other aspects related to pest management.
- (8) *Interactions with Wildlife*
- (a) Feeding wildlife within the Area is prohibited.
 - (b) The Concessioner will not encourage the feeding of wildlife within the Concession Facilities by displaying food, such as popcorn and bread, or maintaining hummingbird, seed, suet, or any other type of bird feeders, in such a manner that may imply approval of the feeding of wildlife.
 - (c) The Concessioner and employees will notify Area Dispatch immediately regarding any issues with wildlife.
 - (d) The Concessioner will implement a Wildlife Protection Program with specific policies and procedures that include, but are not limited to the following:
 - Service cougar and bear interaction posters will be displayed prominently after review and approval by the Service.
 - The Concessioner will have a brochure and table signage on wildlife interaction after review and approval by the Service.
- (9) *Visitor Satisfaction and Monitoring*. The Concessioner must establish a Service-approved visitor satisfaction monitoring system to monitor service and quality standards, product mix, pricing, and overall experience. This system may consist of electronic or hard-copy (i.e., comment card) surveys, depending on location and services being monitored, but the Concessioner must ensure it clearly articulates how visitor access the electronic version or provide an adequate supply of hard copy surveys. The Concessioner must submit its plan for this system within **30 days following the Contract effective date**.
- (a) Upon receipt, the Concessioner must provide copies to the Service of visitor comments alleging misconduct by a Concessioner or Service employee, pertain to the safety of visitors, or the safety of Area resources.
 - (b) The Service will forward to the Concessioner any comments or complaints received regarding Concession Facilities or services. The Concessioner must provide the Superintendent with a copy of its responses. The Service will provide copies of its responses, if any, to the Concessioner.
 - (c) The Concessioner must investigate and make an initial response to any complaint within 48 hours of receipt.
 - (d) The Concessioner must provide the Service with a monthly and annual electronic report of survey responses including comments and complaints (from electronic and hard copy

surveys) in a format to be defined by the Service. The monthly report is due by the **15th of the month following receipt**, and the annual report is due on **February 15**. The Concessioner must provide individual comments upon request.

- (e) The Service is developing standard customer satisfaction questions. Once developed, the Concessioner must include these questions in its visitor satisfaction survey and make results available to the Service.

F) Human Resource Management

- (1) *Employee Identification*. At a minimum, Concessioner must issue all employees an employee photo identification card that includes name, work location, and an expiration date. The Concessioner must collect these identification cards upon termination of employment or at the end of the season for seasonal employees. Employees may use these cards for entrance to the Area.
- (2) *Employee Hiring Procedures*
 - (a) Drug-free Awareness and Testing Program. The Concessioner must provide its employees with a statement of its policies regarding drug and alcohol abuse and conduct educational program(s) for its employees to deter drug and alcohol abuse. The Concessioner must establish an appropriate employee drug-testing program. The Concessioner must require any employee who is in a safety-sensitive or security-sensitive position to participate as appropriate in pre-employment and random drug testing. Should the Concessioner become aware of illegal drug use, the Concessioner must promptly report it to Service Dispatch at (360) 565-3000, ext. 0.
 - (b) Background Checks. The Concessioner must ensure background checks are performed on all employee hires as appropriate for the position. These may include wants/warrants check, local criminal history check, federal criminal records check, national multi-jurisdictional database and sexual offender search, social security number trace, and driving history check. The Concessioner cannot hire someone showing any active wants or warrants (current fugitive from justice). The Concessioner must make available to the Chief Ranger, upon request, the background investigations conducted on employees. Employees must allow such a possible release of information as a condition of hire.
 - (c) Driver Requirements. Drivers of Concessioner-owned vehicles must have a valid state operator's license for the size and class of vehicle being driven.
 - (d) Service Employees. The Concessioner must not employ in any status an Area employee, his/her spouse, or a minor child, without the Service's written approval. The Concessioner must not employ in any status the spouse or children of the Superintendent, Deputy Superintendent, Administrative Officer, Concession Specialist, or Safety Officer.
- (3) *Training*. The Concessioner must provide and maintain records of appropriate employee training as set forth below and must provide those records to the Service upon request.
 - (a) Training Manuals and Employee Handbook. The Concessioner must develop written training materials and an employee handbook for its employees. The employee handbook must identify the policies and regulations of the Concessioner and the Service. The Concessioner must provide a copy of the handbook to the Service within **30 days following the Contract effective date**, and when revised.
 - (b) Job Training Program. An active, ongoing training program for development of necessary skills and techniques must be provided for all Concessioner employees. It must include mandatory orientation and job training both at the start of employment and as a refresher training at least annually thereafter. The program must stress work performance, including a thorough knowledge of food safety, Service policy and regulations, general resource protection and environmental awareness, and training on the Concessioner's Environmental Management Program, Concessioner's Risk Management Program, and responsibilities for

performing their duties. Training must include the following, in addition to job-specific skills training:

- Orientation Training. The Concessioner will provide introductory Area training to all new hires using qualified and certified staff.
 - Emergency Medical Training. The Concessioner must ensure staff involved with any guided tours have a current CPR and First Aid (or higher) certification on file, and available to the Service upon request. For all other employees, the Concessioner is encouraged to allow them to attend emergency medical training, including CPR and First Response courses.
 - Wildlife, Fish, and Vegetation Management. The Concessioner will provide Service-approved training in fish, wildlife, and vegetation management, including measures to prevent wildlife species from becoming habituated to human foods, identification of noxious weeds, and becoming acquainted with the Area's annual fishing regulations for Lake Crescent and surrounding waters.
 - Sanitation Training. The Concessioner will provide sanitation training to food service personnel at the start of their employment in a food service facility and as needed to comply with the most recent edition of the U.S. Public Health Service (USPHS) Food Code.
 - Interpretive Training. The Concessioner will provide interpretive skills training for all employees who provide interpretive, informational, and safety information and services. These employees must demonstrate their knowledge of Area resources, history, and use appropriate interpretive techniques in their presentations to visitors. The Concessioner will work closely with the Service to improve the methods of preparing and presenting effective interpretive information. Each year of the Contract following the first year of implementation, the Concessioner will provide two hours of additional Area-specific training to returning employees.
 - Service Provided Training. Concessioner must encourage and allow its employees to attend any Service-sponsored training relating to the Area. Employees, especially managers, may attend other Service training as space permits and determined appropriate by the Service. The Concessioner will pay employees their standard wages for attending Service-sponsored training.
 - Cultural Awareness Training. The Concessioner is responsible for training all employees on the tribal heritage, history, culture and importance of each of the eight federally recognized tribes having traditional associations to the lands in Olympic National Park: Hoh, Jamestown S'Klallam, Lower Elwha Klallam, Makah, Port Gamble S'Klallam, Quileute, Quinault, and Skokomish. These tribes work to sustain their long traditions, including whaling, performance of a First Salmon ceremony to honor and give thanks to salmon returning from the seas, and preservation of the language and traditional arts like basket weaving and carving. The Concessioner is encouraged to engage any or all of the eight federally recognized tribes of the Olympic Peninsula in the selling of Native American handicrafts, creating interpretive opportunities for visitors, and providing additional general information regarding the tribes of the Olympic Peninsula.
- (4) *Employee Responsibilities*. The Concessioner must ensure its employees adhere to all applicable federal and state laws including, but not limited to, wearing seatbelts, use or possession of illegal substances, and criminal activity. The Concessioner must inform employees and potential employees that any individuals required to register with the county sheriff's office in accordance with Washington State RCW 9A.44.130 (sex offenders and kidnapping offenders), must also register with the Chief Ranger's Office.

- (5) *Organized Labor Activity*. The Concessioner is required to comply fully with the National Labor Relations Act (NLRA), 29 U.S.C. §§ 151–169, and the applicable rules, regulations, and orders of the Secretary of Labor. The NLRA prohibits employers from interfering with, restraining, or coercing employees in the exercise of their rights relating to organizing, forming, joining, or assisting a labor organization for collective bargaining purposes; working together to improve terms and conditions of employment; or refraining from any such activity. Similarly, labor organizations may not restrain or coerce employees in the exercise of these rights.

G) Possession of Firearms

- (1) The Concessioner is responsible for determining how it will interpret and implement federal and State of Washington firearm possession laws regarding its visitors. The Concessioner should consult the applicable state attorney general's office about relevant state firearms laws as well as Service Visitor and Resource Protection staff.
- (2) The Concessioner must provide the Service its written policy articulating how it will implement federal and State of Washington firearm possession laws regarding its operation for review **within 60 days following the Contract effective date**. The policy should also include a plan for management of public firearm possession related to concession activities.
- (3) Concessioner employees must not possess firearms while on duty. The Service may grant exceptions to this prohibition upon consideration of a written request from the Concessioner's general manager with a thorough explanation of the basis of the request. The Service will provide a written response to the Concessioner.

5) SPECIFIC OPERATING STANDARDS AND REQUIREMENTS

The Concessioner must provide all services in a consistent, environmentally-sensitive, and high quality manner and must operate in accordance with the operating standards as provided on the [Commercial Services website \(Standards and Evaluations\)](#) for each specific service type noted below, and further defined by the specific operational performance standards identified throughout this section. The applicable standards specify the minimum operating standards the Concessioner must meet in providing the required services under the Contract. This Contract (including Exhibits) presents Area-specific requirements, additions, and exceptions to the Service standards. Where there are conflicts between the standards on the Commercial Services public website and the requirements in this Contract (including Exhibits), the Contract requirements (including Exhibits) prevail.

This Operating Plan details the temporary authorized services at the Hurricane Ridge location. Once the permanent Hurricane Ridge facilities come online, the Service will work with the Concessioner to define the specific exemptions or additions to the food and beverage, retail, and equipment rental standards for the required services at Hurricane Ridge.

A) Lodging (Midscale and Rustic)

- (1) *Minimum Operating Standards*. The Concessioner must provide lodging service at Lake Crescent and Log Cabin in accordance with the Midscale (10-LGM) or Rustic (10-LGR) Lodging Standards. All lodging units noted below are Midscale except for the Camper Cabins at Log Cabin, which are Rustic.

Lake Crescent Lodge (55 total units)	Log Cabin Resort (28 total units)
Main Lodge rooms (non-view, shared bath) – 3	Motel Units – 4
Main Lodge rooms (view, shared bath) – 5	A-frame Chalets – 12
Singer Tavern Cottages (one room) – 10	Cabin Units (kitchenette, 2 bedrooms) – 4
Singer Tavern Cottages (two rooms) – 3	Cabin Units (no kitchenette, 2 bedrooms) – 4

Lake Crescent Lodge (55 total units)	Log Cabin Resort (28 total units)
Roosevelt Fireplace Cabins (one room) – 2	Camper Cabins (without bath) – 4
Roosevelt Fireplace Cabins (two rooms) – 2	
Storm King, Marymere, Pyramid Mountain (10 each)	

(2) *Exemptions or Additions to Midscale Lodging Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
15, 17, 19	Luggage Carts, Elevators, Meeting Rooms	Exemption	These standards do not apply.
18	Public Restrooms	Exemption	This standard is evaluated as part of the Lake Crescent Lodge dining room food and beverage service.
20	Internet	Addition	The Concessioner must provide free wireless internet, when service is feasible and available, for Lake Crescent Lodge guests. The Concessioner may provide paid wireless internet service to other non-guest visitors at this, and other Concessioner operated locations.
26-28	Coin Laundry, ATM Machines, Drinking Fountains	Exemption	These standards do not apply.
68-69	In-Room Refrigerators, Fireplaces	Exemption	Only relevant in some rooms or the Roosevelt Cabins.
76	Telephone Access	Addition	The Concessioner must provide public access to long distance service.
77	Televisions	Exemption	Televisions are not allowed in guest rooms.
78	Guest Room Internet	Exemption	Internet is not required in guest rooms.
83	Kitchenettes	Exemption	Kitchenettes are not offered in any midscale lodging facilities.
102	Availability	Addition	The Concessioner must accept reservations on a 12-month forward rolling basis. In addition to the standard, reservation services must also be available in person (walk-up). The Concessioner must not overbook facilities or services unless there is a comparable or superior facility or service available at the original booking price. The Concessioner may implement a waiting list system, pursuant to which the visitor is not guaranteed, nor charged for, a reservation until a facility or service is confirmed as available. The Concessioner is authorized to rent the Roosevelt Cabins from November 1 until the Friday before Mother's Day but only on weekends.
110	Hours of Operation	Addition	The Concessioner must provide 24-hour front desk service when guests are occupying the 2 nd floor historic lodge units; otherwise, the minimum standard applies.

(3) *Exemptions or Additions to Rustic Lodging Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
13-22	Public Areas – Interior	Exemption	These standards are evaluated under the Midscale Lodging or Campground services.
41	Entry Security	Addition	In addition to the entrance doors, any door connecting to another room and the sliding glass doors must be equipped with a lock.
N/A	Room Amenities	Addition	Irons and ironing boards are available upon request.
70	Availability	Addition	The Concessioner must accept reservations on a 12-month forward rolling basis. In addition to the standard, reservation services must also be available in person (walk-up).
78	Hours of Operation	Addition	The Concessioner must provide front desk service during the season between the hours of 8:00 a.m. and 8:00 p.m., and an “on call” operator must be available 24-hours a day during the season.

(4) *Electric Vehicle Charging Stations*

- (a) Location. The Concessioner must operate two Service-owned electric vehicle charging stations (“EV Charging Stations”) located in the southwest parking lot behind the Lake Crescent Lodge. The EV Charging Stations are Level 2 chargers with networking capability. Should the Service install other chargers at this or other locations, the Service will assign those chargers for the Concessioner to operate.
- (b) Availability. The EV Charging Stations will be available for operation 24-hours per day during the lodge season on a first come first served basis.
- (c) Maintenance. The Concessioner must keep the stations clean and in good working order according to the manufacture’s recommendations.
- (d) Payment System. The Concessioner may charge for this service but must obtain prior written approval from the Service of the proposed payment system.

B) Food and Beverage

(1) *Minimum Operating Standards.* The Concessioner must provide food and beverage service at Lake Crescent and Log Cabin in accordance with the standards as identified below. If the Concessioner provides temporary food and beverage service at Hurricane Ridge, it must do so in accordance with the standards identified below. Additional standards are available on the Commercial Services website and the Service’s [Healthy Food Standards and Sustainable Food Guidelines](#).

Location	Service	Standard
Lake Crescent	Dining Room, Lounge	Upscale Casual (10-FBU)
Log Cabin	Café	Family Casual (10-FBF)
Log Cabin	Grab-and-go / retail counter	Quick Service (10-FBQ)
Hurricane Ridge	Temporary Food Truck (authorized)	Temporary (10-FBT)

(2) *Food Safety Certification.* The Concessioner must always employ at least one full-time certified food safety manger on duty at Lake Crescent and Log Cabin. At a minimum, the Food and Beverage Manager must have a current ServeSafe Food Protection Manager by the National Restaurant Association, or an equivalent certificate. All food service employees must have a current food handler’s card, issued by a state, county, or local health department.

- (3) *Menu Development and Submission. No later than the Contract effective date*, the Concessioner must submit its proposed menu for the Lake Crescent dining room and Log Cabin café operations.
- (4) *Exemptions or Additions to the Upscale Casual Food and Beverage Standards for the Lake Crescent Dining Room and Lounge.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-14	Facility – Exterior	Exemption	Evaluation of the exterior facility is included under the Lake Crescent lodging standards.
73	Alcohol	Addition	One full-time manager, located at Lake Crescent, must attend a liquor law training program in accordance with the Washington State Liquor and Cannabis Board (“WSLCB”).
N/A	Sunporch Use	Addition	The Concessioner may not reserve the use of the sunporch as an extension of the dining room; however, guests may request food service on the sunporch if staffing is available. To maintain the historic character of the sunporch, the Concessioner must use only Service approved furniture

- (5) *Exemptions or Additions to the Family Casual Food and Beverage Standards for the Log Cabin Café.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
73	Alcohol	Addition	One full-time manager, at Log Cabin Resort, must attend a liquor law training program in accordance with the Washington State Liquor and Cannabis Board (“WSLCB”).

- (6) *Exemptions or Additions to the Quick Service Food and Beverage Standards for the Log Cabin Deli Counter.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-14; 16	Facility – Exterior; Public Restrooms	Exemption	Evaluation of the exterior facility and public restrooms for the Log Cabin grab-and-go counter are included under the Family Casual Food and Beverage standards for the Log Cabin Café.

- (7) *Exemptions or Additions to the Temporary Food and Beverage Standards for Hurricane Ridge.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
3	Outdoor Equipment	Exemption	Not permitted during the use of temporary facilities at Hurricane Ridge.
28	Bus Service	Exemption	Does not apply to this operation.

C) Retail

- (1) *Minimum Operating Standards.* The Concessioner must provide retail service in Lake Crescent Lodge, Log Cabin Resort, and Fairholme Store, and may provide retail in a Service-approved temporary space at Hurricane Ridge in accordance with the Retail Standards (10-RET).
- (2) *Core Retail Items.* The following is a list of core retail categories the Concessioner must price using the Markup method. Category descriptions from the [National Association of Convenience Stores \(NACS\)](#). The Concessioner may price all other convenience items using CMD.

NACS Code	Category
07-00-00	Packaged Beverages
07-04-00	Juice/Juice Drinks (Includes: 100% juice, vegetable drinks, canned/juice box drinks)
07-05-00	Bottled Water (Includes: flavored, carbonated, still, fortified waters)
17-00-00	Alternative Snacks
17-02-00	Granola/Fruit Snacks
17-03-00	Health/Energy Bars (Includes: meal replacement, diet, energy, cereal, nutritional bars)
20-00-00	Non-edible Grocery
20-01-00	Laundry Care (Includes: laundry detergent)
20-02-00	Dish Care (Includes: dish soap)
20-03-00	Household Care (Includes: insecticides)
20-04-00	Paper/Plastic/Foil Products (Includes: toilet paper)
21-00-00	Health & Beauty Care
21-01-00	Analgesics
21-02-00	Cough & Cold Remedies (Includes: cough drops)
21-03-00	Stomach Remedies (Includes: antacids)
21-07-00	Feminine Hygiene (Includes: tampons, sanitary napkins)
21-10-00	Skin Care/Lotions/External Care (Includes: sunscreen, eye care, lip care, first aid)
22-00-00	General Merchandise
22-02-00	Batteries
22-08-00	Lighters
28-00-00	Ice

- (3) *Exemptions or Additions to the Retail Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-10	Facility – Exterior	Exemption	Exterior facility standards for Lake Crescent Lodge and Log Cabin are evaluated under other service standards.
5-6, 10	Lighting/Illumination, Public Signs, Trash / Recycling / Composting	Addition	These additions will apply to the Hurricane Ridge temporary facilities ONLY; otherwise, all other exemptions as noted above apply.
11-28	Public Areas – Interior	Exemption	These exemptions will apply to the Hurricane Ridge temporary facilities ONLY.
22	Fitting Rooms	Exemption	Does not apply to any location.
37	Food Preparation Area	Exemption	This standard only applies to Fairholme Store.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
50	ATM Machines	Exemption	Does not apply to any location.
53	General Merchandise	Addition	Items will be marketed as "Olympic National Park," no other short or slang reference is authorized. The Concessioner must develop and implement a merchandise plan that incorporates the Area's interpretive themes. The Concessioner must submit the plan for approval no later than 120 days after the Contract effective date . At a minimum, the plan must clearly describe the categories and types of products approved for sale.
54	Unacceptable Merchandise	Addition	In addition to the items listed in the standards, the Concessioner is prohibited from selling the following: sasquatch merchandise; any tobacco products or related items; artificial or live bait, fishing lures that contain lead; slingshots and paintball guns; any retail item with a mountain goat as these are non-native species to the Area.
55	Authentic Native American and Other Handicrafts	Addition	Handicrafts are limited to those made by members of the eight federally recognized tribes including: Hoh, Jamestown S'Klallam, Lower Elwha Klallam, Makah, Port Gamble S'Klallam, Quileute, Quinault, and Skokomish.
61	Merchandise Layout	Addition	The Concessioner will not use the Lake Crescent Lodge lobby or the Log Cabin Resort lobby for additional retail space. Views from the exterior looking in should not be impeded by signs or other obstructions in the windows.

- (4) *Firewood Minimum Requirements*. The Concessioner will acquire local fully cured firewood from the Olympic Peninsula, outside Olympic National Park, for sale at Fairholme Store and Log Cabin. The firewood must be harvested with state quarantines or must be USDA pest-free certified. Sale of firewood at other Concession Facilities must first be approved by the Service.
- (a) Packaging. Firewood is to be packaged in bundles using heavy sisal twine, sheet rock tape, or any other environmentally preferable packaging item. If the Concessioner is not reasonably able to obtain environmentally preferable packaging it must provide documentation to the Service regarding its efforts to obtain and include the proposed alternative for approval. Should the Service approve alternative packaging the Concessioner must include a label with the following statement: "Please discard this [insert type of wrapper] in campground dumpsters, along with your other trash. Do NOT burn the wrapper – by doing so releases toxins in the air. Thank you for protecting the environment." Bundles will be made up of one (1) cubic foot dry burnable wood. Wood will be sized so it can be burned without further splitting.
- (b) Kindling. The Concessioner must provide starter wood kindling in bundles with paper and dry matches.
- (c) Payment. Service employees, including volunteer campground hosts, will not be allowed to collect or handle money from the sale of firewood.

D) Campground (RV and Tent)

- (1) *Minimum Operating Standards*. The Concessioner must provide RV and tent camping services at the Log Cabin Resort campground in accordance with the Campground Standards (10-CAM).
- (2) *Exemptions or Additions to Campground Standards*. Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
23-35	Maintenance Areas	Exemption	Maintenance area is evaluated under the Boat Rental standards.
36-46	Comfort Stations	Addition	The Concessioner must provide coin operated public showers and laundry. The Concessioner must post the price per minute(s) for the showers and drying and price per load for the washers.
53	Hookups	Addition	Full hookups (water and electrical) are required in the RV sites. External water spigots may not be used for washing dishes, clothes, or for bathing.
56, 59, 62	Wildlife-Proof Food Storage Units; Propane; Internet	Exemption	These standards do not apply.
66	Availability	Addition	The Concessioner must accept reservations on a 12-month forward rolling basis. In addition to the standard, reservation services must also be available in person (walk-up).
69	Length of Stay	Addition	The maximum length of stay per person, party, or organization, made up of the same individuals, in an individual site is 14 nights.
77	Authorized Use	Addition	RV Sites: maximum of 31 sites, including a minimum of 2 ADA/ABA accessible sites; maximum 2 vehicles per site. Tent Sites: minimum of 4 tent sites, 1 group tent site (must be ADA/ABA accessible), and 2 bike tent sites; maximum 1 vehicle and 1 tent per single tent sites; maximum 5 tents and 3 vehicles in group tent sites.
85	Quiet Hours	Addition	Operation of generators are permitted in the RV and tent sites outside of quiet hours.
87	Pets	Addition	At all times, pets must be kept on leash, up to 6 feet long, and are only permitted in parking lots, paved roads, and picnic areas.

E) Boat Rentals and Boat Launch

- (1) *Boat Rental and Boat Launch Services Minimum Operating Standards.* The Concessioner must provide boat rental at Lake Crescent, Log Cabin, and Fairholme and boat launch services at Log Cabin all in accordance with the Boat Rental Standards (10-BOA).
- (2) *Exemptions or Additions to Boat Rental Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-11; 12-19; 22-23	Rental Facility – Exterior; Public Areas – Interior; Smoke Detectors; Fire Alarms and Pull Boxes	Exemption	At Lake Crescent, these standards are evaluated under other services.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
3; 9-12; 14; 17; 22-23	Parking; Fences and Walls; Flags; Vending Machines; Entrance / Waiting Area; Public Restrooms; Ventilation / Climate Control; Smoke Detectors; Fire Alarms and Pull Boxes	Exemption	These standards do not apply to the boat rental operation at the Fairholme Store boat rental shed or Lake Crescent Lodge.
25-33	Dock/Launch Facilities	Exemption	These standards do not apply to the boat rental operation at Fairholme Store.
32	Dock Carts	Exemption	Dock carts are not available at any location.
34-37, 39-45	Maintenance Area / Building	Exemption	These standards ONLY apply to the maintenance area at the Log Cabin Resort. At Lake Crescent Lodge and Fairholme Store, these standards are evaluated under other services.
48	Buoys / Life Jackets	Addition	All boats must have one U.S. Coast Guard ("USCG") approved Type III or higher personal flotation device ("PFD") for each passenger; passengers are required to always wear PFDs while on the water. Adult and child PFDs must be segregated and clearly marked. For row boats, only Type IV PFD (e.g., throwable seat cushion or ring buoy) must always be on board and readily available.
51-56	Motorized Vessels	Exemption	These exemptions apply to boat rentals at all locations.
71	Boat Orientation	Addition	Additional orientation information must include wearing life jackets before leaving the dock; "man overboard" procedures; signaling for assistance.
76	Boat Towing	Addition	One chase boat must be available at Fairholme Store and Log Cabin Resort for use in emergencies.
N/A	Boat Storage	Addition	Boats must be securely stored in Service approved boat storage racks in a location approved by the Service when not in direct control of the Concessioner, its employees, or rented to patrons.

F) Recreational Equipment Rentals

- (1) *Minimum Operating Standards.* The Concessioner may provide recreational equipment rental service at Log Cabin. Additionally, the Concessioner may provide recreational equipment rentals at Hurricane Ridge from a temporary/movable personal property facility until a permanent facility is completed. At that time the Concessioner must provide recreational equipment rentals at the new Hurricane Ridge facility and the Service will update all related standards accordingly. The Concessioner will provide such services in accordance with the Recreational Equipment Rental Standards (10-REN).
- (2) *Exemptions or Additions to Recreational Equipment Rental Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-11; 12-18	Rental Facility – Exterior; Public Areas – Interior	Exemption	Exterior facility standards for Log Cabin are evaluated under other services. Interior public areas are evaluated under other services provided at Log Cabin and Hurricane Ridge (when permanent facility is completed).
24-25	Condition; Inspections	Addition	Concessioner must ensure the following: rental equipment is free from defects that could lead to visitor injury; all skiing equipment is in a safe operating condition, including proper waxing; all ski boots are sanitized between each rental; and bikes inspected for tire condition and pressure, brakes, lights, seat adjustment, handlebars. Concessioner must remove equipment not meeting this standard.
27	Availability	Addition	The Concessioner may provide recreation equipment rental services at Hurricane Ridge during the winter season. If the Concessioner opts to provide recreational rental equipment at Hurricane Ridge, required equipment includes cross-country skis, boots, poles, and snowshoes, and other pre-approved items. The Concessioner may provide bike rentals at Log Cabin. If the Concessioner provides bike rentals, it must also provide helmets.
30-36	Camping Set Up Services	Exemption	Camping Set Up Services are not required or authorized under this Contract.
N/A	Equipment Storage	Addition	Bikes, not in the direct control of the Concessioner, employees, or rented to visitors, must be stored in Service approved storage racks, or removed from the Area.

G) Guided Land Tours (Authorized Service)

- (1) *Minimum Operating Standards.* The Concessioner may provide guided land tours in accordance with the Guided Land Tour Standards (10-GLA).
- (2) *Exemptions or Additions to Guided Land Tour Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-20, 21, 23-24	Ticket Office – Exterior; Public Areas – Interior; Emergency Lighting; Smoke Detectors; Fire Alarms and Pull Boxes	Exemption	Facility exterior and interior standards, and some safety related standards are assessed under other required services.
28-41	Maintenance Area/Building	Exemption	These standards do not apply.
42	Vehicles – Condition	Addition	The Concessioner must not use a vehicle larger than a 7-passenger van for any guided van tour.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
59	Availability	Addition	The Concessioner is authorized to provide guided hiking and walking tours on the Barnes Point area at Lake Crescent, and guided van, bicycling, hiking, and walking tours at Lake Crescent and Log Cabin. If authorized services provided, the Concessioner must provide the Service a proposed schedule no later than April 1 of each year and before advertising any tours.
68-70	Camping – Overnight Trips	Exemption	Camping-Overnight Trips are not required or authorized under the Contract.
84	Interpretive Presentations	Addition	The Concessioner is authorized to provide campfire interpretive programs at the campfire circle located within the Lake Crescent land assignment (per Exhibit D). The campfire interpretive programs will not conflict with the Service's campfire programs. The Concessioner must provide an interpreter during all guided van tours.

H) Guided Water Tours (Authorized Service)

- (1) *Minimum Operating Standards.* The Concessioner may provide guided water tours in accordance with the Guided Water Tour Standards (10-GWT).
- (2) *Exemptions or Additions to Guided Water Tour Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
1-35	Ticket Office – Exterior; Public Areas – Interior; Safety; Maintenance Area/Building	Exemption	Facility exterior and interior standards are assessed under other required services.
36	Pre-Boarding Areas	Addition	Loading and unloading must take place at the floating docks at Log Cabin Resort and Fairholme Store and the main dock at the Lake Crescent Lodge. The Concessioner must not use any other dock, beach, etc. for loading or unloading passengers. In cases where the waves/water level is deemed unsafe to dock for loading/unloading at Lake Crescent Lodge, the Concessioner must plan to transport guests via vehicle from Lake Crescent Lodge to the Service's floating dock at the Storm King boat launch. The Storm King dock may also be used for ADA loading, as necessary.
44	Vessels	Addition	In the event of any interruption of the established schedule due to mechanical breakdown or any other event, the Concessioner, at its sole expense, must retrieve any stranded visitors as soon as practicable given the circumstances causing the service interruption. For scenic interpretive boat tours, the Concessioner's maximum vessel size must not exceed a 9-passenger pontoon boat. Prior Service written approval is needed to upgrade to a larger seating capacity boat.
45	Inspection	Addition	The Concessioner must inspect all vessels daily prior to operating. The Concessioner must develop a checklist and ensure it is reviewed by the Service.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
61	Fire Extinguishers	Addition	For scenic interpretive boat tours, a Type B-I fire extinguisher must always be on board and available.
62	Communication	Addition	The Concessioner must have an operable FCC Marine Band Radio on board its boat tour vessel and all other staff boats used to support its other on water services. The Concessioner must provide the Service with the channel(s) used for general communication. The Concessioner must have an operable second communication device on board, such as a cellular phone, while the vessel is underway or used in the Concessioner's operations.
65	Personal Floatation Devices	Addition	Trip participants must be properly fitted for all required gear provided for each activity. Kayak Tours: a PFD must always be worn while on the water.
66	First Aid Kit	Addition	A first aid kit, meeting Applicable Laws for the type and size of the vessel or rental boat, will always be carried with each guide for each service type and on the ferry boat.
68	Availability	Addition	The Concessioner is authorized to provide guided scenic interpretive boat tours or kayaking tours at Lake Crescent, Log Cabin, or Fairholme. If authorized services provided, the Concessioner must provide the Service a proposed schedule no later than April 1 of each year and before advertising any tours.
77	Restricted Areas and Protection of Natural and Cultural Resources	Addition	For Kayak Tours, the Concessioner must become familiar with sensitive resource areas and avoid disturbing these places. The Concessioner must not launch or land kayaks near the outlet of Lake Crescent into the Lyre River, at East Beach or Bovee's Meadow.
78	Use Allocation	Addition	Guided Kayaking Trips: guide to client ratio must not exceed 1:8.
80	Trip Log and Reporting Requirements	Addition	The Concessioner must maintain trip logs specifying following: number and type of trips made; identity of the captain and crew; number of passengers; any incidents that occurred during the trip(s). Incidents include, but are not limited to: safety issues, medical emergencies, mechanical failures, groundings, man overboard, etc. The log must also record maintenance and other items of documentation as required by the USCG.
83-94; 95-98	Food and Beverage; Retail	Exemption	These standards to not apply.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
100	Licenses	Addition	Vessel Captains must have, at a minimum, the following: <ul style="list-style-type: none"> • A valid U.S. Coast Guard Master's License and follow all licensing requirements; • Be at least 19 years old and a U.S. Citizen; • Demonstrate knowledge and experience for the type of vessel to be operated and the routes traveled through a practical examination; • Complete a U.S. Coast Guard approved boating safety course; and • Proof of successfully completed physical examination. Copies of all license and certifications must be provided to the Service upon receipt and, at a minimum, annually thereafter.
N/A	Mooring	Addition	The Concessioner must moor the vessel used for the scenic interpretive boat tours at Fairholme Store overnight.

I) Special Events

- (1) *General.* Special events include activities benefiting an individual, group, or organization, rather than the public at large, as further described in 36 C.F.R. § 2.50 and [Reference Manual 53 Special Park Uses \(Appendix 10\)](#). In addition to the activities listed in the regulation and Director's Order, special events include, but are not limited to, private meetings or conferences; private parties or social gatherings; weddings or wedding receptions; and other events or activities that might interfere with the public's use or enjoyment of the Area or with the public's access to commercial operations that are normally available to the public.
- (2) *Service Approval.* The Concessioner or event sponsor must obtain Service approval for any special event with more than 20 participants at least **60 days in advance** of intended event date. Events cannot interfere with the general public's enjoyment of the Area.
- (3) *Food and Beverage and Event Space.* The Concessioner may provide food and beverage services as well as event space for special events within the Concession Facilities provided Service approval for the special event has been obtained consistent with the requirements of Director's Order 53. The Concessioner can use tents for special and catered events with Service approval.

J) Employee Housing

- (1) *Minimum Operating Standards.* The Concessioner must provide employee housing in the employee housing area within Lake Crescent including the dorms, three 4-plexes, a manager's residence, and employee RV sites; at Log Cabin there is a manager's residence and one site located in the RV camping area for employee housing. The Concessioner must provide all housing in accordance with the Employee Housing Standards (10-EHO).
- (2) *Exemptions or Additions to Employee Housing Standards.* Where standards for the Area differ from the Service standards, these differences are listed below as exemptions or additions.

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
10	Trash/Recycling	Addition	The Concessioner must ensure employees using outdoor areas clear all food following each use.
50, 52	Towels, Soap/Shampoo	Exemption	These standards to not apply.
54	Common Areas	Addition	In areas where the Concessioner provides employee housing, the Concessioner must provide food storage. An outdoor barbeque or fire ring requires prior approval by the Service

Standard Number	Standard Name	Exemption / Addition	Details of Exemption or Addition
61	Pets	Addition	Pets are allowed in non-shared employee housing only and must be licensed as required by Clallam County. The Concessioner must review the Area Pet Policy for Employee Housing, which the Service will provide, and develop pet policies that are consistent with this policy. The Concessioner must include its policies in the Employee Handbook.
70	Approved Rates	Addition	The Concessioner must manage the room and board account for employees on a break-even basis to the greatest extent possible. The Concessioner should ensure that employee room and board charges do not exceed earnings because of mandatory reduction of work.
N/A	Temporary Employee Lodging	Addition	The Concessioner will not provide temporary employee housing in RVs, trailers, campers, or other temporary housing options, except in the approved RV sites at the employee housing area at Lake Crescent and one RV site within the campground at Log Cabin. The Concessioner must remove all temporary housing once the Lodge is closed for the season unless the Concessioner has received written permission from the Service.

6) ENVIRONMENTAL MANAGEMENT PROGRAM

The Concessioner must develop, maintain, and implement an Environmental Management Program ("EMP") in accordance with Section 6 of the Contract and the Service Environmental Management Program Standards for Concessioners, found on the [Commercial Services website](#).

A) Documented Environmental Management Program

The Concessioner must submit its initial EMP to the Service within **60 days following the Contract effective date** and no later than **December 31** annually thereafter. Further environmental specifications and requirements are found throughout this Operating Plan and in Exhibit H (Maintenance Plan) to this Contract.

B) Environmental Reporting

The Concessioner will submit to the Service at least annually, by **February 1**, an inventory of all waste streams generated by the Concessioner under this Contract. The waste stream inventory will include solid waste streams, hazardous waste streams, and items diverted for recycling, composting, or other such use. Additionally, the waste stream inventory will be in appropriate detail to distinguish for specific materials, such as plastics and food waste, and will include any documents, reports, monitoring data, manifests, and other documentation required by Applicable Laws regarding waste streams.

7) RISK MANAGEMENT PROGRAM

A) Documented Risk Management Program

The Concessioner must develop, maintain, and implement a Concessioner Risk Management Program ("RMP") that is in accordance with the Service Risk Management Program Standards for Concessioners, found on the [Commercial Services website](#) under Concessioner Tools. The Concessioner must submit its initial documented RMP to the Service within **120 days following the Contract effective date** and no later than **December 31** annually thereafter. The Concessioner must update its RMP to ensure compliance with Applicable Laws and to respond to feedback provided by the Service.

B) Emergency Response

The Concessioner must provide plans and procedures, equipment, and training to employees to effectively respond to releases of hazardous substances for the purpose of stopping the release in accordance with Applicable Laws. These may include, as appropriate, an Emergency Action Plan, Emergency Response Plan, and Spill Prevention Control and Countermeasure Plan. The Concessioner must provide emergency response equipment, as appropriate, and maintain in good condition. The Concessioner should incorporate these plans into its RMP but must provide them to the Service, upon request.

C) Acknowledgement of Risk Forms

- (1) The Concessioner may require clients participating in activities or renting equipment to sign an Acknowledgement of Risk form. All such forms must comply with Service requirements (as these may be amended during the term of the Contract).
- (2) The Concessioner may not request or require guests participating in activities to sign a liability waiver form, insurance disclaimer, or indemnification agreement.
- (3) **Within 60 days after the Contract effective date**, the Concessioner must submit to the Service for review and approval all Acknowledgement of Risk forms it proposes to require visitors to sign or use in its operations. The Concessioner must also submit to the Service for review and approval all proposed changes to any Acknowledgement of Risk forms previously approved by the Service. The Concessioner may not use any Acknowledgement of Risk forms which have not been approved by the Service.

8) PROTECTION AND EMERGENCY SERVICES**A) Law Enforcement**

- (1) *Concessioner Responsibilities*. Concessioner-employed security personnel have only the authority of private citizens in their interaction with Area visitors. They have no authority to take law enforcement action or to carry firearms on duty.
 - (a) The Concessioner must secure Concession Facilities, equipment, and property under its control. The Service may require the Concessioner to provide additional security personnel during heightened periods of vandalism, break-ins, thefts, etc.
 - (b) The Concessioner must designate a supervisor for the employee housing area at Lake Crescent Lodge to handle in-house employee issues and to check Concession Facilities for security purposes. The Concessioner must provide the employee housing supervisor authority to enforce the Concessioner's employee policies and housing regulations.
- (2) *Service*. The Service provides visitor protection, including responding to emergencies involving public safety, civil disturbances, and violations of the law. The Service will provide law enforcement patrols of the Area during the operating season. The Service is responsible for enforcing all Applicable Laws. State or county officials may be called to assist in some matters, but this must be accomplished through the office of the Chief Ranger or their authorized representative.

B) Emergency Medical Care

- (1) *Training and Reporting*. All Concessioner employees must be trained in proper emergency medical care reporting procedures and must be instructed to provide essential information, e.g., a call back number at their location.
 - (a) Life-threatening emergencies: 911
 - (b) Non-emergencies: Area Dispatch (360) 565-3000, ext. 0
- (2) *First Aid Supplies*. The Concessioner must maintain basic first aid supplies at all Concession Facilities. An employee certified in standard First Aid must be at Lake Crescent Lodge, Fairholme

Store, and Hurricane Ridge Visitor Center during operating hours. The Concessioner is encouraged to allow employees to be AED certified.

- (3) *Service Response.* The Service is responsible for emergency medical services. The Service will dispatch Rangers and emergency personnel as needed and will investigate all visitor and employee accidents which require medical attention.

C) Structural Fire Prevention, Protection, and Suppression

All requirements regarding this topic are in Exhibit H (Maintenance Plan) to the Contract.

9) UTILITY RESPONSIBILITIES

A) Concessioner

- (1) The Concessioner must encourage conservation of energy, water, and other resources through policies, programs, and goals. The Concessioner must participate in energy audits and incentives if offered by its power provider.
- (2) The Concessioner must contract with independent providers for utility services not provided by the Service, including electricity, trash, recycling, phone, internet, and propane. The Concessioner must pay these providers directly.
- (3) The Service reviewed projected actual operating and maintenance costs and amortized costs of capital improvements for utility systems and services and developed not-to-exceed utility rates, which are the maximum combined water and wastewater rates the Concessioner will have to pay during the term of the Contract. The following table lists the not-to-exceed rates for the term of the Contract. The Concessioner is not authorized to charge a utility add-on. Rates are per 1,000 gallons.

Year	2026	2027	2028	2029	2030	2031
Rate	\$106.00	\$109.00	\$168.00	\$173.00	\$176.00	\$180.00
Year	2032	2033	2034	2035	2036	2037
Rate	\$183.00	\$185.00	\$189.00	\$197.00	\$205.00	\$213.00

B) Service

- (1) The Service provides water and wastewater service to the Concession Facilities in accordance with [Director’s Order 35B](#) (“DO-35B”).
- (2) The Service will bill Concessioner in accordance with Service Policy, including DO-35B, which requires utility rates charged to the Concessioner reflect actual costs incurred by the Service.
- (3) The Service reviews its operating costs for utility systems and services annually and notifies the Concessioner in writing of the rates 90 days prior to implementation of any change.
- (4) The Service may cease to provide a particular utility service if such service is commercially available, and the Service decides to switch to a commercial utility.

10) PUBLIC RELATIONS

A) Required Notices

The following notices must be prominently posted at all Concessioner cash registers and payment areas:

“This service is operated by (Concessioner’s name), a Concessioner under contract with the U.S. Government and administered by the National Park Service. The Concessioner is responsible for conducting these operations in a satisfactory manner. Prices are approved by the National Park Service.”

Please address comments to: Superintendent
Olympic National Park
600 East Park Avenue
Port Angeles, WA 98362
olymp_superintendent@nps.gov

This is a facility operated in an area under the jurisdiction of the U.S. Department of the Interior. No discrimination by segregation or other means in the furnishing of accommodations, facilities, services, or privileges on the basis of race, creed, color, ancestry, sex, age, disabling condition, or national origin is permitted in the use of this facility. Violations of this prohibition are punishable by fine, imprisonment, or both."

B) Public Statements

The Concessioner must refer all media inquiries concerning operations within the Area, questions about the Area, or inquiries concerning any incidents occurring within the Area to the Service. This includes all media interviews and draft press releases.

C) Use of the National Park Service Authorized Concessioner Mark ("Mark")

The Service has an approved National Park Service Authorized Concessioner Mark ("Mark") which it allows Concessioners to use to advertise the official relationship between the Service and the Concessioner. The Mark consists of the Service's official Arrowhead and the words "Authorized Concessioner." The Concessioner must comply with the guidelines for use of the Mark as provided on the [Commercial Services website](#) under Concessioner Tools.

D) Social Media, Advertisements, and Promotional Material

- (1) *Approval of Advertisements and Promotional Material.* The Concessioner must submit to the Service any new or updated promotional and public information material, including website information, for review and approval at least **30 days prior to projected use** or publication. Longer periods may be required for major projects or where Service staff assistance is required to help develop the product. The Concessioner should contact the Service in advance to establish specific timeframes for each project.
- (2) *Social Media Postings, Comments, Photos, and Other Content.* All Concessioner social media content must be accurate, professional, and relevant to the concession operation or Area. Content containing general information about the Area, Concessioner, or the nearby communities does not require pre-approval by the Service. The Service may review social media content for appropriateness and accuracy. The Concessioner must monitor its social media pages on a regular basis and must remove any offensive, inappropriate, or inaccurate postings immediately upon discovery. The Concessioner must provide the layout and general content of the social media site for Service approval at least **two weeks prior** to making the site accessible to the public.
- (3) *Material.* All advertisements and promotional material are recommended to be published on minimum 30% post-consumer material paper or tree-free products and double-sided. The use of soy-based ink is also recommended.
- (4) *Area Publications.* The Area newspaper includes information on services provided by concessioners within the Area. The Concessioner must distribute the Area newspaper and brochure to visitors when the entrance station is closed.
- (5) *Statements*
 - (a) Authorization. Advertisements, promotional material, and social media sites must include the following Service-approved statement regarding providing services and facilities to the

public within Olympic National Park: "(Company Name) is an authorized Concessioner of the National Park Service, Department of the Interior. (Company Name) is authorized to provide (list service types) within (area name)."

- (b) Equal Opportunity. The Concessioner must include an equal opportunity employer statement in any employment advertising in accordance with the Contract, Exhibit C (Nondiscrimination).

11) VOLUNTEERS IN PARKS PROGRAM

The Concessioner is encouraged to permit its employees to participate in the Service's "Volunteers-In-Parks" ("VIP") program. Additional information regarding the program and how to participate is available on the [National Park Service public website](#).

12) REPORTING REQUIREMENTS

A) Operational Reports

- (1) *Employee and Management List*. The local General Manager must provide the Service with a list identifying key Concession management and supervisory personnel by department with their job titles, office, and emergency phone numbers by **May 1** of each year and as significant revisions are made. Additionally, the Concessioner will submit to the Service, upon request, a list of the names and job titles of all employees, seasonal or full-time.
- (2) *Incident Reporting*. The Concessioner must immediately report the incidents listed below through Service Dispatch at (360) 565-3000, ext.0.
 - (a) Any fatalities and any visitor-related accidents or incidents.
 - (b) Property damage estimated to be over \$500.
 - (c) Employee or visitor injuries requiring more than minor first aid treatment.
 - (d) Any fires.
 - (e) Any motor vehicle accidents.
 - (f) Any incident that affects Area resources.
 - (g) Any known or suspected violations of the law.
- (3) *Human Illness Reporting*. The Concessioner must immediately report any suspected outbreak of human illness, whether involving employees or visitors, to the Concession Specialist at (360) 565-3007 and the US Public Health Consultant. A suspected outbreak of human illness is two or more persons with common symptoms that could be associated with contaminated water or food sources or other adverse environmental conditions.
- (4) *Spills*. The Concessioner must immediately report hazardous materials spills as required by federal, state, and local rules and regulations. At a minimum, all spills must be reported to the Service Dispatch at (360) 565-3000, ext.0. The Concessioner will also call the following numbers, as required:
 - (a) National Response Center: (800) 424-8802
 - (b) EPA, Region 10, 24-hour Hotline: (206) 553-1263
 - (c) Washington Emergency Management Division: (800) 258-5990 or (800) OILS-911
 - (d) Washington Department of Ecology Regional Office: (360) 407-6300 (number for region including Clallam County)
- (5) *Survey and Visitor Response Data*. The Concessioner must submit to the Service for review and approval all proposed surveys to be conducted by the Concessioner at **least 30 days prior to need**. The Service must approve these surveys in writing prior to use by the Concessioner. The Concessioner must provide all customer satisfaction data collected by the Concessioner or a third party to the Service **within 14 days of receipt**.

B) Operational Statistics by Service Type

The Concessioner must provide all operational statistics in a monthly report to the Service no later than the **15th day of the following month** and provide an annual summary report to the Service due **no later than 30 days after the end of the season or calendar year**. The Concessioner must provide the following data in a concise electronic spreadsheet form.

- (1) *Rate Monitoring Information*. As described in Section 4(B)(2)(d).
- (2) *Lodging*. Provide the following information for each lodging location separately.
 - (a) Rooms available and occupied.
 - (b) Average daily room rate.
 - (c) Total guest count
 - (d) Average length of stay
 - (e) Turn away demand for days during that month and reason.
- (3) *Food and Beverage*. Provide the number of covers served for breakfast, lunch, and dinner, with corresponding revenues and average check. Provide the information separately for each food and beverage outlet.
- (4) *Retail*. Provide the following information for each retail outlet separately.
 - (a) Total revenue and revenue by merchandise category (e.g., Native American handicraft, gifts and souvenirs, grocery, apparel)
 - (b) Total number of transactions, average transaction
- (5) *Campground*. Total revenue; RV and tent spots available and occupied; average length of stay; and average daily rate.
- (6) *Firewood*. Total Revenue by location, number of bundles sold by location.
- (7) *Recreational Equipment Rentals*
 - (a) Revenue at each rental outlet and revenue by rental category (e.g., boats, winter sports equipment, bicycles, etc.)
 - (b) Number of transactions
- (8) *Tours*
 - (a) Revenue by each tour type (e.g., kayaking, hiking, walking, bus, ferry, and boat, etc.)
 - (b) Total number of tours and number of visitors for each tour
- (9) *Employee Housing*. Number of beds available and number of beds occupied (by location).

C) Financial Reports

In addition to the Annual Financial Report ("AFR") required by the Contract, the following financial reports are required from the Concessioner. These reports must be developed based on currently acceptable accounting practices. Each revenue-producing department (i.e., lodging, food and beverage, retail, etc.) must have a supporting schedule presenting revenues and cost of goods sold, labor, and departmental expenses. The report format must be agreed upon by the Superintendent at the inception of the Contract.

- (1) *Monthly Reports*
 - (a) Remittance Report. No later than the **15th of the following month**, the Concessioner must report on the franchise fee deposit for the preceding month, including, but not limited to, the total gross receipts by department, total franchise fees, authorized deductions (if any), and a copy of the electronic confirmation identifying the account and amount transferred.

- (b) Component Renewal Reserve Report. No later than the **15th of the following month**, the Concessioner must report on the Component Renewal Reserve for the preceding month.
- (2) *Annual Budget*. A budget, including detailed utilization and revenue and expense projections for each business activity, initially **within 60 days after the Contract effective date** and annually **60 days before the start of the new fiscal year**.
- (3) *Financial Forecast*. Pre-season financial forecast for each business activity compared to annual budget. Format used to be pre-approved and due date to be determined by Service.

D) Other Reporting

- (1) *Visitor Demographic Data*. The Service may request the Concessioner provide demographic data reports on a periodic basis to assist in understanding Area visitation and concession visitor needs. The Service will work with the Concessioner to define the appropriate data and frequency of reporting.
- (2) *Reservation and Availability Data*. The Service may request the Concessioner provide data display availability and occupancy information and potentially provide booking data through platforms other than the Concessioner's reservation system, such as through Recreation.gov. The Service will work with the Concessioner on such data sharing and appropriate application programming interfaces.
- (3) *Insurance*. In addition to the requirements of Section 15(a) of the Contract, the Concessioner must provide annual updated statements and certificates of insurance **no later than 30 days** after the insurance renewal date. The Concessioner should ask its insurance provider to update the Concessioner's replacement costs every year and should include demolition and removal costs.

13) SUMMARY OF INITIAL AND RECURRING DUE DATES

The following summarizes the preceding reporting requirements and details other reports, plans, payments, and inspections that will be the responsibility of the Concessioner.

Title	Frequency	Due Date(s)
Acknowledgement of Risk Forms	Initial, Revisions	Within 60 days after Contract effective date and prior to any revisions.
Advertisements & Promotional Material	As Necessary	At least 30 days prior to projected use
Annual Financial Report	Annual	Within 120 days after the Concessioner's fiscal year end
Balance Sheet	Initial	Within 90 days after Contract effective date
Budget	Initial, Annual	Within 60 days after Contract effective date; 60 days before the start of the new fiscal year
Component Renewal Reserve Report	Monthly	NLT 15 th of the following month
Certificates of Insurance	Annual	Within 30 days after renewal or changes
Employee Handbook	Annual	Within 30 days after Contract effective date; and when revised
Environmental Management Program	Initial, Annual	Within 60 days after Contract effective date; December 31
Environmental Reporting	Annual	NLT February 1
Financial Forecast	Annual	TBD

Title	Frequency	Due Date(s)
Guided Land Tours Schedule (Authorized Service)	Annual	NLT April 1
Management/Employee Contact List	Annual	NLT May 1
Merchandise Plan	Initial	NLT 120 days after Contract effective date
Operational Statistics by Service Type	Annual, Monthly	NLT 30 days following the season end or end of calendar year; NLT 15 th of the following month
Possession of Firearms Policy	Initial	Within 60 days after Contract effective date
Proposed Menu	Initial	NLT Contract effective date
Proposed Schedule	Annual	NLT October 15
Rate Monitoring Plan	Initial	Within 60 days after Contract effective date
Rate Requests	Initial, Annual	NLT October 15; at least 60 days prior to anticipated implementation
Remittance Report	Monthly	NLT 15 th of the following month
Risk Management Program	Initial, Annual	Within 120 days after Contract effective date; December 31
Social Media Site/Layout	As Necessary	At least two weeks prior
Survey/Visitor Response Data	As Necessary	Within 14 days after receipt
Visitor Satisfaction and Monitoring	Initial, Annual, Monthly	Within 30 days after Contract effective date; NLT February 15; NLT 15 th of the following month

Effective, _____