

# HOUSEBOAT RENTAL STANDARDS (10-HOU)

**Description** - Houseboat Rentals provides overnight accommodation on houseboats. Houseboats include galleys, heads, and sleeping quarters. Amenities may include outdoor grills, patio equipment, waterslides, and deck spas (hot tubs). Minor repairs and maintenance may be performed in the park.

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

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

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

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

20	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
21	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
22	<b>Fire Alarms and Pull Boxes</b> - Fire alarms and pull boxes are visible and accessible.	A
23	<b>First Aid Kit</b> - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
<b>Maintenance Area/Building</b>		
24	<b>Building Structure</b> - Maintenance buildings are well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
25	<b>Landscaping</b> - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan.	C
26	<b>Garbage and Trash/Recycling</b> - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
27	<b>Site Utilities, Equipment, and Delivery Area</b> - Service areas and equipment are marked, well-maintained, and screened from public view as much as possible. Equipment is operational.	C
28	<b>Fences and Walls</b> - Fences and walls are cleared of overgrowth and well-maintained.	C
29	<b>Hoists</b> - Employees are trained on hoist standard operating procedures. Boat hoists are operational, well-maintained, and appropriately sized. Hoists have an emergency cut off switch appropriately located and posted. An adequate area is available for unencumbered hoisting, lifting, and launching of vessels.	A
30	<b>Organization</b> - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
31	<b>Storage</b> - Parts and supplies are stored neatly and securely. Parts are stored off the floor on industrial shelves suitable for the weight of the parts and physical environment in which the shelves are used.	B
32	<b>Floors</b> - The maintenance area floor is free of clutter and tripping hazards such as extension cords, power hoses, etc. Floor cracks are filled to prevent seepage.	B
33	<b>Shop Lighting</b> - Lighting is adequate to perform maintenance activities safely. Fixed ceiling lighting and portable lights are clean and operational with no burned-out bulbs. Fluorescent light bulbs are contained in a clean protective cover.	B
34	<b>Hazardous Materials</b> - Hazardous materials are collected, stored, and disposed of in compliance with state and federal laws, and in accordance with park-approved risk and environmental management plans.	A
35	<b>Safety Data Sheets</b> - Current safety data sheets are visible, legible, and readily accessible.	A

36	<b>Fire Extinguishers</b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
37	<b>Smoke Detectors</b> - Operational single-station, hard-wired smoke detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
38	<b>Carbon Monoxide Detectors</b> - Operational hard-wired carbon monoxide detectors are present. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
39	<b>Eye-Wash Stations</b> - Emergency eyewashes are placed in chemical work areas with instructions on use clearly posted.	A
	<b>Fuel</b>	
40	<b>Propane</b> - Propane filling station is secure, operational, and well-maintained. Propane tanks are inspected and filled by qualified staff. Tanks not in compliance with state or federal laws are not refilled.	A
41	<b>Emergency Fuel Shutoff</b> - Emergency shut off instructions are posted and accessible, and shutoff valve is located in compliance with NFPA standards.	A
42	<b>Fire Extinguishers</b> - Fire extinguishers are accessible and located in compliance with NFPA standards and local codes. Fire extinguishers are appropriately signed, with operating instructions and current inspection tags.	A
43	<b>Fuel Dispensers</b> - Dispensers, including nozzles and hoses, are operational and well-maintained. Dispensers have functioning fire/shear valves, and hoses are equipped with breakaway devices. Dispensers are locked.	A
44	<b>Smoking Policy</b> - Smoking is not permitted near the fuel dispensers, and signs are posted. No smoking policy is enforced.	A
45	<b>Emergency Response and Spill Containment Equipment</b> - Fire response equipment is provided in accordance with NFPA standards, other applicable regulations, and the park. Spill response equipment is well-maintained and accessible. This equipment is specified in the concessioner's SPCC and Emergency Response plans and is adequate to respond to incidental and non-incidental fuel and oil spills. The quantity of absorbent material equals a ratio of approximately three feet of boom to every foot of the largest boat within the marina. Equipment includes personal protective equipment for emergency response. Use of dispersants is approved by the park. Fuel staff are trained as specified in the SPCC plan.	A
46	<b>Fuel Storage Tanks</b> - Secondary containment and automatic leak detection systems are provided for aboveground, underground and dock tanks, piping and dispensers, as required.	A
47	<b>Fuel Lines</b> - Fuel lines are well-maintained. Fuel lines are located and protected from physical damage. Sufficient lengths of oil-resistant, flexible hose are used between the shore, the tank, and the dispensers as required by changes in water level. Emergency shut off valves are appropriately located in accordance with NFPA, and are posted.	A
48	<b>Hazardous Materials Storage</b> - Areas storing flammable or hazardous materials are clearly marked. Flammable liquids are not stored in battery charging or storage rooms. Hazardous materials near or over water have at least secondary containment.	A

49	<b>Other Safety Equipment</b> - Other required safety equipment, including eye-wash stations and emergency ladders, are operational and appropriately located.	A
<b>Dock Facilities</b>		
50	<b>Cleats</b> - Cleats are properly placed and secured to the dock for use at each slip. No loose or missing cleats are evident. A sufficient number of properly sized cleats to secure the vessel are available.	B
51	<b>Lines/Ropes</b> - Rope lines are adequate and well-maintained. Ropes are kept coiled or orderly, and away from visitor foot traffic as much as possible.	B
52	<b>Boat Bumpers/Rub Rails</b> - Bumper materials are well-maintained. Cover materials are free of tears and properly secured to the dock. Rub rails are acceptable. Fastening bolts and screws are recessed and do not extend beyond the rails.	B
53	<b>Flotation System</b> - Systems provide adequate flotation and are well-maintained. Systems are sturdy and free of broken or uneven sections. Foam, if used, is encapsulated. Systems maintain docks level above the waterline.	A
54	<b>Dock/Decking</b> - Decking is clean, free of unnecessary obstructions and tripping hazards (e.g., pop-up screws, degraded wood), and well-maintained. Bull rail is well-maintained and sturdy enough to support visitor use.	B
55	<b>Hoses</b> - Hoses are operational, well-maintained, and adequately sized for their intended use. Hoses are coiled or orderly. Water hoses have backflow prevention devices.	B
56	<b>Dock Carts</b> - An adequate supply of dock carts (hand or motorized) are available to allow guests to easily transport luggage, coolers, and supplies to and from their boat. Dock carts are clean, functional, and well-maintained. Carts are stored in an orderly manner in convenient and dedicated areas (e.g., head of the dock, parking area, or other areas as dictated by the marina layout). Adequate controls are in place for motorized dock cart usage.	B
<b>HOUSEBOAT STANDARDS</b>		
<b>Vessels</b>		
57	<b>Vessels</b> - Houseboats are operational, clean, and well-maintained.	A
58	<b>Vessel Identification</b> - Vessel identification is in accordance with USCG, state, and local regulations.	A
59	<b>Capacity Markings</b> - Maximum persons and weight capacity markings are present as required by the USCG.	A
60	<b>Maximum Boat Size</b> - Houseboats do not exceed slip capacity. Length and beam measurements include all temporary and permanent appurtenances.	B
61	<b>Mooring</b> - Adequate, operational anchors or other appropriate mooring systems are provided, and lines are coiled or orderly.	B
62	<b>Fenders/Bumpers</b> - Fenders and bumpers are adequate, appropriate, and well-maintained.	B
63	<b>Docking Lines</b> - Lines are adequate, well-maintained, and kept coiled or orderly.	B
64	<b>Railings</b> - Railings are well-maintained and sturdy enough to support visitor use	A

65	<b><u>Vessel Doors and Hatches</u></b> - Vessel doors and hatches have appropriate and operational locking mechanisms.	B
66	<b><u>Deck Awnings</u></b> - Cover structures are sturdy, appropriately sized, and well-maintained. The structure is treated to prevent rust and mildew. Covers are free of leaks and material is consistent.	B
<b>Vessel Systems</b>		
67	<b><u>Propane</u></b> - Propane tanks are located in sealed lockers, vented to the exterior. Gaskets are operational and well-maintained.	A
68	<b><u>Bilge Pumps</u></b> - Bilge pumps are operational and well-maintained.	A
69	<b><u>Discharge</u></b> - No blackwater or greywater is discharged in the park. Pump out systems are operational and well-maintained. Discharge is disposed in accordance with all applicable federal, state, and local laws.	A
70	<b><u>Smoke Detectors</u></b> - Operational single-station, hard-wired smoke detectors are present in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly. Inspection reports are available upon request.	A
71	<b><u>Carbon Monoxide and Propane Detectors</u></b> - Carbon monoxide (CO) and propane detectors are present in all cabins, hallways, and saloons. Detectors are hard-wired, operational, and well-maintained. Battery-operated detectors are tested monthly and batteries replaced at least yearly. CO warning signs are permanently affixed and prominently displayed. Inspection reports are available upon request.	A
72	<b><u>Ground Fault Circuit Interrupters</u></b> - Electrical outlets in heads, galleys, machinery spaces, and weather decks are connected to operational ground fault circuit interrupters.	A
<b>Vessel Safety</b>		
73	<b><u>Communication</u></b> - Emergency marine VHF radios, satellite telephones, navigational and signaling equipment are adequate and operational in accordance with USCG, state, and local regulations.	A
74	<b><u>Audio and Visual Signaling and Navigational Equipment</u></b> - Adequate audio (horns, bells, whistles) and visual signaling and navigational equipment (lights) are appropriate and operational.	A
75	<b><u>Personal Flotation Devices</u></b> - USCG approved personal floatation devices (PFDs) are appropriate, adequate, and well-maintained. Sufficient child PFDs are available. PFD storage is clearly marked.	A
76	<b><u>Fire Extinguishers</u></b> - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
77	<b><u>Additional Equipment</u></b> - SOS flags, throw rings and line, and bells are operational and well-maintained.	A
78	<b><u>Vessel Safety Map</u></b> - Vessel maps are posted providing the locations of life rings, fire extinguishers, muster points, and life rafts.	A
79	<b><u>First Aid Kit</u></b> - A first aid kit is appropriate, stocked, marked, and easily located.	B

80	<b><u>Park Orientation Manual</u></b> - Manuals are accurate, legible, and well-maintained. Information includes maps, charts, information about radio usage, emergency/ non-emergency dispatch phone numbers, concessioner phone numbers, weather update sources, and area services and amenities. Manuals are approved by the park.	A
81	<b><u>Operator Manuals</u></b> - Houseboat operating manuals are available.	A
	<b>Vessel Interior</b>	
82	<b><u>Walls and Ceilings</u></b> - Walls and ceilings are clean and well-maintained.	B
83	<b><u>Floors</u></b> - Interior floor surfaces are appropriate, non-slip, clean, well-maintained, and free of trip hazards.	B
84	<b><u>Doors, Windows, and Screens</u></b> - Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Door and window seals do not leak.	B
85	<b><u>Window Coverings</u></b> - Window coverings are appropriate, clean, well-maintained, and adequate for privacy and blocking light.	B
86	<b><u>Lighting</u></b> - Lighting is adequate, particularly in corridors and stairways. Light fixtures are appropriate, operational, and well-maintained, with no empty sockets or burned-out bulbs.	B
87	<b><u>Climate Control</u></b> - Thermostats are operational. HVAC units are quiet, operational, clean, and well-maintained.	B
88	<b><u>Built-Ins</u></b> - Built-in furnishings are clean and well-maintained. Built-ins are routinely inspected and treated if evidence of rodents and bedbugs are found.	B
89	<b><u>Bedding</u></b> - Bedding is appropriate, clean, and well-maintained.	B
90	<b><u>Mattresses</u></b> - Mattresses are appropriate, clean, well-maintained, and encased in a moisture barrier. Mattresses are rotated and inspected on a regular basis.	A
91	<b><u>Clothes Storage</u></b> - Closets or hang spaces (pegs, etc.) for clothes and belongings are adequate and neat. Closet doors can be secured.	C
92	<b><u>Galleys</u></b> - Kitchen equipment (cooktops, stoves, refrigerators, dishwashers, microwaves, etc.) is appropriate, clean, and well-maintained. Cookware, tableware, drinkware, and linens (kitchen towels, sponges, napkins, etc.) are appropriate, sufficient, clean, and well-maintained.	A
	<b>Heads</b>	
93	<b><u>Marine Toilets</u></b> - Heads are clean, ventilated, operational, and well-maintained. Heads have a covered, secured waste receptacle, and signage indicating the restrictions of on-board sewage systems.	A
94	<b><u>Toilet Tissue</u></b> - Sufficient marine toilet tissue (rapid dissolving 1-ply) is provided. Chlorine-bleached rolls are not permitted.	A
95	<b><u>Shower/Tubs/Sinks and Surrounds</u></b> - Showers, sinks, and bathtubs are clean, free of stains and chips, and operational.	B
96	<b><u>Shower/Tub Safety</u></b> - Tubs and showers are equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are tightly secured. Tub and shower floors are clean, free of mold and mildew, and well-maintained. Grab bars meet ADA requirements and are secure.	A

97	<b><u>Shower/Tubs/Sinks - Enclosures and Fixtures</u></b> - Shower curtains and enclosures are of sufficient length and width to fit the shower opening and to prevent water from flowing into the outer areas as well as to assure privacy. Shower curtains and enclosures are clean, free of mold and mildew, and well-maintained.	B
98	<b><u>Mirror/Cabinetry</u></b> - Mirror is appropriate, securely mounted, clean, un-pitted, and free of cracks. Cabinetry and countertops are clean and well-maintained.	B
99	<b><u>Illumination</u></b> - Lighting is adequate and operational. Light fixtures are clean and well-maintained, with no empty sockets or burned-out bulbs.	B
100	<b><u>Ventilation/Windows/Screens</u></b> - Heads are adequately ventilated. Windows are positioned at a height to provide privacy or appropriately screened (e.g. frosted glass, blinds, and curtains). Windows and screens are clean, operational, and fit adequately to exclude rodents and insects.	A
101	<b><u>Bath Linens</u></b> - Towels are sufficient, clean, and well-maintained.	B
102	<b><u>Bulk Dispensers</u></b> - Bulk dispensers are stocked, operational, and flushed at least once per quarter, depending on usage.	B
	<b>Amenities</b>	
103	<b><u>Outdoor Furniture</u></b> - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas, shades, and awnings are secured against wind.	B
104	<b><u>Outdoor Amenities</u></b> - Grills, spas, and waterslides are operational, clean, secured, and well-maintained.	B
105	<b><u>Amenities</u></b> - Wine coolers, ice makers, TV/DVDs, and satellite televisions are appropriate, operational, and well-maintained.	B
106	<b><u>Trash Can/Recycling</u></b> - At least two appropriate trash cans and one recycling container are provided, and are clean and well-maintained.	B
	<b>OPERATIONAL STANDARDS</b>	
	<b>Accessibility</b>	
107	<b><u>Accessibility</u></b> - Vessels, facilities, and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
	<b>Services</b>	
	<b>Reservation Services</b>	
108	<b><u>Availability</u></b> - Reservation services are available via telephone, mail, and fax during business hours; and internet 24/7.	B
109	<b><u>Knowledge of Rental Staff/Details on Website</u></b> - Rental staff provide accurate information about rates, cancellation policies, rental hours, amenities and services, local attractions, access, etc. Matching information is available on the concessioner's website.	B
110	<b><u>Confirmation</u></b> - E-mail or written confirmation is sent to confirm the reservation and provide houseboat and park information.	B

111	<b>Payment Methods</b> - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
112	<b>Deposits</b> - Deposit policies are approved by the park, and deposit information is disclosed at the time of the reservation.	B
113	<b>Rate Changes</b> - Advance rates are honored, and guests are refunded the difference if the rate is lower than the anticipated rate. Additional charges (fuel, damage waivers, pass-through fees, state taxes, pet fees, and other equipment rental fees) are disclosed at check-in, and are approved by the park.	B
114	<b>Cancellations</b> - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
	<b>Rental Services</b>	
115	<b>Inspections</b> - Inspections are conducted before each rental to ensure safety equipment is present, engines and other equipment are operational, gas and propane tanks are filled, and the vessel is rent ready.	A
116	<b>Hours of Operation</b> - Facilities are operated and services are provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	B
117	<b>Pick Up</b> - The reserved houseboat and appropriate staff are available at the time of the reservation. Staff confirms boat type, number of persons in party, length of rental, and method of payment. Staff identifies extra charges (fuel, damage deposits, state taxes, pet fees, early boarding, and other equipment rental fees). Extra charges are approved by the park.	A
118	<b>Rental Agreements</b> - Rental agreements are executed for each houseboat rental, and the rental form is approved by the park.	B
119	<b>Acknowledgement of Risk</b> - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	B
120	<b>Boat Orientation</b> - Staff provide hands-on verbal operating instructions. Orientation includes vessel and safety equipment operation, emergency procedures, navigational rules, park regulations and permit requirements, waterway closings and access areas, weather conditions, disposal of pet waste and trash, and location of operating and park manuals. Orientation materials are approved by the park. Orientations are completed in an area separate from tour vessel operations and public launch/haul-out facilities.	A
121	<b>Park Orientation Material</b> - Park-specific materials are available (brochures, park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest, highways, airports, restaurants, etc.).	C
122	<b>Returns</b> - Staff is available when houseboat returns are expected. Overdue return procedures are approved by the park. After-hours contact information is posted.	A
	<b>Other Services</b>	
123	<b>Shuttle Service</b> - Shuttle vehicles are adequate, operational, clean, and well-maintained. Luggage and gear is secured. Shuttle vehicles and operators are licensed and insured in accordance with federal and state laws and regulations.	B

124	<b>Boat Towing</b> - Towing services are provided as required. Service response times are stated to the visitor at the time of request. Towing boats are adequate, operational, and well-maintained.	B
125	<b>Chase Service</b> - Appropriate chase services are provided. Call and dispatch protocols for chase services are provided in the park manual. Service response times are stated to the renter at the time of request.	C
126	<b>Executive Services</b> - Appropriate executive services (such as captain services, chef services, boat loading and unloading, grocery shopping and stocking) are provided. Service response times are stated to the renter at the time of request.	C
127	<b>Lost and Found</b> - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	C
	<b>Personnel</b>	
128	<b>Staffing Levels</b> - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
129	<b>Employee Attitude</b> - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
130	<b>Employee Appearance</b> - Employees wear apparel and a name tag identifying them as concession staff. Employees present a neat and clean appearance.	B
131	<b>Employee Training Programs</b> - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
132	<b>Management Availability</b> - Manager is on duty during hours of operation, and after-hours contact information is posted.	A
	<b>Rates</b>	
133	<b>Approved Rates</b> - Rates and other customer charges do not exceed those approved by the superintendent.	A

### **Ranking Definitions**

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

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

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