

Rob Hill Campground 2020 Reservation FAQs

How to apply for the 2020 Rob Hill campground lottery

1. When and how will I be able to submit an application for a campsite permit?

We will be accepting applications for the 2020 Rob Hill Lottery between Tuesday, January 28 at 11:00 am and Tuesday, February 4 at 4:00 pm. Applications can be submitted using an online form on our website: <https://www.presidio.gov/places/rob-hill-campground>. The form will only be available during the lottery window (January 28 to February 4). Applicants who miss this window of time will need to wait until the results of the lottery have been processed to submit a first-come, first-served application for any remaining campsites. We anticipate that the reopening for first-come, first-served applications will happen in early March. Unsuccessful lottery applicants will have a chance to see the list of any remaining available camping dates and request a site before the application is reopened to first-come, first-served requests.

2. What information will I need to provide on the application?

At the lottery stage of the reservation process, we will only accept one application per permit holder. **Duplicate applications will be subject to disqualification.** Duplicate applications will be defined as any application with two or more of the following fields matching: Name of Permit holder, Permit Holder Phone Number, Permit Holder Email Address, Address. Applicants will be informed if their applications have been flagged for potential disqualification. Schools, camps, or other educational organizations that wish to reserve sites for multiple classes/groups on separate dates may submit multiple applications as long as there are unique permit holders named on each application and the dates on the separate applications do not match one another.

Applicants will be required to provide the following information:

Permit Holder Details.

First Name and Last Name of Permit Holder. This should be the name of the person who will be present in the campsite during the reservation. This name will appear on the campsite permit. If the applicant is requesting a military discount, this name must match the name on the proof of service.

Name of Organization. If this reservation is being requested by a school, camp, company, non-profit, etc., please provide the name of that organization. This name will also appear on your permit. Applicants who are not applying on behalf of an organization will need to enter the permit holder first and last names again in this field.

Permit Holder Phone Number. A mobile number that you will be reachable at during the reservation is preferred.

Address. Either the permit holder's home address or the organization's business address is acceptable. This address will be linked to your reservation in our permit database, and will appear on the invoice. Please use whichever is most appropriate for your group.

Permit holder email address. Email will be the primary form of communication regarding your application status. Please provide an email address that you check often. Double check that you have entered your email address correctly. When you submit your application, you will receive an automatic

reply from NoReply@ungerboeck.com. If you do not receive that email, please contact us at camp@presidiotrust.gov to correct your email address.

- Please add the @presidiotrust.gov domain to your safe senders list and/or check your spam/junk folder for communications from the campground reservation staff regarding your application.

Reservation Request Details

Number of requested campsites. Applicants can request one campsite or two campsites. Each campsite can hold up to 30 people. If your group is larger than 30, you must request two campsites.

Group size information. Applicants will need to provide a total estimated group size, and an estimated number of individuals over the age of 21 and estimated number of individuals under the age of 21. The total group size must be no more than 30 per campsite requested.

Preferred check-in and check-out dates. Applicants should select at least one set of check-in and check-out dates. The application form will allow applicants to select up to three sets of dates per application.

- Dates must fall within the 2020 camping season of April 1 through October 31, 2020. Applications with dates outside of this window will be discarded.
- Dates must include at least one night of camping. Applications that appear to be for less than one night of camping (either the check-out date is left blank, or the check-in and check-out dates match) will be discarded.

Do you need a wheelchair accessible campsite? Yes/No. The answer to this question will not impact the applicant's odds of receiving a reservation in the lottery. This information will help us assign your group to the most appropriate campsite if your application is approved.

Are you requesting a military discount? Yes/No. The answer to this question will not impact the applicant's odds of receiving a reservation in the lottery. Applicants that answer yes must attach a proof of service to their application in order to receive the discount. Name on the proof of service must match name of permit holder on the application, and the permit holder is required to be on site with the group for the duration of the camping trip. Acceptable forms of proof include: a copy of a Military ID card, Veteran ID card, driver's license with a veteran designation, issued identification card, DD214, or a membership card to a veterans group (such as VFW, American Legion, AMVETS, etc).

3. What happens after I apply for the lottery?

1. Applicants will immediately receive an automatic confirmation email from NoReply@ungerboeck.com. This email will be sent to the permit holder email listed on your application. If you do not receive this email, please check your spam/junk folder or contact us at camp@presidiotrust.gov to make sure that we have the correct email address.
2. Staff will review applications as they are received and screen for duplicates or missing information. If there are any problems with your application you will be contacted via email by camp@presidiotrust.gov or amartinez@presidiotrust.gov. Please add these email addresses to your safe senders list.
3. Applicants may make changes or corrections to their lottery application by emailing camp@presidiotrust.gov anytime during the lottery application period (January 28 to February 4). Changes will not be allowed after 2/4/2020 at 4:00 pm PST.

4. Applicants may withdraw their lottery application at any time by emailing camp@presidiotrust.gov.

4. Is there a cost to apply for the lottery?

There will be no fee to apply for the lottery, but when/if an applicant is approved for a campsite(s) on their requested date(s) they will be responsible for paying the full campground fee for their site(s) within **72 hours** of being notified in order to confirm their reservations. Payment instructions and an invoice will be sent to the approved applicants via email. Please provide an email address on your application that you check on a regular basis.

General questions about the campground lottery

1. How will the lottery be conducted?

Once the lottery application period ends, the pool of valid applications will be shuffled into a random order and processed. If an applicant's desired number of campsites are available on their desired dates when we reach their application, they will be assigned to a campsite(s). Only applications that have a full request available (both the number of sites and all days within a single set of preferred check-in/check-out) will be approved. Partial reservations will not be offered during the lottery.

Applicants whose request is approved will receive an email with an invoice for their campsite fees, instructions for paying for their permit, and a notification of their campsite assignment and camping dates. The applicants will have **72 hours** from the time that email is sent to pay for their camping permit and return their receipt to campground reservation staff, otherwise the reservation will be cancelled. Cancelled or declined reservations will be offered to the next applicant on the randomized list with a fully matching request. This process will be repeated if necessary.

2. How will you make sure the process is unbiased?

Our permitting database will automatically assign each application a unique ID number. We will use these numbers when shuffling the applications into a randomized order using a random number generator. Names and permit holder information will be removed from the applications at this stage to ensure unbiased selection of applications.

3. When will I find out the status of my application?

We hope to begin notifying approved applicants on Tuesday, February 11 and will continue to notify approved applicants throughout the following weeks. We anticipate that it will take three to four weeks from the closing of the lottery application window to finish processing all lottery applications. Once all of the applications have been processed and all lottery applicants notified of their status, we will begin accepting reservations for any remaining camping dates on a first-come, first-served basis. This timeline is subject to change based on the number of lottery applications we receive. We will do our best to inform applicants of any significant deviations from this timeline.

4. Why are you doing a lottery?

Over the past several years, the popularity of Rob Hill Campground has grown immensely. On weekend nights (Fridays and Saturdays) especially, demand for campsites far exceeds the physical capacity of the campground. The previous system had become unmanageable for our small reservation staff, and created a frustrating process for applicants. Given the high demand for campsites, we believe that implementing a preseason lottery is the fairest way that we can allocate campsites moving forward.

5. What options will I have if I do not get a campsite?

Lottery applicants who do not receive one of their requested sets of camping dates during the lottery will be waitlisted for the dates listed on their application. This waitlist will be built using the same randomized order established at the beginning of the lottery process. We will only keep a 5 person waitlist per date, so it is possible that an applicant may make the waitlist for some dates on their application and not make the waitlist for others. Should a cancellation occur, waitlisted applicants will be notified via email and will have 72 hours to decide if they wish to move forward with a reservation before the space is offered to the next person on the waitlist. The waitlist is not a guarantee that space will become available.

In addition, unsuccessful lottery applicants will have a chance to see the list of any remaining available camping dates and request a site before the application is reopened to first-come, first-served requests.

General Questions about Rob Hill Campground

1. How many campsites does Rob Hill have?

Rob Hill Campground has a total of four campsites. Each site can hold up to 30 people. There are generally 2 campsites available for public rental and 2 campsites dedicated to the [Camping at the Presidio \(CAP\) Program](#). On some dates, there may be fewer than 2 campsites available for public rental due to additional use by the CAP Program, use of the campground for events managed by the Presidio Trust, Golden Gate National Parks Conservancy, National Park Service, or for scheduled campground maintenance. On some dates, there may be more than 2 campsites available for public rental due to scheduled non-use by the CAP Program. The most current list of available dates can be found on our website: <https://www.presidio.gov/places/rob-hill-campground>

2. What is the Camping at the Presidio (CAP) Program? How do I participate in CAP?

The [Camping at the Presidio \(CAP\) Program](#) provides youth with meaningful overnight camping experiences. Designed for community organizations and schools, CAP provides an affordable way for kids and groups to visit their national parks. CAP is a Crissy Field Center program, run in partnership with the Golden Gate National Parks Conservancy, the Presidio Trust, and the National Park Service. For more information please visit: <https://www.parksconservancy.org/programs/camping-presidio>

3. How much does it cost to camp at Rob Hill?

We are introducing a new fee structure for the 2020 camping season. Please reference the table below for specifics. The changes include:

- A new discounted rate on certain nights of the camping season when demand for campsites has been historically lower.
- An additional fee for permit holders requesting date changes 4 to 6 days prior to the original reservation. This fee covers the administrative cost of changing the permit and recovers a portion of the cost to the campground for unused campsites during the original reservation date.
- An additional fee to change the name of the permit holder on the reservation. This fee covers the administrative cost of changing the permit and is intended to prevent abuse of the lottery system.

All campground fees are non-refundable once they have been paid.

Peak Use Months (June, July, August)	
7 Days per week	\$125.00 (per site, per night)
Off-Peak Months (April, May, September, October)	
Thursdays, Fridays, Saturdays, and the following Sundays 5/24/20, 9/6/20, 10/11/20	\$125.00 (per site, per night)
Sundays (except 4/12/20, 5/24/20, 9/6/20, 10/11/20), Mondays, Tuesdays, Wednesdays in April, May, September, and October	\$80.00 (per site, per night)
Military Rate (available all season long)	
Active duty and retired service members, proof of service required. Name on the proof of service must match name of permit holder on the application. The permit holder is required to be present in the campground.	\$75.00 (per site, per night)
Permit change fees. Applicable all season. Please note that permits cannot be changed less than 4 days prior to check in.	
Date change requested at least 7 days prior to original check in date	No charge
Date change requested 4 to 6 days prior to original check in date	\$25 (per campsite) + any additional cost if going from off-peak to peak pricing
Permit holder change requests, must be requested at least 4 days prior to check in	\$20 (per change) + any additional cost if going from military to non-military rate