

COVID-19 FAQs – Campgrounds and Lodging (*updated 3/26/20*)

What campgrounds and lodging are included in the temporary closure?

Effective at checkout (2 p.m. for camping and the stated checkout time for lodging) on Friday, March 27, all campgrounds and lodging located on the grounds of a Missouri state park will be temporarily closed through April 30. Day use areas including trails and boat ramps remain open.

What can I expect to happen from here?

All fees associated with camping and park-run lodging reservations, including reservation, cancellation and modification fees, beginning with the night of Friday, March 27, and through the night of Thursday, April 30, will be refunded. For lodging reservations made with our concessionaire partners, please contact them directly. Concessionaire phone numbers can be found at www.mostateparks.com/response.

I'm already in the park – what do I need to do?

If you were planning to stay through Friday, March 27, you will receive a refund for any unused nights. If you originally paid for the reservation with a credit card, a refund may be placed back on your card. You can modify or cancel your existing Missouri State Parks reservation online without a fee.

If you made your reservation on or after January 1, 2020, you can modify your reservation or cancel your reservation and receive a refund online at www.icampmo.com. If you made your reservation prior to December 31, 2019, you must call [877-422-6766](tel:877-422-6766) to modify your reservation or cancel your reservation and receive a refund. Please be patient as call volumes are high. You can also email moparks@dnr.mo.gov and provide your reservation confirmation number to cancel your reservation. Please allow 7-10 days to receive your refund.

I'm scheduled to arrive on April 30. What are my options?

You can choose to cancel with a full refund or rebook at a later date with all modification fees waived. You can modify or cancel your existing Missouri State Parks reservation online without a fee.

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What are my options for a refund?

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I can't get through to the reservation call center and am receiving an error message online. Can you help me?

Due to the extenuating circumstances of the closures due to COVID-19, you can also email moparks@dnr.mo.gov, provide your reservation confirmation number and request a cancellation refund. Only email if you want to cancel and have your confirmation number. You will need to allow 7-10 days to receive your refund.

I'm a campground host planning to stay through this period. What are my options?

We will work with you to make accommodations allowing you to stay through this period.

What if the current situation improves – is there any chance you'll reopen sooner?

We are continuously monitoring the presence of COVID-19 in Missouri. If the current situation improves, then we will reassess the campground and lodging closure.

What other actions have you taken to address the presence of COVID-19 in Missouri state parks?

Please visit our webpage at www.mostateparks.com/response for the latest actions taken in response to COVID-19.