

As a valued visitor of the BWCAW, we want to inform you of an upcoming change for advanced permit reservation services for the BWCAW for the remainder of this season. The Treasury Department has initiated major transition to a new federal bank for credit card processing which has affected our reservation system including Reserve America. This transition requires that we discontinue credit card payments for the remainder of the permit season effective September 15, 2008. From now until September 15, you may continue reserving BWCAW permits that will be valid for any time during the month of September.

BEGINNING on September 15, 2008, you will no longer be able to make advanced permit reservations, or use your credit card to pay for additional user fees (or members of your group), or receive any approved refunds to your credit card. Refunds due to cancellations will be processed through our service center and a check will be mailed for the value of the refund.

Please note, if you have not reserved a permit, they will still be available in person on a first-come first-served basis from any of the permit issuing stations and cooperating businesses. You may obtain permits for the day of your visit via normal procedures. However, payment can only be made using cash or check.

Please note the following:

Advanced Permit Reservations via the Call Center or Internet – Advanced reservations will not be accepted via the Call Center or Internet beginning on September 15, 2008.

Call Center Hours: To help respond to customer inquiries, the BWCAW reservation call center hours will be extended. Starting September 2, the hours will be 10AM – 6PM CDT. These hours will be in place seven days a week and will end on September 14. The call center will be closed after September 14.

Canceling Advanced Reservations via the Call Center or Internet – You may contact Customer Service at 1-877-553-6777 to process any refunds / cancellations after September 15, 2008. Hours of operation are 6AM – 8PM CDT. Please note, since credit cards will not be accepted, refunds processed after this date will be via Treasury check.

Advanced Reservations and walk-ins via the Permit Issuing Stations – You may go in person the day before and day of your entry date to secure a permit from any of the existing permit issuing stations (either Forest Service or Cooperator). Please note that payment for new or outstanding balances on existing permits may only be made using cash, check, or other certified funds.

Suggestion! Make your advanced permit reservations prior to September 15 to avoid any disruption to your plans to visit the BWCAW!