



# Park Reservations



CUSTOMER SERVICE  
CENTER

## Your Gateway to Park Experiences

The Texas State Parks Customer Service Center can help plan your getaway to any Texas State Park. Dedicated to providing excellent customer service, our professional agents attend extensive training and visit parks on a regular basis to provide first-hand knowledge and reservation expertise. Staff provides up-to-date information on park facilities and offers suggestions for new parks to explore or alternatives when a park has reached capacity. If your reservation is affected by a closure due to weather damage, facility outage, maintenance, or renovations, we notify you as soon as possible.

### Helpful Tips

- You can make an overnight reservation 5 months in advance. We recommend advance reservations for most sites. If you're interested in a high demand park or facility, make your reservations as early as possible.
- Day-use reservations can be made up to 30 days in advance, which is highly recommended when visiting popular parks or during peak times like holidays.
- Expect increased wait times during our peak periods. Our call volume is highest in the spring, peaking in March and April, and slowest in November and December.
- Hold times may be longer on Mondays, Tuesdays and Fridays, and the first business day after a holiday. Wait times are typically shorter after 3 p.m.

### When You're Ready to Reserve a Site

You'll be required to pay the entire balance at the time of reservation. We accept Visa, MasterCard, or Discover. Reserve on the web or by phone.

Campsites, shelters, cabins and rooms (including those at Balmorhea): (512) 389-8900

**Web Reservations: [www.TexasStateParks.org/reservations](http://www.TexasStateParks.org/reservations)**

### Other Reservation Phone Numbers

- Group facilities or organized group reservations: (512) 389-8920
- Hueco Tanks: (512) 389-8911
- Big Bend Ranch State Park: (512) 389-8919
- Indian Lodge: (512) 389-8982
- Devils River SNA: (512) 389-8901

### When Changes or Cancellations Occur

- No administrative charge if you change or cancel the reservation within 24 hours of making the reservation.
- You can change or cancel the reservation up to 5 days prior to the check in date, with an administrative charge.
- If you reserve a Group Facility with a fee over \$100, you can change or cancel the reservation up to 60 days prior to the check in date, with an administrative charge.



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