



Park Reservations



CUSTOMER SERVICE
CENTER

Your Gateway to Park Experiences

The Texas State Parks Customer Service Center is here to help plan your visit 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. Agents will help you make reservations, provide information about facilities, suggest parks for you based on what activities you enjoy, and more! The Customer Service Center is closed on weekends and holidays, but the website is available for reservations 24 hours a day at **texasstateparks.reserveamerica.com** or you can email Customer.Service@tpwd.texas.gov.

Helpful Tips

- Reserve up to 5 months in advance. Make reservations early, especially for high-demand parks or facilities.
- You can schedule a callback through the phone system or online if you encounter hold times.
- If your first choice is not available, ask for help! We can find you a site at another park or provide available dates.

When You're Ready to Reserve a Site

- Have information ready about vehicle, total occupants, and any passes to apply.
- Advance payment required by Visa, MasterCard or Discover.
- Reserve anytime at **texasstateparks.reserveamerica.com**
- Reserve at **(512) 389-8900**, Monday–Friday, 8 a.m. to 5 p.m.

To Change or Cancel a Reservation

- Visit the website for self service, call the Customer Service Center, or email Customer.Service@tpwd.texas.gov.
- Administrative charges may apply. Change/Cancel policy: tpwd.texas.gov/state-parks/park-reservation-information/changes-cancellations
- All reservation fees are forfeited if you do not cancel your reservation and do not show up to the park.

Helpful Numbers

Reservations.....	(512) 389-8900
Group facilities or organized group reservations	(512) 389-8920
Hueco Tanks info and reservations	(512) 389-8911
Devils River SNA info and reservations.....	(512) 389-8901
Texas Outdoor Family	(512) 389-8903
Off-Highway Vehicle decals	(512) 389-8917

