



## Non-Resident Fee FAQ's

### Grand Canyon Railway

#### FAQs

##### What is the non-resident fee?

The non-resident fee is a \$100 charge per guest, assessed by the National Park Service, in addition to the standard entrance fee. It applies to guests age 16 and older who are not U.S. residents and are visiting select National Parks, including Glacier, Grand Canyon, and Yellowstone.

##### Why do we collect this fee?

We collect this fee on behalf of the National Park Service on train reservations (excluding Polar) for the Grand Canyon Railway as we collect park entrance fees on any booking with Northbound train travel. This fee helps support National Park maintenance, preservation, and improvements.

##### Who is subject to the fee?

A fee will be automatically applied to any guest aged 16 or older who is not a permanent US resident, or whose main address is located outside the United States. The charge is determined by the country listed in the guest's reservation profile.

##### Is address information required for all guests?

No. Address information is required only for the primary guest on the reservation.

##### **Example:**

*Two couples are traveling together. One couple resides in the U.S.; the other does not. The U.S. residents make and pay for the reservation and check in at the depot. Because the primary guest is a U.S. resident, no non-resident fee is applied.*



### How can non-residents mitigate the price increase?

Guests can buy a Non-Resident America the Beautiful Pass from the National Park Service. In terms of overall cost, purchasing an America the Beautiful Pass might be the most beneficial option.

- Cost: \$250 (all fees included)
- Coverage: Up to four guests for park entry and non-resident fee

Guests must present valid ID at ticket pickup, and the address on the reservation must match the ID. If addresses do not match, the non-resident fee may be charged at pickup.

### How should third-party reservations be handled?

Moving forward, we will be collecting both **\*GUEST\*** AND **\*BILLING CONTACT\*** full profile information at the time of booking for all 3<sup>rd</sup> party Booknet reservations.

The nonresident fee will be assessed based on the address information of the GUEST. This is to stop the potential of nonresident guests having a resident make the reservation on their behalf to avoid the nonresident fee.

**Example:**

*Kathy (Idaho) pays for a reservation for Steve and Jenny (Germany) but will not attend. Kathy is entered as the billing contact, and Steve is entered as the guest. Because Steve is a non-resident, a \$235 fee is added (\$100 per non-resident guest plus the \$35 entry fee).*

### What about free entrance days?

As of the start of 2026, free entrance days apply only to U.S. citizens and residents. Non-resident fees and entrance fees must still be collected.

### When does this take effect?

As soon as this functionality is added to BookNet, we will begin collecting the non-resident fees as applicable.

### Where should I direct guests with questions?

All information can be found on the NPS website. [Entrance Passes \(U.S. National Park Service\)](#). This will break down the non-resident fee, give options to buy the America the Beautiful Pass, and list the parks in which this fee will be applied. We encourage agents to review the Non-Resident information on the website linked above to familiarize themselves with what guests will be reading.



### How do I explain to guests what this fee is for?

100% of the NPS fees we collect are remitted back to the National Park Service for the maintenance and preservation of the park.

### What countries/territories are exempt from the non-resident fee?

- United States
- American Samoa
- Guam
- Puerto Rico
- US Virgin Island
- United States Minor Outlying Islands

### Will we be retroactively charging the fee on reservations for 2026 that were already booked before this was put into place in Booknet?

No, Reservations booked prior to March 27th will not have the non-resident fee collected by either CRes or the Depot. For reservations booked on or after March 27th, we are collecting the fee.

### Suggested Verbiage

- Quote the total of the package before non-resident fees (but with applicable **ENTRY** fee included)
- Offer to book
- Guest says yes
- “Will the card that we will be using today be in your name?”
- **If yes**, gather profile info. If billing address is a country that is not exempt from the non-resident fee:

***“I’m not sure if you are aware, but beginning in 2026 the National Park Service started charging a non-resident fee of \$100 per adult. Let me requote you with that fee and the entry fee included.”***

- If guest is okay with the new total, move forward with finishing the reservation.
- If the guest has questions about the non-resident fee, direct them to the NPS website.
- If the guest gives pushback on paying the fee, mention that there may be cost-saving options for them by buying the Non-resident America the Beautiful Pass and direct them to the NPS website.



- Let them know we would need to apply the fee now to secure the reservation, but the guest may purchase a Non-resident America the Beautiful Pass then call us back to provide the pass number to receive the applicable refund.