



COVID-19 Response



COVID-19 Update - 3/31/20 1:00 p.m.

Effective March 26, 2020: Colorado State Parks remain open, but Colorado Parks and Wildlife (CPW) will close all playgrounds, picnic areas, campgrounds, dispersed camping and camping facilities (including yurts and cabins) at Colorado's state parks as well as camping at State Wildlife Areas effective Thursday, March 26 until further notice. This action has been taken based on The Stay-At-Home Order from Colorado Governor Jared Polis and the advice of the Colorado Department of Public Health and Environment (CDPHE) and the Centers for Disease Control and Prevention (CDC).

Colorado Parks and Wildlife visitor centers, service centers and offices are also continuing to restrict access to the public. Restrictions and closures remain subject to change.

We know you have questions regarding the rapidly evolving scenario that surrounds COVID-19, and how Colorado Parks and Wildlife is responding to keep your family healthy during your visits to our parks and offices.

- Customer, volunteer and employee safety is our top priority, and we take your health and well-being seriously.
- We are committed to providing our regular services at the highest level possible while also ensuring that everyone is safe.

Below are some frequently asked questions we have been receiving from the public.

Learn about how CPW is responding to COVID-19:

State Parks

- [Park Pass Replacements and Exchanges](#)
- [State Park Operations](#)

Closures & Cancellations

- [Office Closures & Continued Service](#)
- [Cancelled Events and Classes](#)

Permits & Licenses

- [Purchase Licenses, Park Passes, and Vehicle Registrations Online](#)

- [I Haven't Received My License or Permit by Mail](#)

Hunting & Fishing

- [Can I Still Hunt or Fish?](#)
- [Big Game Hunting Draw Information](#)

Boating

- [Can I Still Go Boating?](#)
- [Are Watercraft Inspection and Decontamination Stations Open?](#)

COVID-19 Safety

- [How CPW Staff is Minimizing Exposure Risk](#)
- [What You Can do to Minimize Exposure](#)

Park Pass Replacements and Exchanges

- **Temporary, Iron Ranger, and Backup Passes:** If a customer needs to exchange their Temporary Pass, Iron Ranger Receipt, green Backup Pass, or Dog Off-Leash Pass, the customer will need to download and complete this green [pass exchange form](#) and mail it with any required documentation to the following address:

Pass Exchange
6060 Broadway
Denver, CO 80216

Passes will then be printed and mailed to the mailing address on the customer's exchange form.

- **Replacement Passes:** If a customer needs to get a replacement for their annual pass, they will need to download and complete this blue [replacement pass form](#) and mail it with any required documentation and check/money order (for the appropriate amount) to the following address:

Pass Replacement
6060 Broadway
Denver, CO 80216

Replacements will then be sent to the mailing address they provide on the replacement request form. Temporary Passes, Annual Passes, and Pass Vouchers are NOT replaceable.

- **Pass Voucher Exchanges:** For voucher exchanges, customers can [use this google form](#), as no physical documentation is required to be mailed to us.
- **30-Day Extensions for Annual Park Passes:** CPW will extend the expiration date for State Park annual passes, annual family passes, Aspen Leaf annual passes and Columbine annual passes with an original printed expiration date of the end of March 2020 or the end of April 2020 by 30 days per [Executive Order D 2020 015](#). For example, passes that were to expire in April 2020 are now valid through May 31, 2020. This 30-day extension is limited to passes with an original printed expiration date of March 2020 or April 2020.

State Park Operations

Are parks and campgrounds closed?

All Colorado Parks and Wildlife playgrounds, campgrounds, dispersed camping and camping facilities (including yurts and cabins) are closed effective Thursday, March 26 until further notice. State park visitor centers also continue restricting access to the public until further notice.

- CPW staff will continue to work at visitor centers during this time, but doors will remain locked during business hours.
- Restrooms and public areas will continue being cleaned and maintained.
- Contact information will be provided on all doors.

- Customers are encouraged to purchase passes on CPWshop.com, by phone at 800.244.5613, or at sales kiosks located at most parks.

Specific Park Closures

The [Sylvan Lake State Park Visitor Center is temporarily closed](#). In consultation with the Eagle County Health Department and Colorado Department of Public Health and Environment, the decision has been made to temporarily close the visitor center at Sylvan Lake State Park. No office staff is on-site. However, the Sylvan Lake State Park outdoor areas will remain open to visitors and a valid park pass is still required.

How are camping reservations affected?

Colorado Parks and Wildlife (CPW) will close all playgrounds, campgrounds, camping and camping facilities (including yurts and cabins) at Colorado's state parks as well as camping at State Wildlife Areas effective Thursday, March 26 until further notice.

All customers with reservations in March or April are being offered the opportunity to change their reservation at no additional cost through April 1, 2020. To change your reservation, please visit cpwshop.com, log into your account, confirm your information, then click on "My Reservations." From there you will be able to change your reservation to another date. You can also call 1-800-244-5613 to change your reservation (please note that call wait times can exceed one hour due to volume).

If you do not wish to change your reservation and would rather have it canceled with a full refund you do not need to take any action. On April 2, 2020, all remaining reservations with dates through the end of April will be canceled and refunded in full.

Due to the volume of camping changes and cancellations, while most refunds will take significantly less time, some refunds may take up to 90 days to process.

Is Colorado Parks and Wildlife closing offices, parks or campgrounds?

Colorado Parks and Wildlife has closed all playgrounds, picnic areas, campgrounds, dispersed camping and camping facilities (including yurts and cabins) at Colorado's state parks as well as camping at State Wildlife Areas effective Thursday, March 26 until further notice.

All Colorado State Parks non-campground outdoor areas of parks, including trails, boat ramps, marinas and shorelines remain open.

Colorado Parks and Wildlife visitor centers, service centers and offices have restricted access to the public until further notice.

- CPW staff will continue to work at offices during this time, but doors will remain locked during business hours.
- CPW is diligently working to keep state parks open so the public can [enjoy the health benefits associated with being outside](#). However, park visitors must enjoy parks responsibly during the COVID-19 outbreak. It's important for everyone to follow the recommendations from [CDPHE](#) for easy, everyday actions to protect yourself and those around you.

Update 3/26/2020: CPW has closed all playgrounds, campgrounds, dispersed camping and camping facilities (including yurts and cabins) at Colorado's state parks, as well as camping at State Wildlife Areas, effective Thursday, March 26. CPW will notify all campers currently on-site to vacate immediately; options and directions for [changing or canceling reservations can be found below](#).

Update 3/18/2020: [The Glenwood Springs area office is closed effective immediately](#). In conjunction with the Colorado Department of Public Health and Environment (CDPHE) and the Garfield County Health Department, Colorado Parks and Wildlife has closed its Glenwood Springs office, located at 0088 Wildlife Way, Exit 109, Interstate 70. No staff is on-site.

How will I know if events and classes have been canceled?

All classes and events of 10 or more people have been canceled or postponed at this time. Please see the current list of specific closures and cancellations below.

- We will utilize the Colorado Parks and Wildlife website, emails to registered attendees, and our [social media accounts](#) to update the public of closures and cancellations.

Cancellations

- CPW Volunteers should review our [Guidance on Volunteer Activities](#) and contact staff supervisors with questions or concerns.
- All [angler education classes](#) at Lake Lehow have been canceled through May 11, 2020. We will provide updates when classes are reopened.
- All [boating safety classes](#) have been canceled until further notice. We will provide updates when classes are reopened.
- All [Hunter Education classes](#) are being canceled effective Monday, March 16 through May 11, 2020. All students registered for classes during this time will be notified and provided options that will allow them to apply for this year's Big Game draw.
- The March [Colorado Parks and Wildlife Commission meeting](#) scheduled for March 18 - March 19 has been canceled.
- The [2020 Partners in the Outdoors Conference](#) scheduled for April 27-29 in Vail has been postponed. We hope to announce updated plans to presenters and attendees in the near future.

Purchase Licenses, Park Passes, and Vehicle Registrations Online

OHV Registrations: CPW has extended the expiration date of all OHV registrations for a period of 30 days per [Executive Order D 2020 015](#). **Off-highway vehicle registrations and permits expiring March 31, 2020 are now valid until April 30, 2020.**

While our offices are closed, please renew OHV registrations online at www.cpwshop.com. If you are having trouble registering your OHV online, please email our staff: DNR_wildlife.cpwinfo@state.co.us. We will need your name, date of birth and registration number.

For customers planning to purchase CPW products, including licenses, park passes or vehicle registrations, or who want to apply for the big game hunting draw, please visit CPWshop.com or call 800.244.5613.

- **Pick-Up at Agent:** The option for customers to select pick-up at agent for parks passes has been turned off for online and phone sales, as customers will have limited access to replace those passes if they fade.
- **Hang Tags:** Customers who need hang tags will need to wait until CPW locations open to get one. In the meantime, they can place their pass on their dashboard easily visible from the outside. This wording has been added to the appropriate pass sales flows online. Any passes issued from our office which require a hang tag will be sent with one.
- **Original Annuals & Multiples:** Customers can still get annual passes online, by phone, and through external agents. Multiples can also be obtained at external agents.

I haven't received my license or permit by mail - what do I do?

Our license vendor is experiencing significant delays in the fulfillment of CPW products due to “shelter in place” orders related to COVID-19 and are currently backlogged in printing and mailing CPW products.

CPW is allowing customers to use a TAN (Temporary Authorization Number) for proof of privilege for most of our products at this time. This includes small game, combination small game and fishing, waterfowl stamps, fishing, habitat stamps, annual passes and OHV permits.

We have also temporarily extended the timeframe for which a TAN is valid from 14 days to 45 days.

Additionally, for the 2020 spring season only, a TAN will also be allowed for proof of privilege for OTC spring turkey licenses and April mountain lion licenses.

As carcass tags may not be present for mountain lion and OTC spring turkey licenses purchased after March 23, (as these customer licenses may be covered by a TAN), a **printed copy of the receipt/confirmation email will be used as the carcass tag in these situations**. Customers must print the receipt, carry it with them while hunting and attach it to the carcass after harvest and during transport. After harvesting, the hunter must write the sex and date of harvest, as well as sign the receipt, similar to the voiding carcass tag procedures.

Am I still allowed to fish and/or hunt?

Governor Polis's [Stay at Home order](#) and the Colorado Department of Public Health and Environment's most recent [Public Health order](#) allow for continued outdoor recreation, including fishing and hunting.

CPW, along with the Governor's office, CDPHE and the CDC encourages people to take the local and state stay-at-home orders seriously, and limit travel wherever possible, even for approved recreation activities.

All hunters and anglers must have a valid license, and a valid park pass if recreating in state parks. Hunters

and anglers should also check with their local municipal land managers, National Forest Service, Bureau of Land Management, National Park Service, or US Fish and Wildlife Service office for specific closures and allowed recreation activities. Please respect any posted closures.

Spring Turkey Hunters:

If COVID-19 impacts your turkey hunting plans, CPW is waiving the 14-day minimum requirement for hunters to turn in their spring turkey license for a refund request as well as the \$15 processing fee.

We will also issue customers both a full refund and restoration of their turkey preference points used to draw a returned license upon request. Licenses will still need to be postmarked and/or returned before the start of the season to be eligible for refund.

Will there be changes to the Big Game Hunting Draw?

At this time, there are no planned changes to the big game primary application or draw process, but because there may be unanticipated disruptions, please check back frequently for updates.

- Due to potential unanticipated disruptions to programs or staffing, please check back frequently for updates on additional resources such as video tutorials, advice on applying, or any deadline extensions.
- On March 30, the CPW Commission approved an emergency regulation that will allow an individual who has previously used an apprentice certificate but was unable to complete a standard hunter education course in 2020 with the opportunity to obtain a second apprentice certificate. **Previous years' apprentice certificates will not be automatically renewed.** Individuals will have to go to CPW shop and add a new apprentice certificate into their profile before applying for the limited license big game draw.
- Customers seeking information on the upcoming big game hunting draw can call the CPW call center at 303.297.1192 (Mon-Fri, 8 a.m. to 5 p.m.).
- Those needing assistance applying for the draw can [view this tutorial video](#), [download this 2020 Big Game Limited License Visual Guide](#) or call 800.244.5613 for help from a call center agent.

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- CPW is waiving the 14-day minimum requirement for hunters to turn in their spring turkey license for a refund request as well as the \$15 processing fee.
- We will also issue customers both a full refund and restoration of their turkey preference points used to draw a returned license upon request.
- Licenses will still need to be postmarked and/or returned before the start of the season to be eligible for refund.

Is boating allowed in State Parks during the Stay in Place order?

Yes. Boating is allowed in State Parks during the Stay in Place order.

- Please go boating in your local area and do not travel to go boating.
- Boaters need to comply with all CDPHE requirements to stop the spread of COVID-19 and CPW's [Aquatic Nuisance Species](#) regulations to stop the spread of zebra or quagga mussels and other invasive species.

Are Watercraft Inspection and Decontamination Stations open and staffed during the Stay in Place order?

Yes, Watercraft Inspection and Decontamination Stations to prevent the spread of aquatic nuisance species in State Parks are open and staffed during the Stay at Home order.

- Other jurisdictions may or may not be open to boating at this time.
- See the statewide reservoir [opening dates and hours of operations](#).
- Be sure to call ahead and verify this information before going boating.

How are you minimizing customer risk of exposure?

Our goal is to minimize the effects of COVID-19 on your recreation experiences in Colorado.

- We are working closely with the Colorado Department of Public Health and Environment (CDPHE), local

health departments, and the office of Governor Polis and will follow their advice and protocols on any future measures.

- All CPW offices are regularly disinfecting common workspaces, phones and door handles according to [CDC](#) and [CDPHE](#) guidelines.
- Staff are washing their hands frequently and are being asked to stay home, or go home, if sick.
- All CPW educational programs and classes that are not considered essential are being canceled.
- We are also asking visitors to utilize kiosks for self-check ins where possible to keep traffic lower in visitor centers at this time.

How often do you clean facilities like restrooms, yurts and cabins?

Restrooms are cleaned according to [CDC](#) and [CDPHE](#) guidelines daily or more often, and we closely monitor the level of park use in case we need to increase our cleaning schedule.

Cabins and yurts are closed, effective March 26 until further notice.

A Note from the Colorado Department of Natural Resources

In order to reduce the spread of COVID-19 (Coronavirus), the Department of Natural Resources is doing its part through social distancing in the workplace.

Beginning on March 17, many of DNR's employees will work from home.

However, the DNR and its agencies will remain open for business to serve the people of Colorado, and are available through phone and email.

Please be patient and flexible as we adjust to this unprecedented circumstance, and know that we will respond to customers as soon as possible. See current [COVID-19 updates](#).

What can I do to help minimize COVID-19 exposure or risk?

Remember that public places are only as clean as the last person who used them, and it's all of our responsibility to keep them clean.

- **Follow the Colorado Department of Public Health and Environment recommendations.** It's important for everyone to follow the [recommendations from CDPHE](#) for easy, everyday actions to protect yourself and those around you.
- **Stay home if you feel sick.** If you are scheduled for an activity with CPW, but feel sick or are at risk of getting sick, please cancel or reschedule your plans until you are well. Your community and the places you love are relying on your help by staying home if you are unwell.
- **Play it safe and be respectful outside.** While using this opportunity to spend time outdoors, please do so safely and responsibly. Our first responders and search and rescue teams are all facing these challenges along with us. Please Avoid high-risk or remote activities, as accidents stemming from these types of activities may require extensive resources. Colorado Search and Rescue teams are prepared and ready to respond but could become overloaded if the number of calls increases and the number of available responders decreases.

You can also stay informed with reliable, up-to-date information by regularly visiting the [CDPHE](#) and [CDC](#) websites for the latest on what you can do to ensure we all do our part to help keep our communities safer.

[Back to the Top ^](#)