U.S. Fish and Wildlife Service
National Conservation Training Center
Scheduling and Events Management (SEM)
698 Conservation Way
Shepherdstown, WV 25443

Scheduling Phone: (304) 876-7220
E-mail: nctc_semteam@fws.gov

About Your Stay at NCTC

Guest Rooms

If your event has onsite guestroom blocks: Contact the Hotel Reservations Office with your credit card.
The Hotel Reservations Office may be reached at:

Phone: (877) 706-6282 Fax: (304) 876-7910 TTY: (304) 876-7201

Individual reservations should be made no later than 60 days prior to the start of your event to guarantee your onsite room. You may check-in on your scheduled arrival date at any time after 1:00 p.m. at the Confluence Center. Check-out time is 12:00 noon on your scheduled departure date.

Please note, **as of May 7, 2025**, entrance into all Federal Facilities require verification of REAL ID's. **Please ensure you have your REAL ID available for our security upon arrival to NCTC. You will not be permitted entry into NCTC without your REAL ID.**

Your accommodations include a private guest room with a full-size bed and private bath, hair dryers in each unit, and first floor community laundry facilities. Guests not attending NCTC sponsored courses or events may stay with you in your room at no additional charge but must register with the front desk. They may eat in the Dining Hall and pay for their meals a-la-carte or purchase the meal plan. Participants here for courses or events that choose to share a room may do so, however, BOTH participants will be charged a reduced room rate and both participants will be on their own meal plan.

If your event does not have an onsite guestroom block for you: You are considered a commuter.
You may contact Scheduling and Events Management at (304) 876-7220 to get a list of alternate lodging options in the NCTC area.

EVENT CANCELLATIONS: All guests who cancel their reservations 60 days or less prior to start of an event and do not have a substitution are charged in full for guestroom costs.

Meals

All guests who stay onsite must participate in the NCTC meal plan. The meal plan provides full-service breakfast, lunch, and dinner. The meal plan begins with dinner on the scheduled arrival date and ends with lunch on your scheduled departure date. All guests are expected for dinner on the scheduled night of arrival. Dinner is served from 5:30 to 7:30 p.m. A box dinner may be requested at least two weeks in advance and will be held at the Front Desk for guests arriving after 7:30 p.m.

Prices for individual meals are determined by GSA per diem rates, these can be found by using the link in the "Costs" section below. Meal tickets may be purchased in the Gift Shop in the Headwaters Lodge, or you may pay for meals ala carte in the Dining Hall.

Costs

All participants, including Fish and Wildlife Service employees, are charged for on-site lodging and meals while attending NCTC events at the per diem rate (https://www.gsa.gov/travel/plan-book/per-diem-rates; Jefferson County 25443 Rates). Service Employees are responsible for paying for any off-site accommodations, meals if staying off-site, meals en-route to the NCTC, and all transportation costs. All guests are expected to pay for the NCTC shuttle, room telephone calls, and lounge/ campus store charges.

Guests are expected to pay all charges upon checkout with MasterCard, American Express, VISA, cash, or check. Please make checks for lodging payable to *Aramark Services, Inc.*

Shuttle Service

Shuttle service is available from Washington-Dulles International Airport on weeks when trainings are being hosted. If no training is hosted, then a special shuttle would need to be requested or shuttle service can be contracted out directly by groups. The NCTC shuttle fee is $100.00 and secures a one way or round-trip service, and is payable at the NCTC Front Desk at checkout. If you want to use the shuttle, you must make a reservation through the Hotel Reservations Office at (877) 706-6282. Office hours are Monday through Friday, 8:00 a.m. to 6:00 p.m. The fax number is (304) 876-7910 and TTY is (304) 876-7201.

The shuttle runs between Dulles and the NCTC on the following schedule:

Sunday Arrivals:	Depart Dulles at 1:00 p.m.	Arrive NCTC at 3:00 p.m.
(or Monday Federal Holiday)	Depart Dulles at 4:00 p.m.	Arrive NCTC at 6:00 p.m.
	Depart Dulles at 7:00 p.m.	Arrive NCTC at 9:00 p.m.
Friday Departures:	Depart NCTC at 1:30 p.m.	Arrive Dulles at 3:30 p.m.

Shuttle Directions at Dulles
From the Dulles main terminal, follow the signs to baggage pickup and proceed to the appropriate baggage carousel to claim your luggage. Once you have claimed your luggage, exit the airport directly across from luggage carousels 2 and 3, then proceed up the exit ramp and through door #7 to the shuttle pick up location. Transportation is provided by Reston Limousine Service and will also display USFWS/NCTC identification. Picture identification is required to board the shuttle. The Shuttle departs on time.

SHUTTLE CANCELLATIONS: All guests must cancel their shuttle reservations no later than 48 hours prior to the start of their event. Please call (877) 706-6282 to cancel your reservation. If a reservation is not canceled prior to this deadline, the credit card used by the guest to confirm their reservation will be debited for the full amount of the shuttle cost.

Flights

Allow adequate time to make your flight. Travel time between Dulles Airport and the NCTC is approximately two hours. If you are using our shuttle, please make sure all personal comforts are attended to prior to boarding as there are no scheduled stops between the airport and NCTC. Guests with unexpected flight delays should contact the Front Desk at 304-876-1660.

Attire

General attire for NCTC training courses is casual dress. The NCTC is a walking campus, so sturdy, comfortable shoes are strongly recommended. Suitable clothing should be brought if you wish to participate in recreational activities. There are walking trails and a physical training center on-site. Bring rain gear for inclement weather.

On-site Activities

NCTC offers a variety of activities available to students staying on campus. A fitness center with quality weights and exercise equipment provides an opportunity for an early morning or evening workout. The gym has courts for basketball, pickle-ball, and volleyball (available upon request). Extensive paths for running and a network of trails for hiking are available throughout the campus grounds. Lockers, showers, and towels are available for guest use in the gym locker rooms.

NCTC does not provide cable TV. Guests are encouraged to bring their personal devices such as a Fire or Roku stick.

Day Care

A day care facility is available at NCTC for children ages 5 weeks through 5 years. All children under 18 must be either in the day care program or supervised by an adult while at NCTC. Call (304) 876-7354 for registration & pricing information. For additional information on traveling with family, see our website at https://www.fws.gov/nctc/what-we-do#amenities.

Driving

Contact Scheduling and Events Management at (304) 876-7220 for maps and directions. Parking passes will be issued at the Front Desk at NCTC upon check-in and must be displayed in your vehicle. It is possible the gate may be closed. If so, please use the call button to call Security.

Please note, as of May 7, 2025, entrance into all Federal Facilities require verification of REAL ID's. Please ensure you have your REAL ID available for our security upon arrival to NCTC.

Pet Policy

NCTC Policy provides that only service animals and animals specifically designated for training and education purposes, and/or other official purposes, are authorized to be on NCTC grounds. Therefore, a disabled person may bring a seeing-eye dog, a guide dog, or other animal assisting or being trained to assist that individual. Only service animals trained to perform a task directly related to a person's disability will be allowed on campus. If bringing a service animal onsite, please let hotel reservations know at (877) 706-6282.

Deliveries

Any deliveries ordered while onsite will need to be communicated to the front desk so coordination can be made with NCTC security for delivery.