



Echo Lake Resort

2126 Creighton Valley Road
Lumby BC V0E 2G1
(250) 547-6434
echolakeresort.ca

Changing or Cancelling Online Booking Requests

Our new online booking system allows you to choose the available dates & accommodations that work best for you. Once you submit your request, it becomes 'pending' our review & approval before you're charged. If you have sent a request and change your mind within a day, email us at info@echolakeresort.ca, and we will change or cancel the request without any penalty.

Reservation Changes

You've made a reservation and things have changed for you unexpectedly!

Changes to a reservation, such as changing dates or removing a Campsite or Cabin, must be done with an email to us at info@echolakeresort.ca. We'll do our best to quickly address your needs, please note a \$20 administration fee applies, at the discretion of the owners.

Reservation Cancellations

We understand that cancellations sometimes occur, please be aware of the following:

Cabin reservation deposits are non-refundable. If a reservation is cancelled less than thirty (30) days before arrival, *any outstanding balance will become payable on the date of cancellation.*

Cancelling a **Campsite reservation** up to fourteen (14) days before arrival will have a \$40 cancellation charge applied, and the remainder refunded. If a reservation is cancelled less than fourteen (14) days before arrival, *there is no refund.*

Group (3-4 Campsites)

Cancelling a **Group Camping reservation** up to fourteen (14) days before arrival will have a \$120 cancellation charge applied, and the remainder refunded. If a reservation is cancelled less than fourteen (14) days before arrival, *there is no refund.*

Large Group (5+ Accommodations) Cabins and/or Campsites

Cancelling **Large Group reservations** up to thirty (30) days before arrival will have a \$200 cancellation fee charged applied, and the remainder (minus any non-refundable Cabin deposits) will be refunded. If a reservation is cancelled less than thirty (30) days before arrival, *any outstanding balance will become payable on the date of cancellation.*

We recommend travel insurance or booking on a credit card with insurance to provide coverage for the unexpected, especially with larger reservations. Please note:





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- If Echo Lake Resort requires a full closure or is under a BC Wildfire issued Evacuation Notice, we will provide refunds for those affected.
- We do not provide refunds due to smoky air, poor weather, or unexpected power outage.
- We do not provide refunds due to personal circumstances or illness, including Covid-related circumstances.

