



Echo Lake Resort

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

Booking Terms and Conditions

The purpose of our policy is to clearly communicate our guidelines and consistent practices to the most common situations. If, after reading any of our policies, you have additional questions or issues, email us at info@echolakeresort.ca.

Our new online booking system allows you to choose the available dates & accommodations that work best for you. You can access your customer profile, enter your information, make secure payments, and review your reservations at any time using your email & password.

Once you submit your camping request, it becomes 'pending' our review & approval (to ensure the site is the correct size) before you're charged. We will review promptly and you will receive a 'reserved' email which allows you to pay for the reservation.

If you book a cabin, a deposit is required at the time of booking and this becomes a reservation.

If you have sent a booking 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

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. A \$20 admin fee applies to changes.

Date Changes:

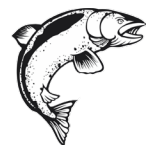
- please look in the online calendar for available dates, and
- send us an email with those dates, and we'll change your booking, if possible.
- remember our booking minimums, we will not reduce bookings below the minimum nightly stays.

Reservation Transfers: we will only transfer reservations to other people under certain circumstances, on a case by case basis, at our discretion, *and when there is advance communication between the reservation holder/ Group Organizer and ourselves.*

Reservation Cancellations

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

Cabin reservation deposits are non-refundable. The full invoice balance is due 30 days before your arrival. You'll receive a 'cabin reservation due' email 30 days before your arrival date reminding you the payment is due. If a cabin reservation is cancelled less than thirty (30) days before arrival, *there is no refund.*





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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.*

Activity rentals (fishing boats, watercraft, propane firepits) booked with Cabins or Campsites are refunded if you cancel accommodation reservations.

What happens after you cancel or do not show up:

- Irrespective of whether you cancel before or after payments have been made, once you've communicated a cancellation, we will cancel your reservation online.
- Once cancelled, your reservation will return to the system and be available to be rebooked. Echo Lake Resort and its assets (cabins, campsites, activity rentals) are ours to manage and having guests in attendance at the Resort is our goal. We aim to provide a great campground experience, which is not possible when there are empty campsites and cabins.
- At our discretion, and depending on the seriousness of the situation, where possible, we will attempt to move reservations within the same calendar season.
- Deposit/ Payment Carryover: we are not able to financially support carrying forward or pushing reservations into future years.
- **'No Shows'**. We strongly suggest that you email us if you cannot check in on your arrival date. You will *de facto* be considered to have cancelled:
 - if you do not show up on your arrival date, and
 - do not communicate with us, and
 - do not arrive by noon on the second day of your reservation.

Group of 4 Cabins and/or Campsites

Cancelling an entire Group reservation with thirty (30) days or more before arrival:

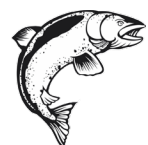
- **\$40 cancellation fee per campsite, and**
- **\$60 admin fee, and**
- **remainder (minus any non-refundable Cabin deposits) will be refunded.**

Large Group of 5+ Cabins and/or Campsites

Cancelling an entire Large Group reservation with thirty (30) days or more before arrival:

- **\$40 cancellation fee per campsite, and**
- **\$80 admin fee, and**
- **remainder (minus any non-refundable Cabin deposits) will be refunded.**

Cancellation Policy Clarifications let's get specific about when serious, unexpected situations arise when you are less than 30 days from arrival to a cabin or less than 14 days to a campsite. This includes, but is not limited to, fire, natural disasters, road closures, pandemic, personal illness/ injury or last minute/ emergency surgeries.





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- *Communication with us is key, as soon as possible.*
- We do not provide refunds due to smoky air, poor weather, unexpected power outage, or other situations at the Resort.
- Refunds:
 - Refunds due to wildfire will **ONLY** be issued if Echo Lake Resort is under **civil order to evacuate**.
 - Refunds will not be issued:
 - if the Resort is under alert status, or
 - if customers are under alert or evacuation Order, or
 - if travel restrictions do not apply to the Resort directly.

Trip Cancellation Insurance: we strongly encourage customers to pay with a credit card that has trip cancellation insurance and/or look into whether a separate trip insurance policy is right for you or not. It will not cover every situation and is expensive, so it's important to understand the Covered Risks of every unique policy.

