



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 online booking system allows you to choose from 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.

Before booking, customers must read and agree to our Terms & Conditions.

Once you submit your camping request, it becomes 'pending' our review & approval before payment is required. We will review promptly, and you will receive a 'reserved' email which allows you to pay the deposit and/or balance. Once the deposit is paid, this becomes a Reservation.

Once you choose a cabin, you must agree to our Terms & Conditions. A deposit can be made at that time and your booking becomes a Reservation.

A Reservation is simply the contract for service, in this case camping & activities, between yourself, the guest, and us, Echo Lake Resort.

If you have sent a booking request or made a cabin Reservation 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 & Accommodation Changes:

- please look in the online calendar for available dates & accommodations, and
- send us an email with those dates and we'll change your booking, if possible, within the current calendar. Your deposit/payment will stay with the reservation.
- 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 email communication between the reservation holder/ Group Organizer and ourselves.*

Reservation Cancellations

We understand that cancellations sometimes occur, please email your need to cancel with as much notice as possible. Do not leave a message on the resort phone.



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 payment due' email 30 days before your arrival date with a link to securely pay online. Cancelling a Cabin reservation with more than 30 days before arrival will have any payment made refunded minus the non-refundable deposit. If a cabin reservation is cancelled less than thirty (30) days before arrival, *there is no refund*.

Cancelling a **Campsite reservation** with more than 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 online reservation.
- 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.
- Deposit/ Payment Carryover: we are not able to financially support carrying forward or pushing reservations into future years.
- **'Soft Cancellations'** We encourage customers to be forthright in their communications with us, to establish if they are indeed cancelling. We are running a business, and our goal is to minimize the gray area by providing fair & transparent policies.
- **'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 communicate with us and do not arrive by noon on the second day of your reservation. Your reservation will be cancelled and returned to the booking system to be available for re-booking.

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.

- We do not provide refunds for customer situations, including but not limited to vehicle breakdown, fire, natural/ weather disasters, road closures, personal illness/ injury or planned/ emergency surgeries.
- We do not provide refunds due to smoky air, poor weather, unexpected power outage, campfire bans, or other situations at the Resort.
- Pandemic Refunds: we are not currently in a pandemic situation, there are no refunds provided for COVID-19 or viral illness related cancellations. Should this change, we will update this section.
- Wildfire Refunds:
 - Refunds due to wildfire will **ONLY** be issued if Echo Lake Resort is under **Civil Order to Evacuate** during a specific timeframe. We do not issue wildfire refunds for reservations outside of a Civil Order.
 - 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.
- If there is an unexpected disaster which forces the closure of Echo Lake Resort, the owners reserve the right to cancel reservations as necessary and to determine a refund.

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.

Our Terms & Conditions are updated as and when required and only by the Owners. Our staff is trained to represent & adhere to our Terms & Conditions. Be advised that abusive language, hostile behaviour, and harassment, whether in person or online, towards any employee of Echo Lake Resort or its online will not be tolerated and will result in cancellation of reservations without refund, removal from the property, and refusal of future booking requests at the owners' discretion.

As of March 2024, an electronic Resort Liability Waiver is required at reservation. Guests who made reservations before March 2024 will review and sign the same Resort Liability Waiver at check-in.