



## Reservation Services Policies and Terms

- Reservation policies are summarized on the BC Parks Website at <https://bcparks.ca/reservations/>. For full details on these reservations policies please read the terms and conditions below
- All visitor rules are authorized by the **Park Act and defined via the** [Park, Conservancy and Recreation Area Regulation](#)
- All park user fees are authorized by the **Park Act and defined by the** [BC Parks Recreation User Fees Regulation](#)

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## Reservation policies

Customers acknowledge, at time of booking, the following BC Parks reservation policies:

- 1) **'Reservation holder'** or **'Named occupant'**:
  - a. will follow **'Booking categories'** stated **'Check-in'** and **'Check-out'** times.
  - b. will provide identification documents, when requested, in-park to confirm **'Named occupant.'**
  - c. agrees that arriving in-park with more people or vehicles than stated in their reservation may result in **'Additional fees'**, or if accommodation is unavailable, parties and vehicles not stated in the reservation may be required to leave the **'Campground'**.
  - d. will risk having their reservation **'No-showed'** if they fail to occupy the site by 11 am (or the posted check-in time) the day after reservation arrival date, as listed on the confirmation email. Park operators reserve the right to label the reservation a **'No-show'**, cancel the full reservation and retain all fees unless otherwise specified in the booking category.
  - e. must adhere to the **'Maximum stay'** policy that states that each person in a camping party is not permitted to stay in a campground for more than fourteen (14) nights per calendar year. Reservation holders who are not in compliance with the **'Maximum stay'** rule risk having any reservations greater than fourteen (14) nights cancelled without refund. Exceptions are permitted for parks that follow the **'Long-stay program.'** s̓wìw̓s (Haynes Point) and Porteau Cove Park have a seven (7) day **'Maximum stay'** rule.
  - f. must adhere to **'Leave no Trace'** ethics.
  - g. must adhere to campground and park policies as listed on the **'Confirmation email.'**
- 2) Full pre-payment of all **'Camping fees'** and reservation charges is required for all **'Reservations.'**

- 3) **'Reservation holders'** must be at least sixteen (16) years of age and be responsible for all actions of their **'Camping party.'**
- 4) Reservations are non-transferable and any **'Reservation holder'** found to be attempting to transfer or resell, their reservation will be cancelled. Transaction fees will not be refunded. Standard cancellation fees and cancellation windows apply.
- 5) **'Reservation holders'** caught not adhering to the **'Restricted booking window'** will have their reservation cancelled. Transaction fees will not be refunded. Standard cancellation fees and cancellation windows apply.
- 6) The **'Named occupant'** must be present upon arrival (**'Check-in'**) and during their stay. Failure to be present at arrival and during the stay may result in the reservation being cancelled in-park without refund.
- 7) **'Reservation holder'** agrees to the Fee schedule, **'Cancellation and change policy'** and **'Refund policies'** for their reserved **'Booking category.'**
- 8) Only the **'Reservation holder'** is permitted to change or cancel their reservation.
- 9) Reservations with the same **'Named occupant'** cannot have overlapping reservation dates.
- 10) **'Transaction fees'** such as **'Reservation fees', 'Change fees', 'Cancellation fees'** and **'Call centre surcharge'** are non-refundable. Exceptions are only permitted for **'Evacuations'** or **'Park closures.'**
- 11) Refunds are not given for **'Evictions.'**
- 12) **'Reservation holder'** or **'Named occupant'** must vacate the park immediately if an evacuation order is given. All **'Reservation holders'** will be provided with a full refund for nights lost, including **'Transaction fees.'** Submitting a **'Refund request form'** is not required, refunds will be automatically applied to all affected customers.
- 13) All members of the **'Camping party'** may only camp in designated sites, bunks or **'Tent pads.'**
- 14) All reservations made on the first day of the 4-month or 12-month (group sites) **'Rolling window'** must observe the **'Restricted booking window'** unless otherwise specified in the booking category below.

- 15) All reservations on a Statutory holiday weekend must observe a three-night minimum reservation as outlined in the **'Minimum stay for statutory holiday weekend policy'** unless otherwise stated.
- 16) **'Reservation holder'** or **'Named occupant'** will provide identification documents, when requested in-park to confirm **'BC Senior discount'** and **'Social Services Camping Fee Exemption'**

Words in quotation marks are defined under the Terms section on page 15.

### Frontcountry reservation policies

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-16 and the additional **'Frontcountry'** policies described below:

- 17) **'Frontcountry'** camping reservations are available four (4) months in advance on a **'Rolling window.'**
- 18) **'Check-in'** time for **'Frontcountry'** camping is 1pm PST; **'Check-out'** time is 11am PT.
- 19) **'Reservation holders'** acknowledge the seven (7) day **'Cancellation and change window'** for **'Frontcountry'** reservations.
- 20) **'Frontcountry', 'Camping party'** maximum is eight (8) persons, of whom at least one, but not more than 4, is an adult and who may have with them: one recreational vehicle, one non-recreational vehicle, or one non-recreational vehicle and one legally towed trailer that is not a trailer primarily designed as temporary living quarters for recreational or travel use.

### Frontcountry group camp policies

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-15 and the additional **'Group camping'** policies described below:

- 21) **'Group camping'** reservations are available on one (1) year **'Rolling window.'**
- 22) **'Reservation holder'** agrees to the twenty-eight (28) day **'Cancellation and change window'** for **'Group camping'** reservations.

- 23) Changes to the reservation cannot be made twenty-eight (28) days or less before the arrival date.
- 24) Maximum group size varies by park. See individual park pages on [bcparks.ca](http://bcparks.ca) for details.
- 25) **'Group camping'** as a **'Regular group'** rate will be charged for a minimum of fifteen (15) adults (sixteen 16 years of age or older).
- 26) **'Group camping'** as a **'Youth group'** rate will be charged for a minimum of twelve (12) people. **'Youth groups'** require a minimum of one (1) adult per eight (8) youths and no more than one (1) adult per three (3) youths.
- 27) **'Reservation holder'** agrees to pay the Park Operator additional fees if camping party is greater than listed in the reservation (**'Confirmation email'**). Camping party is not to exceed group maximum capacity as listed on the individual park page on [bcparks.ca](http://bcparks.ca).

### Commercial reservations

- 28) There will be no special treatment for commercial operators or groups making campground reservations.
- 29) When a customer makes a reservation, they are required to provide the named occupant or reservation holder, to be registered. This name cannot be changed at a later date. The named occupant must be present at check-in and during their stay. Identification is required to keep the reservation valid.
- 30) Commercial operators are not permitted to make a booking in the company name.
- 31) Reservations found to be against the Reservation Services policy risk their reservation being cancelled, and standard penalties will apply. Any penalized fees are not eligible for a refund.

### Picnic shelter policies

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1a-d, 2-12, the **'Group camp'** policies 21-27 and the additional **'Picnic shelter'** policies described below:

- 32) **'Check-in'** time is 8am PT; **'Check-out'** time is 8pm PT. **'Reservation holder'** is required to confirm park-specific operating times. See individual park pages on [bcparks.ca](http://bcparks.ca) for details.

- 33) **'Minimum stay for statutory holiday weekend policy', 'Restricted Booking Window', 'BC Senior discount' and 'Social Services Fee Exemption'** do not apply to any **'Picnic shelter'** reservations.
- 34) **'Picnic shelter'** reservations cannot be booked across multiple days. Users are required to book one day at a time and may have up to three reservations in their cart at one time.

Questions or comments? Contact us at [parkinfo@gov.bc.ca](mailto:parkinfo@gov.bc.ca)

## Backcountry reservation policies

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-13 and the additional **'Backcountry'** policies described below:

- 35) A copy of the **'Reservation holder's'** confirmation letter must be kept with you at all times.
- 36) **'Backcountry'** reservations are available four (4) months in advance on a **'Rolling window.'**
- 37) **'Camping party'** maximum for **'Backcountry'** is four (4) persons per tent pad.
- 38) **'Base Camping fees'** are charged on a per person, nightly basis.
- 39) Itinerary changes are not permitted once the **'Named occupant'** arrives in park regardless of weather or conditions. **'Refunds'** are not permitted for itinerary changes.
- 40) **'Reservation holders'** acknowledge the 7-day **'Cancellation and change window'** for **'Backcountry'** reservations.
- 41) **'Check-in'** time for **'Backcountry'** is 1pm PT; Check-out time is 12pm PT (noon).
- 42) **'Reservations'** will be considered a **'No-show'** if the **'Reservation holder'** has not claimed their site by 12pm PT (noon) the day after reservation arrival day, as listed on the confirmation email. If actioned as a **'No-show'**, the full reservation will be cancelled, and refund will be forfeited.
- 43) **'Reservations'** can be made up to 5pm PT on the day of arrival.

44) No cash payments or self-registration is accepted in park. Reservations are required for all overnight stays.

45) **'Minimum stay for statutory holiday weekend policy', 'Restricted Booking Window', 'BC Senior discount' and 'Social Services Fee Exemption'** do not apply to any **'Backcountry'** reservation.

### **Berg Lake Trail reservation policies**

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-13, the **'Backcountry'** policies 38-39, and the additional **'Berg Lake Trail'** policies described below:

46) All hikers must check in at the Mount Robson Welcome Centre to attend a mandatory orientation session. Failure to register will result in being evicted from the trail and forfeiting any refunds.

47) **'Reservations'** will be considered a **'No-show'** if the **'Reservation holder'** has not checked in at the welcome centre by 11am PT the day after reservation arrival day. If actioned as a **'No-show'**, the full reservation will be cancelled, no refund will be given, and your site may be given to another visitor.

48) **'Berg Lake Trail'** is reserved on a **'Fixed launch'** release; all inventory for the season is released on a predetermined date in advance of season opening.

49) **'Reservations'** can be made up to 3pm PT on the day of arrival.

50) **'Camping party'** maximum for **'Berg Lake Trail'** is six (6) persons per tent pad.

51) **'Reservation holders'** must acknowledge the fourteen (14) day **'Cancellation and change window'** for **'Berg Lake Trail'** reservations.

52) **'Minimum stay for statutory holiday weekend policy', 'Restricted Booking Window', 'BC Senior discount' and 'Social Services Fee Exemption'** do not apply to **'Berg Lake Trail'** reservations.

53) Campers can register and get your camping permit for the Berg Lake Trail from noon to closing time on the day prior to trail departure at the welcome centre.

54) The permit issued by the welcome centre must be displayed on the outside of the tent for the duration of your stay along the trail.

### **Backcountry Garibaldi Wilderness policies**



Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-13 the **'Backcountry reservation'** policies 35-45 and the additional **'Backcountry Garibaldi Wilderness'** policies described below:

55) Garibaldi Wilderness can only be booked via the call centre. As a pilot project for the 2025 season, all call centre fees will be waived for Garibaldi Wilderness transactions.

56) **'Permit holders'** must agree to all questions asked by the call centre agent before completing a booking for wilderness camping.

57) **'Permit holders'** and accompanying **'Camping party'** are not permitted to enter the park prior to 6am PT. Park and campground must be vacated prior to 12pm PT (noon) on day of departure.

58) **'Base Camping fees'** are charged on a per person, nightly basis.

59) Camping must occur in the **'Wilderness camping zones'**. No camping is permitted in the **'Prohibited camping zones.'**

60) All campers must camp 2km from any established trail or campground, 30m from any lake, stream, wetland or other natural water source.

### Elfin Lakes Shelter policies

Customers agree, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-13, **'Backcountry reservation'** policies 35, 38-44 and the following Elfin Lakes Shelter policies below:

61) Reservation holder acknowledges that a reservation guarantees a spot in Elfin Lakes Shelter but does not assign a specific bunk. Bunks are selected first come, first served.

62) Up to 6 persons can be included in a single reservation.

Both EC Manning and Mount Assiniboine changed from reservation to registration in the off season. Please check [bcparks.ca](https://bcparks.ca) for dates.

### Backcountry Permit Registration policies

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-6, 13 and the additional **'Backcountry permit**



**registration'** policies described below:

- 63) A copy of the **'Permit holder's'** confirmation letter must be kept with you at all times. **'Backcountry permit registration'** are released on a two (2) week **'Rolling window.'** Maximum camping party for **'Backcountry permit registration'** is ten (10) people.
- 64) **'Base Camping fees'** are charged on a per person, nightly basis.
- 65) **'Permit holders'** understand that a 'Permit' does not reserve a specific site or place in a camping area.
- 66) **'No-show policy', 'BC Senior Discount', 'Social Services Fee Exemption', 'Cancellation and change window', 'Restricted Booking Window'** and **'Reservation fees'** do not apply to any **'Backcountry Permit Registrations.'**
- 67) Cash payments or **'Self registration'** may be accepted in park. Check individual park pages for details.
- 68) **'Backcountry permit registration'** and fees are non-refundable and cannot be changed or cancelled.

### **Bowron Lake canoe circuit policies**

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-13 and the additional **'Bowron Lake canoe circuit'** policies described below:

- 69) All canoe circuit users must attend a mandatory **'Orientation session'**. Failure to attend an **'Orientation session'** may result in the reservation being considered a **'No-show'** resulting in cancellation of the reservation and forfeiting of any refunds.
- 70) **'Bowron Lake Canoe Circuit'** is reserved on a **'Fixed launch'** release; all inventory for the season is released on a predetermined date in advance of season opening.
- 71) **'Reservation holders'** acknowledge the twenty-eight (28) day **'Cancellation and change window'** for **'Bowron Lake Canoe Circuit'** reservations.
- 72) Changes to the reservation cannot be made twenty-eight (28) days or less before the departure date.
- 73) **'Minimum stay for statutory holiday weekend policy', 'Restricted Booking Window', 'BC Senior discount'** and **'Social Services Fee Exemption'** do not

apply to any **'Bowron Lake Canoe Circuit'** reservations.

- 74) Maximum vessel limit is three (3) persons for a maximum of six (6) individuals per reservation. Exceptions for a fourth (4) person are permissible if two (2) of the four (4) are small children (five (5) years of age or less).

### **Bowron Lake group canoe circuit policies**

Customer agrees, at time of booking, to the terms and conditions listed under **'Reservation policies'** 1-13, **'Bowron Lake canoe circuit'** policies 69-74 and the Bowron Lake group canoe circuit policies described below:

- 75) A group booking for **'Bowron Lake Canoe Circuit'** is defined as a minimum of seven (7) persons to a maximum of fourteen (14).
- 76) Group bookings are only available to book from November 5, 2024, to March 15, 2025, with changes or cancellations available online or via the call centre.
- 77) Starting March 16, 2025, no additional group reservations will be accepted for the 2025 season and existing group reservations can only be changed or cancelled via the call centre.
- 78) A designated leader must be assigned for group reservations. The designated leader is responsible for registration and for the conduct and actions of all persons in their group.
- 79) Two group departures per day are available to reserve per day; one for the full circuit and one for the west (half) circuit.
- 80) Groups must camp only is designated **'Group sites.'**
- 81) Groups must adhere to the following timelines per circuit: Full circuit is required to be completed in eight (8) days, seven (7) nights. West circuit is required to be completed in four (4) days, three (3) nights.
- 82) Changes or partial cancellations which result in a group party of less than seven (7) people will continue to have group reservation and policies apply, including campsite allocations and fees.

### **Cancellation and Change Window policy**

Different **'Booking categories'** have different cancellation and change window lengths, either 7 or 28 days. It is the responsibility of the **'Reservation holder'** to read and understand the **'Cancellation and change window'** prior to booking.

Only the **'Reservation holder'** is permitted to change or cancel their reservation.

At most parks, reservation changes cannot be accepted online within two (2) days of arrival date. 'Reservation holders' are required to contact the reservation call centre ('Call centre surcharge' will apply). At most parks cancellations can be made up to 8pm on the day of arrival.

7-day cancellation window for all **'Frontcountry', 'Backcountry Reservations'** and **'Backcountry Garibaldi Wilderness'** booking categories, except the Berg Lake Trail.

- A change (**'Change fee'**) or cancellation (**'Cancellation fee'**) to a reservation will incur a charge of \$6 plus tax per **'Reservation'** or **'Tent pad.'**
- Cancellations seven (7) days prior to your arrival date will result in a refund of all **'Base camping fees'**, less **'Cancellation fee'**. **'Transaction fees'** are non-refundable, only exceptions include for **'Park closures'** or **'Evacuations.'**
- Changes or cancellations that reduce the stay or party size, made within seven (7) days of your arrival date, will forfeit one (1) night's **'Base camping fee.'**
- Changes or cancellations made on the same day as your arrival date will forfeit 2 nights of **'Base camping fees.'**
- When a cancellation results in a \$0 refund, a **'Cancellation fee'** does not apply.
- No refunds will be given for **'No-show', 'Eviction'**, vacating the site early or for inclement weather.

14-day cancellation window for the 'Berg Lake Trail' booking category.

- A change (**'Change fee'**) or cancellation (**'Cancellation fee'**) to a reservation will incur a charge of \$6 (plus tax) per **'Reservation'** or **'Tent pad.'**
- Cancellations more than fourteen (14) days in advance of your arrival date will result in a refund of all **'Base camping fees'**, less **'Cancellation fee'**. **'Transaction fees'** are non-refundable, only exceptions include for **'Park closures'** or **'Evacuations.'**
- Changes or cancellations that reduce the stay, or shift or delay the arrival date, made within fourteen (14) days of your arrival date, will forfeit up to 2 night's of **'Base camping fee.'**

- When a cancellation results in a \$0 refund, a **'Cancellation fee'** does not apply.
- No refunds will be given for **'No-show'**, **'Eviction'**, vacating the site early or for inclement weather.

28-day Cancellation window for all **'Group site'**, **'Picnic shelters'** and **'Bowron Canoe Circuit'** booking categories.

- A change (**'Change fee'**) or cancellation (**'Cancellation fee'**) to a reservation will incur a charge of \$6 (plus tax) per reservation or vessel.
- Cancellations prior to twenty-eight (28) days of your arrival date will result in a refund of all **'Base camping fees'**, less **'Cancellation fee.'** **'Transaction fees'** are non-refundable, only exceptions include for **'Park closures'** or **'Evacuations.'**
- Changes cannot be made less than twenty-eight days (28) before arrival date. The reservation will need to be cancelled and rebooked.
- Cancellations within twenty-eight (28) days will see all **'Base camping fees'** forfeited, **'Cancellation fee'** is waived.
- When a cancellation results in \$0 refunded, a **'Cancellation fee'** does not apply.
- No refunds will be given to **'No-show'**, **'Eviction'**, vacating the site early or for inclement weather.

'Backcountry permit registrations': No change, cancellation or refunds are permitted except for full 'Park closures' or 'Evacuations.'

## Refund policy

BC Parks' Refund policies are only for extenuating circumstances. Only the **'Reservation holder'** can claim a refund. Refunds do not include **'Transaction fees'** as they are non-refundable. To qualify for a refund the **'Reservation holder'** must have completed the following eligibility requirements:

- **'Reservation holder'** must have cancelled their reservation to be eligible for a refund. Cancellation must be done through the online website or call centre.
  - Calling the park operator is not considered a cancellation.
- Only in rare circumstances, such as hospitalization, death in immediate

family or system outage where the incident corresponds to the arrival date, will a refund be considered for a reservation that was not cancelled.

- Have not arrived in-park (if a customer has arrived in-park they must contact the park operator for any refund inquiries. Any **'Refund request form'** submitted by a customer who has already arrived in park will be automatically rejected.)
- Met the refund criteria as listed in the **'Six (6) Grounds of a refund'** as outlined below. Customer has completed a **'Refund request form'** and has included all mandatory supporting documents (required for all Medical, Death in immediate family and Serious motor vehicle accident grounds).
- The **'Refund request form'** can be submitted no later than three (3) months after the reservation's intended arrival date.

#### **Six (6) grounds for a refund:**

1. **Incorrect charges:** Occasionally, the reservation system experiences technical problems which may result in incorrect charges. Refunds will be considered for customers who are incorrectly charged. The refund will only be for the difference between what they were charged and the correct amount owing.
2. **Park conditions that prevent access or cause evacuations:** Refunds will be considered if customers are unable to enter/approach a park because of emergencies such as road closures, natural disasters or if an evacuation is ordered. In such cases, it is your responsibility to check the park webpage for updates.
3. **Poor air quality:** Poor air quality will be considered acceptable ground for **'Base camping fee'** refunds if all the following criteria are met:
  - The customer cancelled their reservation;
  - The cancellation occurred within 7 days of the arrival or cancellation date;
  - Air quality levels\* are a 7 or higher on the [BC Air Quality Health Index \(AQHI\)](#) or 60 or higher on the [Particulate Matter 2.5 \(PM2.5\) Station](#). Based on the station closest to the park on date of cancellation; and
  - The customer has completed an online refund request application within 3 months of their arrival date;

\*Air Quality Health Index station or Particulate Matter 2.5 station in British Columbia as indicated on Province of [BC Air Quality website](#).

4. **Serious medical issue:** Applications for medical refunds require medical documentation from a medical institution or recognized medical service, that a member of your camping party was seriously injured, had an acute mental health crisis, or was admitted to hospital. Dates on the medical note or documents must coincide with the arrival or cancellation date to support the request. The **'Reservation holder'** must still try to cancel the reservation if possible. Medical notes for the **'Bowron Lake canoe circuit'** or the Berg Lake trail will only apply to a maximum of two (2) people (the person directly affected by the medical emergency and possibly one other person travelling with them).
5. **Death in the immediate\* family:** BC Parks requires the **'Reservation holder'** does their best to cancel the reservation. A death certificate or obituary notice that clearly demonstrates the deceased's relationship with the **'Reservation holder'** must be submitted for BC Parks to review the request. The date on the documentation provided must coincide with the arrival date or cancellation date. For the Berg Lake Trail, **'Bowron Lake canoe circuit'** and **'Group camping'** reservations, BC Parks reserves the right to determine the amount of people this refund can be applied to and will generally not offer a full refund for **'Group sites'** or group departures.

\*Definition of immediate family: a parent, spouse, child, grandchild, grandparent, brother, sister, father-in-law, mother-in-law, daughter-in-law, son-in-law, and any other relative permanently residing in the same household. Unfortunately, friends, distant relatives, and pets are not considered immediate family members.

6. **Serious motor vehicle accident:** If the reservation holder or a member of the camping party is involved in a serious motor vehicle accident that prevents them from honouring their reservation, a refund will be considered. An accident report, dated near the customer's arrival or cancellation date is required to support the request for a refund.

**Not grounds for a refund:** Anything that is not described in **'Six (6) Grounds for a refund'**, is not grounds for a refund, this includes:

**Wildlife:** The presence or interactions with any kind of wildlife (insects, bears, squirrels, raccoons, etc.), even if the wildlife damages or destroys

personal property, are not grounds for a refund. The one exception is if the park is closed or park visitors are advised to stay away due to safety reasons (cougar, problem bear, wolf, etc.). This notice would be posted on the park webpage and in the park.

**Weather and ambient conditions:** No refunds will be considered for inclement weather (cold, rain, hail, snow, heat, flooding, etc.), even if extreme weather warnings are issued. Ambient conditions (such as the presence of smoke, or adjacent wildfires) will not be grounds for a refund unless the conditions prevent access to the park or poor air quality meets requirements detailed in Grounds for a refund: Poor air quality. Customers should check BC Parks' website for updates (if no updates are present, assume the park is open and accepting reservations).

**Park conditions:** Requests for refunds related to in-park conditions (unsatisfactory conditions, poor customer service, etc.) must be directed to the park operator.

**Leaving early:** Vacating your campsite early is not grounds for a refund.

**General illness or pre-existing conditions:** It is not considered grounds for a refund if someone in your camping party falls ill but does not require medical assistance or if there are common or expected conditions in the park that trigger an existing condition (i.e., allergic reaction to bee sting, campfire smoke triggers asthma attack, etc.).

**Errors making a reservation:** Refunds will not be granted for errors that customers make on their reservations.

**Cancellation window in effect:** There is a cancellation window for making changes/cancellations (e.g., 7 days prior for frontcountry camping, 28 days prior for group camping), within which 'Transaction fees' are not refundable. Making and cancelling your reservation within the cancellation window is not grounds for a refund.

**Vehicle breakdown/issues related to equipment:** No refunds will be given for vehicle breakdowns, problems related to vehicles or equipment failure.

**Change in plans:** A change of plans, including but not limited to getting called into work or if childcare or pet care arrangements fall through, is not grounds for a refund.



## Terms

### A

**Additional camping fees:** on top of the base camping fee, you may be charged for services like electrical hook-up or sani-station use.

### B

**Backcountry:** areas and campgrounds that are defined as an area more than 1km away from any highway or park road. Backcountry campsites are not accessible by vehicle. Backcountry areas have limited to no access to amenities.

**Backcountry permit:** a permit that allows customers to stay overnight in backcountry locations, obtained through Backcountry permit registration. Campsites that require Backcountry permit registration may or may not have tent pads.

**Backcountry permit registration:** allows customers to obtain a Backcountry permit. There are no refunds, changes, or cancellations. Sites that require Backcountry permit registration are indicated by a diamond shape on the Reservation service website map view.

**Backcountry reservation:** are reservations for camping in the Backcountry. Backcountry reservations secures a tent pad, campsite or shelter bunk for camping but does not reserve a specific tent pad, campsite, or shelter bunk. Backcountry reservations are indicated by rhombus shape (sideways diamond) on the Reservation service website map view.

**Base camping fee:** pays for the use of your campsite. It is a per-night fee that varies between campgrounds. Base camping fee can only be a per person nightly fee. In specific situations, base camping can be refunded.

**BC Senior discount:** a discount applied to Camping fees to British Columbian residents 65 years or older. The BC Senior discount will not apply to any reservations from June 15 – Labour Day (inclusive). The BC Senior discount does not apply to non-British Columbian residents. This discount does not apply to Group camping, Picnic shelters, Backcountry, marine or Cabins. Transaction fees and fees for services offered by park operators, such as firewood, electrical hookups, yurt, and RV rentals, are not discounted. Park operators may ask to see proof of age and residency.

**Booking category:** BC Parks has six (6) Booking categories or classifications of reservable products: Frontcountry, Group sites, Picnic Shelters, Backcountry reservations, Bowron Lake canoe circuit, Backcountry permit registration and Garibaldi Wilderness. Booking categories can vary in release schedules, cancellation windows and policies.

**Bowron Lake canoe circuit:** is a Backcountry canoe paddle circuit with two circuit

options (full circuit or west circuit). Bowron Lake canoe circuit is indicated as a wave on the reservation services website map view.

## C

**Cabin:** are Frontcountry roofed accommodation that can vary in amenities and size. Cabins are depicted as a house shape on the Reservation service website map view.

**Call centre surcharge:** is a non-refundable fee that is applied to all reservations, changes and cancellations that are made through the call centre. Call centre surcharges are \$5.00 plus tax.

**Camping fee:** the nightly fee to camp in a BC Parks' campground. Frontcountry Camping fees include one (1) vehicle parking permit. Camping fees vary by park and may include Additional Camping Fees on electrical sites. Camping fees may be refunded when a reservation is cancelled and are inclusive of tax.

**Campground:** a designated area in a park that has been approved for overnight camping and may have amenities such as campsites, tent pads firepits, picnic tables, toilets and water.

**Camping party:** is defined by the booking category for occupancy of a site or tent pad

**Cancellation fee:** is a non-refundable Transaction fee that is applied when cancelling reservations where a refund of Camping fees is provided. The Cancellation fee is \$6.00 plus tax.

**Cancellation and change policy:** only the Reservation holder is permitted to make changes or cancel the reservation. To change a reservation to a different campground or park, Reservation holder must cancel and rebook. Transaction fees are non-refundable with the exception of Park closures and Evacuations. At the time of booking, the reservation holder agrees to the cancellation and change window for their booking category and the refund policies. Refunds are not given for eviction, vacating early, no-show or inclement weather. See 'Cancellation and Change Window Policy'.

**Change fee:** is a non-refundable Transaction fee that is applied to reservations where a change was made, such as a change in arrival date or site number. The Change fee is \$6.00 plus tax.

**Check-in:** the earliest a customer may occupy the campsite or Tent pad. Check-in times can vary by Booking category.

**Check-out:** the specific time a customer must vacate their site. Check-out times can vary by Booking category.

**Confirmation email:** an email sent to the Reservation holder or Named-occupant with details regarding the reservation and include important policies and details such as

park rules.

## D

**Double site:** are designed to allow two Camping parties to camp in close proximity to one another. A Double site still provides the same facilities as individual sites, but most double sites share a driveway and are more open to one another than single campsites. One Reservation fee applies for the two sites. The maximum Camping party size for Double site is eight (8) individuals, maximum four (4) adults, including children 15 years or younger, per site. BC Senior discount and Social Services Camping Fee Exemption will apply to one site equaling half of one site fee. If both sites are occupied by seniors living in BC (BC Senior discount) or qualified Social Services Camping Fee Exemption individuals, each site will have the BC Senior discount or Social Services Camping Fee Exemption applied, respectively.

## E

**Elfin Lakes shelter:** located in Garibaldi backcountry, Elfin Lakes shelter is a shared roofed accommodation that sleeps up to thirty-three (33) people, in eleven (11) single and eleven (11) double bunks. Reservations are required year-round. The Elfin Lakes shelter is indicated by six-point star on the reservation service website map view.

**Evacuation:** in the event of an emergency, such as a wildfire, an evacuation order will be implemented in park. The park/campground will be closed, and all campers will be required to vacate the park immediately. All Reservation holders will be provided with full refunds for nights lost, including Transaction fees. Submitting a Refund request form is not required, refunds will be automatically applied to all affected customers.

**Eviction:** is defined as a request, from a park operator, BC Parks staff member, law enforcement or by-law officer, to vacate, or be removed, from the park/campground. No refunds are provided for evictions.

## F

**Fee schedule:** a document containing all fees for all BC Provincial parks. [Fee schedule.](#)

**Fee change:** To change fees (selecting regular fee when wanting to select a discount) contact the call centre to get the fee rate changed. When calling the call centre all transaction fees will apply.

**First-come, first served (FCFS) sites:** sites that are not reservable and can only be occupied by visiting the park in person and occupying the site. FCFS sites will not show availability on the reservation website. FCFS sites are depicted as stars on the Reservation service website map view and will always appear as orange.

**Fixed launch:** an inventory release schedule that sees all inventory open for reservation for the entire camping season at 7am PT on a predetermined fixed date.

Bowron Canoe Circuit is an example of a Booking Category with a Fixed launch.

**Frontcountry:** is defined as an area within 1km of a park road or highway that can be accessible by vehicle. Frontcountry campgrounds offer amenities not available in the Backcountry.

## G

**Garibaldi Wilderness:** a Backcountry registration Booking category that is unique to Garibaldi Park. Garibaldi Wilderness has a limited number of permits per day in permitted zones. Garibaldi Wilderness is indicated by a diamond on the Reservation service website map view.

**Group site:** is a large campsite designated for Camping parties that exceed Frontcountry Camping party size maximums. Group sites are reserved on a one (1) year rolling window and follow a twenty-eight (28) day Cancellation and Changes window. Customers booking a group site will be charged a minimum of fifteen (15) adults, sixteen (16) years of age or older. There must be at least one (1) individual that is sixteen (16) years of age or greater. All group sites are Frontcountry camping except for Croteau Lake backcountry group site. Group site fees consist of a Base camping fee and Per person fee rate. See Youth group for information on student rates. Group sites are represented as a clover on the Reservation service website map view.

## L

**Leave no Trace:** all members of the Camping party are required to read and follow Leave no Trace ethics, visit [The Seven Principles of Leave no Trace](#) webpage for details.

**Long-stay program:** twelve (12) parks are designated Long-stay parks which permit campers to occupy a site, as First-come, first served, for a minimum of four (4) consecutive weeks to a maximum of six (6) months or until the 'Campground is closed, whichever is first.

## M

**Maximum stay policy:** all parks, with the expectation of parks that follow the Long-stay program have a maximum number of nights a camper is permitted to stay per calendar year. Maximum stay policy applies to each person in a calendar year. Maximum stay for most parks is fourteen (14) nights per camping party, per park, per calendar year. For Porteau Cove and swiws (Haynes Point) the maximum stay is seven (7) nights per park, per calendar year. Park operators can conduct ID checks upon check-in, to ensure that all members of the camping party are within the allowable number of nights for the calendar year. As well, park operators are to not allow access to the park if in exceedance of the policy.

**Minimum stay for statutory holiday weekend policy:** statutory holidays that fall on a weekend require a three (3) night minimum reservation. If the statutory holiday falls on a Monday, customers must book Friday, Saturday, and Sunday nights. If the statutory holiday falls on a Friday, customers must book Thursday, Friday and Saturday nights. When a statutory holiday falls on any day other than a Friday or Monday, no minimum stay applies.

## N

**Named occupant:** at time of reservation, a Named occupant can be recorded who will be required to be present at Check-in and throughout the reservation. The named occupant can be the same or different from the individual who created the reservation. Customers cannot retroactively add a named occupant to an existing reservation.

**No-show:** when the Reservation holder does not claim their Frontcountry site or Tent pad by 11am PT the day after expected arrival, as indicated on the Confirmation email, the reservation will be labeled a No-show. Reservations that are labeled as No-show will be cancelled, have their fees forfeited and will not qualify for any refund. The site will be rereleased back on the Reservation website or sold in park as First-come, first served.

## O

**Orientation session:** Bowron Lake Canoe Circuit requires a mandatory Orientation session prior to paddling. Failure to attend the Orientation session may result in a cancelled reservation. All refunds will be forfeited.

## P

**Park closure:** occurs when an event or situation requires the park (or portion of a park) to close and all campers to vacate the park immediately. Park closures can be the result of incidents such as severe weather conditions like flooding, a food conditioned bear in park, or wildfires. In the event of a park closure, all affected customers will receive refunds including transaction fees. Refunds will be provided automatically, there is no requirement to submit a Refund request form.

**Permit holder:** is an individual that has acquired a backcountry permit, either in advance through the Reservation Service (backcountry permit registration or call centre, or in park through self-registration). A permit allows access to camp overnight in a Backcountry park. A permit does not allow for Frontcountry camping. The permit holder admits all responsibility of their entire camping party.

**Per person fee:** some Booking categories require a per person fee such as group sites, Backcountry or Bowron Lake canoe circuit. For full details see the [Fee schedule](#).

**Picnic Shelter:** is a Frontcountry Booking category that allows for day reservations of a

picnic site for large groups. Picnic shelters are represented as sunburst on the Reservation service website map view.

**Prohibited camping zones:** areas that are prohibited from camping in Garibaldi Wilderness. Prohibited areas are: South Garibaldi: Diamond Head area and approach, Columnar Pear or the Gargoyles, Opal Cone and Mamquam Lake; Garibaldi Lake area and approach, Black Tusk, Panorama Ridge, and Mount Price; Area surrounding Cheakamus Lake and East end of the lake at Cheakmus River inflow. North Garibaldi: The height of land surrounding Wedgemount Lake excluding the approaches to Wedge Mountain; west of the north-south running UTM 511E.

## R

**Refund request form:** the form required to be completed by the Reservation holder to Reservation Service to be considered for a refund of camping fees.

**Regular group:** a group Camping party that is not a Youth group. Regular group requires a minimum charge of fifteen (15) adults over sixteen (16) years of age.

**Reservation:** refers to payment in exchange for securing a site within a specific campsite or park for a predetermined set of nights. Reservations can be made on the Reservation website or through the Reservation call centre. Reserved sites are indicated as red on the Reservation service website map view.

**Reservation fee:** a non-refundable Transaction fee of \$6.00 plus tax per reservation up to a maximum of \$18.00 plus tax.

**Reservation holder:** is defined as the individual who booked the reservation and whose reservation is linked under their account. The Reservation holder assumes all responsibility for their Camping party unless a Named occupant is identified. Only the reservation holder may cancel, change the reservation, or submit a refund request.

**Restricted booking window:** does not allow changes of arrival or departure dates on bookings made on the first day of inventory release on the rolling window. Restricted booking window applies to all frontcountry and cabin offerings (four(4) month rolling window) and group sites (twelve(12) month rolling window). Reservation holders must cancel and rebook their reservation to change dates, standard cancellation policies will apply.

**Rolling window:** an inventory release schedule that see inventory being released each day on a set length of time prior to arrival date. BC Parks has three rolling window lengths which include: one (1) year for Group sites and Picnic shelters; four (4) months for frontcountry and backcountry; (2) weeks for all backcountry permit registrations.

## S



**Self registration:** for some Backcountry permit registration parks, it is possible to register for a permit in-park, at the trail head. Users are required to always keep a copy of the permit with them as proof of payment.

**Serviced sites:** Frontcountry sites that offer electrical hookup ranging from 15-50 amps. Serviced sites have a nightly electrical fee in addition to the nightly Base camping fee. Serviced sites are indicated as circle on the Reservation service website map view.

**Single site:** is the standard campsite unit for Frontcountry camping. It is defined by having a driveway, picnic table and firepit. Single sites are depicted as triangles on the Reservation service website map view.

**Social Services Camping Fee Exemption (SSCFE):** a Camping fee exemption for qualified recipients that entitles individuals to one single campsite, or one half of a Double site, per night for their (one) Camping party and an additional vehicle permit, for free. The exemption does not apply to Transaction fees or additional services offered by park operators, such as firewood and electrical hook-ups.

## T

**Tent pads:** are raised platforms, approximately 10'x10', that are used in Backcountry camping. Tent pads can allow for a maximum of two (2) tents and 1-4 people of all ages. Tent pads on the Berg Lake Trail can allow for a maximum of two (2) tents and 1-6 people of all ages.

**Transaction fees:** are non-refundable fees that are used to help support the reservation system. Transaction fees include reservation fee, change fee, and cancellation fee.

## W

**Walk-in sites:** are sites that do not have driveways as typical Frontcountry sites do. Users of Walk-in sites must pack their camping gear in. Walk-in sites are ideal for backpackers or cyclists who are not driving to the park. Alternatively, users may park in parking lots and pack their gear in. Walk-in sites are represented as diamond on Reservation service website map view.

**Wilderness camping zones:** are designated areas for camping in Garibaldi Wilderness.

## Y

**Youth group:** is a group camping fee rate. To qualify for a youth group rate, the group must be a kindergarten to grade 12 school, recreation center or not-for-profit youth organization located within British Columbia. All youth groups require a minimum of one adult (16+) per eight (8) youths and no more than one adult per three