



BC Parks

Reservation Services Policies and Terms

- *Reservation policies are summarized on the BC Parks website at <https://bcparks.ca/reservations>. For full details on these reservation 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, to 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.'** s̓w̓i̓w̓s (Haynes Point) and Porteau Cove 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 risks their reservation being cancelled without refund.

- 5) 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.
- 6) **'Reservation holder'** agrees to the **Fee schedule**, **'Cancellation and change policy'** and **'Refund policies'** for their reserved **'Booking category.'**
- 7) Only the **'Reservation holder'** is permitted to change or cancel their reservation.
- 8) Reservations with the same **'Named occupant'** cannot have overlapping reservation dates.
- 9) **'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.'**
- 10) Refunds are not given for **'Evictions.'**
- 11) **'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.
- 12) All members of the **'Camping party'** may only camp in designated sites, bunks or **'Tent pads.'**
- 13) 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.
- 14) 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.
- 15) **'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 14.

Frontcountry Reservation Policies

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

- 16) 'Frontcountry' camping reservations are available four (4) months in advance on a 'Rolling window.'
- 17) 'Check-in' time for 'Frontcountry' camping is 1pm PT; 'Check-out' time is 11am PT.
- 18) 'Reservation holders' acknowledge the seven (7) day 'Cancellation and change window' for 'Frontcountry' reservations.
- 19) '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'** 1-14 and the additional 'Group camping' policies described below:

- 20) 'Group camping' reservations are available on one (1) year 'Rolling window.'
- 21) 'Reservation holder' agrees to the twenty-eight (28) day Cancellation and change window' for 'Group camping' reservations.
- 22) Changes to the reservation cannot be made twenty-eight (28) days or less days before the arrival date.
- 23) Maximum group size varies by park. See **individual park pages** on bcparks.ca for details.
- 24) Group camping' as a 'Regular group' will be charged for a minimum of fifteen (15) adults (sixteen 16 years of age or older)
- 25) 'Group camping' as a 'Youth group' will be charged for a minimum of twelve (12) people. 'Youth groups' require a minimum of one (1) adult per eight (8) youth and no more than one (1) adult per three (3) youth.
- 26) '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.

Picnic Shelter Policies

Customer agrees, at time of booking, to the terms and conditions listed under '[Reservation policies](#)' 1a-d, 2-11, the '[Group camp](#)' policies 20-27 and the additional 'Picnic shelter' policies described below:

- 28) '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 for details.
- 29) '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.
- 30) 'Picnic shelter' reservation 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

Backcountry Reservation Policies

Customer agrees, at time of booking, to the terms and conditions listed under '[Reservation policies](#)' 1-12 and the additional 'Backcountry' policies described below:

- 31) A copy of the 'Reservation holder's' confirmation letter must be kept with you at all times.
- 32) 'Backcountry' reservations are available four (4) months in advance on a 'Rolling window.'
- 33) 'Camping party' maximum for 'Backcountry' is four (4) persons per tent pad.
- 34) Camping fees are charged on a per person basis.
- 35) Itinerary changes are not permitted once the 'Named occupant' arrives in park regardless of weather or conditions. 'Refunds' are not permitted for itinerary changes.
- 36) 'Reservation holders' acknowledge the 7-day 'Cancellation and change window' for 'Backcountry' reservations.
- 37) 'Check-in' time for 'Backcountry' is 1pm PT; Check-out time is 12pm PT (noon).
- 38) '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.

- 39) 'Reservations' can be made up to 5pm PT on the day of arrival.
- 40) No cash payments or self-registration is accepted in park. Reservations are required for all overnight stays.
- 41) '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.

Bowron Lake Canoe Circuit Policies

Customer agrees, at time of booking, to the terms and conditions listed under '[Reservation policies](#)' 1-12 and the additional 'Bowron Lake canoe circuit' policies described below:

- 42) 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.
- 43) '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.
- 44) 'Reservation holders' acknowledge the twenty-eight (28) day Cancellation and change window' for 'Bowron Lake Canoe Circuit' reservations.
- 45) Changes to the reservation cannot be made twenty-eight (28) days or less days before the departure date.
- 46) '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.
- 47) 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](#)' 1-12, '[Bowron Lake canoe circuit](#)' policies 42-47 and the 'Bowron Lake group canoe circuit' policies described below:

- 42) A group book for 'Bowron Lake Canoe Circuit' is defined as a minimum of seven (7) persons to a maximum of fourteen (14).

- 43) Group reservations are mandatory for any party greater than six (6) people.
- 44) 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.
- 45) Only one group departure per day per circuit is permitted.
- 46) Groups must camp only in designated 'Group sites.'
- 47) 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.
- 48) 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.

Backcountry Garibaldi Wilderness Policies

Customer agrees, at time of booking, to the terms and conditions listed under '[Reservation policies](#)' 1-12 the '[Backcountry reservation](#)' policies 31-41 and the additional 'Backcountry Garibaldi Wilderness' policies described below:

- 61) 'Permit holders' must create a trip plan detailing their intended route and destination to give to a responsible person prior to entering the park. The trip plan is vital information to assist authorities in the event of an emergency.
- 62) '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.
- 63) Camping fees are charged on a per person basis.
- 65) Camping must occur in the 'Wilderness camping zones'. No camping is permitted in the 'Prohibited camping zones.'
- 66) 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](#)' 1-12, '[Backcountry reservation](#)' policies 31, 34-40 and the following Elfin Lakes Shelter policies below:

- 67) 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.

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

Backcountry Permit Registration Policies

Customer agrees, at time of booking, to the terms and conditions listed under '[Reservation policies](#)' 1-5,12 and the additional 'Backcountry permit registration' policies described below:

- 69) A copy of the 'Permit holder's' confirmation letter must be kept with you at all times.
- 70) 'Backcountry permit registration' are released on a two (2) week 'Rolling window.'
- 71) Maximum camping party for 'Backcountry permit registration' is ten (10) people.
- 72) Camping fees are charged on a per person basis.
- 73) 'Permit holders' understand that a 'Permit' does not reserve a specific site or place in a camping area.
- 74) '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.'
- 75) Cash payments or 'Self registration' may be accepted in park. Check individual park pages for details.
- 76) 'Backcountry permit registration' and fees are non-refundable and cannot be changed or cancelled.

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 Penalty window for all 'Frontcountry', 'Backcountry Reservations' and 'Backcountry Garibaldi Wilderness' booking categories.

- 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 of your arrival date will result in a refund of all '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 'Camping fee.'
- Changes or cancellations made on the same day as your arrival date will forfeit 2 nights of 'Camping fees.'
- When a cancellation results in \$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 Penalty 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 '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 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.
 - o Calling the Park Operator is not considered a cancellation.
 - o 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:** Air quality may be considered grounds for a refund. Any decision is based on data from the air quality station closest to your park, on your cancellation date. The rating must be seven (7) or more on the BC Air Quality Health Index.
4. **Medical:** Applications for medical refunds require a doctor's note or proof that a member of your camping party was seriously injured, had an acute mental health crisis or admitted to hospital. Dates on the medical note or documents must coincide with the arrival date to support the request. The 'Reservation holder' must still try to cancel the reservation if at all 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 and/or obituary notice that clearly demonstrates the deceased's relationship with the 'Reservation holder' must be submitted for BC Parks to review the request. 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 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.

Penalty window in effect: There is a penalty 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 penalty 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

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 a rhombus shape (sideways diamond) on the Reservation service website map view.

Base fee: some 'Booking categories' require a flat fee in conjunction with 'Per person fees', such as 'Picnic shelters' and 'Group sites.' 'Base fees' can range from \$50.00-\$150.00 per night, as defined in the [fee schedule](#).

BC Senior discount: a discount applied to 'Camping fees' to British Columbian residents 65 years or greater. 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',

'Bowron Lake canoe circuit', and 'Backcountry permit registration and Garibaldi Wilderness.' Booking categories can vary in release schedules, penalty 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 a '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 'Service 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.' 'Reservation holder' agrees, at time of booking, 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: are 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 qualify '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 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 a 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](#).

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 example of an 'Booking category' with a Fixed launch.

Frontcountry: are 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 permitted in the area and users must hike and camp only 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 for 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 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 exception 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 camping party per calendar year. Maximum stay for most parks is fourteen (14) nights per camping party, per park, per calendar year. For Porteau Cove and s̓w̓i̓w̓s (Haynes Point) the maximum stay is seven (7) nights per park, per calendar year.

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 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 onto 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. Session times are 9am PT and 12am PT (noon). 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 responsibly 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' charge at \$6.00 (plus tax) per reservation up to a maximum of \$18.00.

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.

Rolling window: an inventory release schedule that sees 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'; two (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 keep a copy of the permit with them at all times 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 'Camping fee.' 'Serviced sites' are indicated as a 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. Customers must select the SSCFE rate at the time of booking or risk paying full fees with no grounds for refund in-park or through the 'Refund request form' process. The Social Services Camping Fee Exemption is not available for the 'Long stay program' and qualified recipients are obligated to adhere to the 'Maximum stay policy.' Customers claiming SSCFE will be required to provide documentation in park. For information on how to qualify see [SSCFE](#) webpage.

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 up to 1-4 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.' See also '[Prohibited camping zones.](#)'

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) youth and no more than one adult per three (3) youth. Youth groups requires a minimum charge of twelve (12) people.