



## Payment and Cancellation Policies

We are currently accepting bookings for Canadian resident customers only through the 2021 season. We strongly recommend purchasing travel insurance for your booking for any potential interruptions in your trip.

- Full payment is required at the time of booking.
- Payments may be made via our online booking system.
- A point of sales system is available on site for additional purchases during your stay.

### Cancellations

- A full refund is provided if you cancel your booking with 30 or more days notice before your arrival date.
- A 50% refund is provided if you cancel your booking within 14-30 days of your arrival date.
- No refund is provided if you cancel your booking within 0-14 days of your arrival date.
- All cancellations must be received in writing by email.
- In the unlikely event that Echo Bay Marina and Lodge must cancel your booking for reasons other than the following such as high localized winds or mechanical failure, guests will receive the option to reschedule or to receive a full refund.

### International Customers

We are currently not accepting any bookings at the lodge or marina from international customers. As travel restrictions change we will update this section.

### COVID-19 Policy

We look forward to welcoming you and your bubble to Echo Bay Marina and Lodge. We respectfully ask that if you have traveled outside of Canada, or have symptoms (or have been in close contact with someone who has tested positive for COVID-19) that you refrain from visiting our location until a 14-day self-isolation has been completed and you are symptom-free.



The following COVID-19 protocols are in place:

- Masks are worn in all public spaces and common areas
- Hand sanitizing stations are located around the marina for staff and guest use
- Physical distancing is maintained between guests (not in the same bubble) and employees

### Applicable Taxes

5% GST and 8% PST tax is not included in the posted prices.