

Chatter Creek Mountain Lodges (CCML)

COVID-19 Cancellations Process: Cancellation Credit & Rebooking

We would first like to acknowledge that we are deeply saddened that we were not able to host you at our lodge this winter season, due to the COVID-19 outbreak. We would also like to thank you for your patience and understanding while we worked through the management of an abrupt early end to our 2019-20 operating season.

We are pleased to say we are now ready to move forward in assisting you with rebooking your 2020/21 season trip. We will be providing you with a credit to be applied towards your next seasons' booking. This credit will represent the full value of payments you made towards your 2019-20 trip. If you are unable to attend Chatter Creek on your 2020-21 trip dates, we will work with you to find a trip for you on an alternate date, or to assist you in the resale of your trip. If you choose to resell your trip spot, you will be provided with a cash refund once your trip has sold.

For more information about reselling your trip seat, please see our standard cancellation policy.

If you have claimed your trip through cancellation insurance, please contact us to discuss credit and rebooking options.

We look forward to seeing you in the 2020-21 season,

Chatter Creek Mountain Lodges