

BC Parks Travel Trade Update

Dear Industry Partners,

As demand for camping and recreation opportunities continues to increase across BC, we continue to enforce added measures that help ensure access to campsites and outdoor experiences within BC Parks is fair and equitable to our visitors.

Unfortunately, during previous camping seasons BC Parks encountered a series of occurrences with tour operators making reservations using the BC Parks Reservation Service that violated reservation system policies, and in some instances were also found to be in contravention of the BC Park Act for operating without a valid Park Use Permit for conducting guided tours within BC Parks.

Standard procedure in such cases is to immediately suspend all commercial activity and fine as appropriate all businesses found to be in non-compliance with BC Parks' policies and regulations. Out of respect and consideration for our British Columbia tourism partners and communities, and especially unsuspecting travellers that may have found themselves and their travel plans negatively impacted by such actions, BC Parks proceeded with a lenient approach through to the end of the 2019 camping season while working to bring those tour operators into compliance.

As our ongoing commitment to B.C. residents and visitors, BC Parks continues to step up its compliance and enforcement efforts for each camping season to ensure that policies and provincial regulations are adhered to in order to safeguard the fair and equitable access to BC Parks that we are designated to provide.

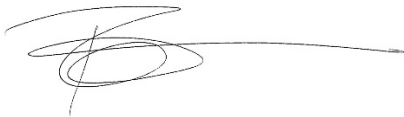
In this effort, BC Parks would like to reiterate our approach to the industry to avoid any unnecessary impacts to your operations or traveling clients, and so you may make any adjustments to their itineraries that may be required.

For camping reservations or any other commercial activity undertaken by tour operators that are found to be non-compliant with the BC Parks Reservation Service Policies and BC Park Act Regulations, the following actions are followed:

- If invalid reservations are found during internal reservation audits, they can be cancelled by BC Parks.
- Park Operators do not allow customers to check in without valid ID that corresponds with their reservation system confirmation details.
- Customers arriving at a campground without valid ID can be turned away or charged again.
- Any tour operator group tours that are accompanied by a guide must have a Park Use Permit in place for all parks on itinerary (including front-country camping). Failing to do so will result in the immediate suspension of all reservations and/or commercial activity made by the tour operator and additional financial penalties will be pursued.

Working with Destination BC, the BC Ministry of Tourism, Arts and Culture, along with B.C.'s tourism regions and partners, BC Parks is proud to promote our beautiful province and remains committed to providing exceptional visitor experiences. We hope that you all have continued successful travel seasons and thank you for helping BC Parks manage our valued natural resources and to deliver a fair and equitable opportunity for all to enjoy our parks.

Sincerely,

A handwritten signature in black ink, appearing to be "Rumon Carter", with a long horizontal line extending to the right.

Rumon Carter
Executive Director, Service Transformation Branch
BC Parks, Conservation and Recreation Division
Ministry of Environment and Climate Change Strategy

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For more information regarding BC Parks please visit bcparks.ca. Contact information can also be found at bcparks.ca/contact.