



CHILLIWACK HERITAGE PARK

Events Happen Here

CANCELLATION POLICY

(effective January 1, 2013)

In operating Chilliwack Heritage Park on behalf of the City of Chilliwack, Tourism Chilliwack Inc. follows a priority booking system for events wishing to reserve the facility.

To reserve Chilliwack Heritage Park in its entirety or part thereof, a signed contract between Tourism Chilliwack Inc. and the client is required for all larger-scale events. All hourly renters reserve the facility either by phone, email or in person. In some cases, a confirmation letter will be issued.

Whenever a larger scale event reserves the facility in part or in whole, a deposit is required. A contract will then be issued and will lay out the dates for additional deposits which will be required in the lead up to the event, with full payment due no later than 30 days prior to the event date. If an event is cancelled for any reason by the client, any and all deposits made are wholly non-refundable and the client shall reimburse Tourism Chilliwack Inc. for all additional costs or losses incurred by Tourism Chilliwack as a result of the cancellation.

All hourly rentals are required to pay for their rental at the time of booking either by cash, debit, cheque, MasterCard or VISA (we can accept MasterCard or VISA over the phone). A cancellation may be made by calling the administration office at least 24 hours in advance. Payment for the cancelled rental will then be applied to a further booking. It is to be understood that Tourism Chilliwack Inc. reserves the right to cancel or consolidate private rental time.

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