



Dear Guests,

Welcome to Whistler! We hope you'll have an enjoyable time despite the trying conditions we live in today. To further enhance your safety as well that of our employees, we have implemented the following protocols:

### **1. Masks**

As of November 19, 2020, masks are mandatory in indoor public and retail spaces by BC Public Health order. The hotel has single use masks should you need.

### **2. Shuttle Van**

Operating from 8AM – 11AM and 2PM – 5:30PM, 7 days a week with service from the front of the hotel to the bottom of Springs Lane (by The Westin Hotel).

Masks are required to be worn in and around the Shuttle Van.

Should you choose to walk to the Whistler Gondola, it's a 4-5 minute walk from the hotel (turn right at the Westin hotel).

### **3. Pool and Hot-Tub facility**

Reservations ONLY access to the pool facility. Reservation blocks will be 30 minutes in length and the number of occupants restricted to 15 people. Please see the Front Desk to reserve.

As per the BC regional health authority, we must ensure social distancing within the facility. There is a limit of 2 people per hot tub. The recommended time limit for hot tub use is 15 minutes. The health authority recommends a 10 minute maximum. Please give your fellow guest a chance to use the facility too.

Alcohol is prohibited in the pool area. This area is under strict guidelines from Vancouver Coastal Health and if we cannot abide by these guidelines, we will be forced to close the pool facility.

### **4. Towels and Linen**

For a refresh of towels or linen, please call the front desk by dialing "0" from your room. Please place the soiled linens in the supplied bag (bag located in the cupboard by recycling bin) and leave it outside your door.

### **5. Garbage/Recycling**

Should your garbage or recycling items need to be removed from your room, please leave the blue recycle bin and tied up garbage bag outside your door **before 11am daily** and it will be collected.