

# welcome

Whiski Jack Resorts Whistler

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**VILLAGE GATE HOUSE**

4321 VILLAGE GATE BOULEVARD





Village Gate House: Whiski Jack Resorts Whistler

# about us



*thank you*

Thank you for choosing Whiski Jack Resorts as your 'home away from home' in Whistler. We manage over eighty units across six properties offering all the comforts of home, including a full kitchen, ideally located throughout Whistler. Many properties include a hot tub and a pool to help you relax. With online, pre-arrival check-in, we want you start enjoying your holiday the moment you arrive in our beautiful mountain town.

Our number one priority is your enjoyable holiday. Please contact us if you have any questions or issues. We look forward to hosting you!

Sincerely,

*the management team*

# house guide



## WIFI LOGIN & PASSWORD

The WiFi login info & QR code is on a plaque in your unit. The network is the unit number, the password is the unit phone number.



## PRIVATE HOT TUBS

For units with hot tubs, these are serviced before each stay.



## FIREPLACE INSTRUCTIONS

The control for the sliding thermostat is located on the wall next to the fireplace. We turn off the pilot light in summer to help keep the unit cool.



## SKI & BIKE STORAGE

Skis & bikes are not allowed in the unit. There is limited secure storage in the room off the lobby. Use the common code to access the room.

# house guide



## TEA & COFFEE

We provide coffee, tea and sugar for your first morning. Same goes for laundry soap and face soap. If you need more dishwasher tabs or dishwasher soap, just ask!



## BLACK FACECLOTH

In each bathroom you will find one black facecloth. Please use this to remove your makeup to help us to preserve our white towels and reduce waste.



## HOUSEKEEPING

Call for extra housekeeping & fees during your stay as soon as you arrive. Towels, pillows and blankets are provided. Extras are provided for a fee.



## LAUNDRY INSTRUCTIONS

Common area laundry room is located on the 2nd floor next to units 209 and 211. This amenity is free for all owners and guests at Village Gate House,



## CALL RIGHT AWAY!

If the dishwasher, washer, toilet, or sink is leaking, PLEASE CALL US immediately to reduce the damage! (After hours number 604-902-1569)

*thank you!*

# emergency

## contacts



**\*\* THERE IS NO FRONT DESK ON SITE \*\***

**YOUR HOSTS** Office: 2011 Innsbruck Drive, 107  
Office hours: 8am to 9pm  
Call: 604-962-0220; email: admin@whiskijack.ca



**AFTER HOURS WHISKI JACK EMERGENCY LINE**

**Call 604-902-1569** for issues accessing your unit or a water leak. Non-emergency calls may be subject to a \$50 fee.



If you experience any disturbances Monday to Friday from 8am to 4:30pm, call the RCMP non-emergency line at 604-932-3044

**ALL OTHER EMERGENCIES CALL 9-1-1**



**MEDICAL EMERGENCIES CALL 9-1-1**

Whistler Medical Clinic 604-932-3977  
Located at 4380 Lorimer Rd

# house rules

*a friendly reminder*



## **NO SMOKING**

Please kindly do not smoke or vape in the unit, on the balcony or any other common property. You may smoke away from the front of the property.



## **NO PARTIES**

We request that you keep your noise to a minimum between 10pm and 7am. All noise violation fines will be your responsibility.



## **NO PETS**

For the comfort of all guests, we do not allow pets in the units. If you have a registered support animal, please contact us.



## **MINIMUM AGE AND ROOM OCCUPANCY**

Guests and owners under the age of 25 must be accompanied by an adult. Maximum occupancy is 2 (studio), 4 (studio+loft), 6 (1 bedroom+loft) and 8 (2 bedroom+loft).

# getting around

## TAKING THE BUS

Whistler Transit runs from Function Junction all the way to Emerald and everywhere in between for \$2.50 per person, per ride.



Check out our local version of Uber called **Whistle!** You need to download the app. They also deliver take-out, groceries and liquor.

Reach your destination by **taxi** with several options offering pickup (like any other taxi). You can also find one in the taxi loop in the Village Gate Blvd.

For shuttle options to and from Vancouver and the Vancouver Airport, **Sky Lynx** is an option that offers frequent trips.



Whistler is best explored by bike or E-bike! Rentals are readily available and most properties offer secure bike parking.



# parking

*in Whistler*

Parking in Whistler is limited, especially free parking. At Village Gate House, you will have a space included with your stay. Additional pay parking is available anywhere *before* the gates.

Use the swipe card to access the secure underground parking. Park anywhere not marked reserved. Access the village from the D Wing elevator.

1

The Day Lots offer hourly paid parking year-round (\$3/hr, \$14/day). Visit [whistler.ca/parking](http://whistler.ca/parking) for more info.

2

Paid Electric Vehicle parking/charging is available in the Village Gate House parking area before the gate just as you enter on the right.

3

Overheight, overnight paid parking for vehicles over 6'9" (up to 12'6") is available year-round at the Town Plaza accessible from Blackcomb Way for \$30/night.

# troubleshooting

## **ROGERS REMOTE INSTRUCTIONS / SMART TV**

Press the power button to turn both the TV and cable box on. Select the proper mode by pressing the "TV Input" button at the top left of the remote. If it is still not showing a picture, unplug the power cable for the Digital set-top box from the wall socket. Wait about 10 seconds, then plug it back in. When the time has appeared, turn on your Digital set-top box by pressing the power button on the front panel.

To easily log into your streaming accounts, press the Rogers button on the remote, then select apps. Choose from Netflix, Spotify and more. Just don't forget to log out after!

## **KABA DOOR AND COMMON AREA CODES**

At the Village Gate House, we provide you with a unique numerical code to access the door to the unit and common areas. These codes will work from check-in time (4pm), to check-out time (10am). If they are not working within this timeframe, please contact us.

## **WiFi CONNECTION ISSUES**

Most issues with WiFi can be fixed with a quick reset. Just unplug the modem, wait a few minutes and plug it back in. If the cable on the tv is working, then the WiFi is working.

## **BATHROOM**

If the fan won't turn off, increase the humidity on the humidistat nearby. If lights and electrical receptacle are not working, press the reset button in the centre of the receptacle.



# private hot tubs

## TO USE

Please rinse before entering the tub. Glass is not allowed near the tubs. Replace the cover after use.

**NOTE: Hot tubs are set to run on a low setting day and night to circulate the water. This cannot be turned off.**

Modes: Sleep: SLP, Economy: ECO, Standard: STD

The tub must be in "STD" mode to maintain the temperature of 40 Celsius (104 Fahrenheit). To cycle through modes, press "warm" then "mode". Do not use anything sharp or hard to push the topside control buttons as it will cause damage to the panel. Jets can be adjusted using the "pump" button. The "blower" button does not work as this option was not installed.



# discounts

Being a guest or owner with Whiski Jack has its privileges. Take advantage of these discounts! Pre-booking is encouraged. Scan the QR code to book online.

Whistler Blackcomb offers discounts on bike & ski/snowboard rentals and retail up to 20% (use the card provided)



Pre-Book ski & snowboard rentals before Dec 1 to save 40%. Always save more by pre-booking.



Pre-Book bike rentals to save the most this summer



Canadian Wilderness Adventure is offering 10% all tours to guests of Whiski Jack



Ziptrek Whistler offers \$10 off select tours for guests of Whiski Jack



**PROMO CODE RCWJ**



Scandinave Spa offers 10% off for guests of Whiski Jack on bath access (use the card provided)



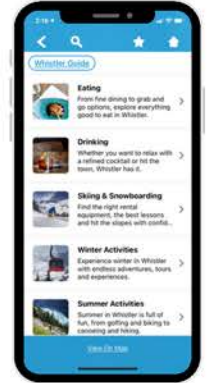
**SCANDINAVE SPA  
WHISTLER**

# connect

## THE WHISKI JACK APP

Your FREE personal resort guide helps you with planning as well as during your stay!

*download here*



## THE WHISKI JACK INSIDER

Save 10% off your next stay! Insiders are the first to know about our best deals & exclusive offers.

*scan now to sign up!*



## WHISKI JACK OWNER PERKS

As an owner you ALWAYS have the best deal. Owners also receive 10% off our best rates PLUS you don't pay the Resort Fee. Just make a booking and share your owner ID in the comments!

*It pays to be an Owner!*

*we're social!*

FOLLOW, SHARE, TAG & LEAVE A REVIEW  
@WHISKIJACKRESORTSWHISTLER #ATHOMEINWHISTLER



@WhiskiJackBC

Village Gate House  
@Whiski Jack

Village Gate House  
@Whiski Jack

# whistler

## water

### *Did you know...*

Whistler's municipal drinking water meets the requirements for providing safe drinking water that are set out for us by Vancouver Coastal Health. Drinking water across British Columbia ranks among the safest drinking water in the world.

Why should you pay for water, when the same water comes from our taps?

# WHISKI JACK



## *You Can Own in Whistler!*



Whiski Jack Resorts offers a unique opportunity to be part of this incredible community. Since 1979, we've managed shared vacation ownership within seven properties in over eighty townhomes and condos. From studios, to three bedroom units with fully equipped kitchens and locations throughout Whistler, our properties are ideal for families and groups. Ask us about the many perks of being an owner with Whiski Jack.

### *Village Gate House*

Positioned in the heart of Whistler Village, our bright and spacious one and two bedroom + loft multi-level units offer private hot tubs and balconies. Enjoy the world-class nightlife shopping and restaurants at your doorstep, not to mention close proximity to the legendary ski runs of Whistler Blackcomb. Whether you've come to hit the slopes or the downhill mountain biking trails, Village Gate House provides direct access to all the activities that make Whistler your favorite year-round location.



Learn more about owning in Whistler

*Contact Us*

OWNERS@WHISKIJACK.CA  
1.844.957.6967

WHISKIJACKRESORTS.COM  
@WHISKIJACKRESORTSWHISTLER



# checking out

— CHECK OUT TIME IS 10AM —

- ✔ Ensure that you have all of your personal items before you leave.
- ✔ Please bring your garbage, compost and recycling to the room located off from the stairwell on the main level.
- ✔ Leave the swipe card and parking pass in the black box just inside the building entrance.
- ✔ Load and run the dishwasher.
- ✔ Send us a message to let us know that you've left.

Your damage deposit will be released up to ten business days after your departure. If it has not been returned in a timely manner; please contact your credit card company as they manage the release of these holds.

— HAVE A SAFE TRIP HOME —



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W E L C O M E

W H I S K I

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