

welcome

Whiski Jack Resorts Whistler

THE ASPENS, 4800 SPEARHEAD DRIVE



about us



thank you

Thank you for choosing *Whiski Jack Resorts* as your 'home away from home' in Whistler. We manage nearly a hundred units across seven 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 to make sure that you begin 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 user name and password are located on the plaque in your room (the same that is on the individual modem).



POOL, HOT TUB & FITNESS

HOURS OF OPERATION

Pool & small hot tub: 2pm to 10pm

Hot tubs near gym: 10am to 10pm

Pool towels are available at the front desk at the Aspens.



FIREPLACE INSTRUCTIONS

The control for the sliding thermostat is located on the wall next to the fireplace. A pilot light will remain on during fall, winter & spring months.



SKI & BIKE STORAGE

Skis & bikes are not allowed in the unit. Free ski valet is available in the courtyard area. Lockers are located on P2. Bike storage is available in the underground parking garage.

house guide



TEA & COFFEE

We provide coffee, tea and sugar for your first morning. Same goes for laundry soap, shampoo and conditioner. 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

We have professionally prepared your room for you to comfort. Call for extra housekeeping during your stay, as soon as you arrive. Extra towels, pillows and blankets are provided.



LAUNDRY INSTRUCTIONS

There are two common area paid laundry facilities. Located on the main level of the east wing and on P2 level of the west wing (on your left when exiting the elevator).



CALL RIGHT AWAY!

If the dishwasher, toilet, or sink is leaking, PLEASE CALL 604-902-1569 immediately to reduce the damage!

thank you!

emergency

contacts



**** WE DO NOT MANAGE THE 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 4 (for a one bedroom) and 6 (for a two bedroom).

getting around

TAKING THE BUS

You can get from the property to the lifts or the Village using the free shuttle. This shuttle runs from the Blackcomb Benchlands to the lifts along Blackcomb Way and past Northlands Blvd in the winter. In the summer months, it travels to and from Lost Lake.

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 the Aspens, you will have a space included with your stay. The property offers more parking for \$20/night.

Use the code we send you to access the secure underground parking. Park anywhere not marked reserved. Put the blue parking pass (found in your unit) on the dash of your car.

- 1 The Day Lots offer hourly paid parking year-round (\$3/hr, \$14/day). Visit whistler.ca/parking for more info.
- 2 Paid Electric Vehicle parking is available in Whistler in the Day Lots, Municipal Hall and the Conference Centre.
- 3 Overheight, overnight paid parking for vehicles over 6'8" (up to 12'6") is available year-round at the Town Plaza accessible from Blackcomb Way for \$30/night.
- 4 There may be free outdoor street parking available in the summer near the Aspens on a first come, first served basis. Ask the Aspens front desk for more info.

troubleshooting

TELUS TV INSTRUCTIONS

Select the proper mode by pressing the "mode" button at the top left of the remote. Then press the power button to turn both the TV and cable box on. When the cable box is first turned on the Info Menu will open.

If the power light in the centre of the Telus box is green, it is on. To reset the cable box, either hold down the power button on top or on the front. If the TV shows "no video signal", it may be on the wrong input. Change the input by pressing the "source" or "input" button on the TV remote or the "input" button on the side of TV.

KABA DOOR & COMMON AREA CODES

We provide you with a unique numerical code to access the door to the unit and common areas (a separate one is used for parking). 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 FAN If the fan won't turn off, it may be the humidifier knob nearby. Increasing the humidifier setting will turn off the fan. It looks something like this:



**Contact us if you're still having trouble connecting
604-962-0220**

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 to save up to 45% off



Pre-Book bike rentals to save up to 45% off



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



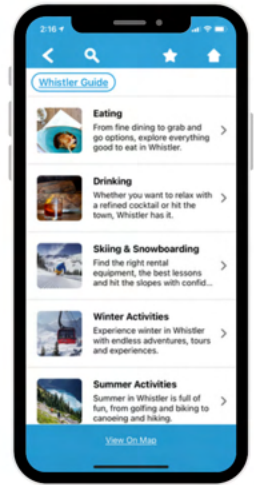
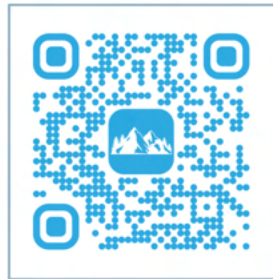
Scandinave Spa offers 10% off for guests of Whiski Jack on bath access (use the card provided)



connect

THE WHISKI JACK APP
Your FREE personal resort guide

download here



we're social!

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



@WhiskiJackBC



Aspens @ Whiski Jack



Whiski Jack Resorts

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

WHISTLER, BC



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 two 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.

The Aspens

This is Whistler's ideal ski in, ski out property. Located in the Blackcomb Benchlands with easy access to the new Blackcomb Village Gondola and the shops and restaurants of Upper Village. Families love the convenience of this location with features Whistler's best slope side heated outdoor pool and hot tubs, fitness centre, gas fireplaces, fully equipped kitchens, and more. Whiski Jack offers shared ownership opportunities in these modern one and two bedroom condos.



Learn more about owning in Whistler

Contact Us

OWNERS@WHISKIJACK.CA
1.844.957.6967

WHISKIJACKRESORTS.COM/BECOME-AN-OWNER
@WHISKIJACKRESORTSWHISTLER



checking out

— CHECK OUT TIME IS 10AM —

- ✓ Ensure that you have all of your personal items before you leave.
- ✓ Please take garbage, recycling and compost to the room located on the right-hand side when exiting the lobby.
- ✓ Leave the parking pass on the counter.
- ✓ 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 three 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 (but it shouldn't take more than a few days).

— HAVE A SAFE TRIP HOME! —