

welcome

Whiski Jack Resorts Whistler

STONE CREEK NORTHSTAR,
4355 NORTHLANDS BOULEVARD



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

The Network and password are on the plaque in your unit.

Network is the unit number, password is the phone number.



YOUR BBQ

Keep your grill clean after each use to avoid attracting animals. We provide propane and BBQ tools.



POOL & HOT TUB

10am to 10pm

Go through the admin building near the driveway. Use the common area swipe card.



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

Although bikes are not allowed in the unit, skis and snowboards may be stored in the entranceway. Bike racks are provided 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

This suite is equipped with a washer and dryer. A starter pack of laundry soap is provided.



CALL RIGHT AWAY!

If the dishwasher, washer, 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 using the free shuttle. This shuttle runs from Northlands Blvd to the lifts along Blackcomb Way to the bus loop at the base of Whistler Mountain. 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.



Whistle!

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



At Northstar, there is a space included with your stay. Additional parking is available on a first come first served basis in any spot not marked reserved.

Use the white swipe card to access the parking underground and park in the designated unit parking spot. DO NOT lose the swipe card (you will be charged \$75 to replace lost cards).

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/charging is available in Whistler in the Day Lots, Municipal Hall and the Conference Centre.

3

Overheight, overnight paid parking for vehicles over 6'7" (up to 12'6") is available year-round at the Town Plaza accessible from Blackcomb Way for \$30/night.

troubleshooting

LG TV REMOTE

Select the proper mode by pressing the mode button at the top left of the tv remote.



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 the 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 SWIPE CARDS

At the Northstar, we provide a unique numerical code to access the door to the unit. A swipe card will give you access to the 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 and we will troubleshoot.

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. The network is the unit (i.e.: NOR78) and the password is the unit phone number.

air conditioning

All units (except 31, 116, 125, 58 & 66) are equipped with a new air conditioner on the main floor intended to cool a 450 sq.ft. room.

Operation Mode

Press the Mode button to cycle between 3 modes: Cool / Dry / Fan. Stay in Cool or Fan Mode although Dry Mode acts as a dehumidifier on wet days.

Sleep Mode

This mode keeps operating noise to a minimum and turns the air conditioner off after a set time. The timer can be set from 1 to 12 hours.

Temperature Control

To adjust the desired room temperature in Cool or Dry mode. The desired room temperature can be set between 60° F-86° F (16 °C-30 °C).

Adjust the settings using the panel on the device.

NOTE: This air conditioner may not cool the entire townhome, which is why we do not advertise that we provide air conditioned units.

Humidistat

The downstairs bathroom fans are controlled by the humidistat that runs the bathroom fan. The fans are operated by the humidistat, which is located outside of the bathroom and can be turned to the off position.

It looks something like this:



Contact us if you're still having trouble 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



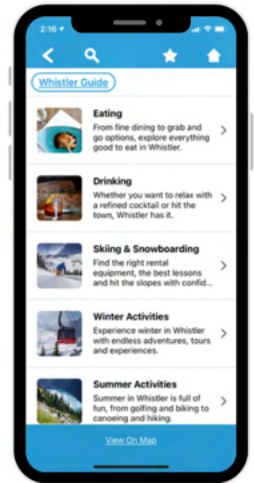
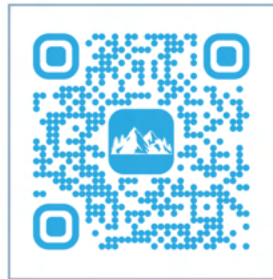
Scandinave Spa offers 10% off for guests of Whiski Jack on bath access (use the card provided)



connect

THE WHISKI JACK APP
Your FREE personal resort guide

download here



we're social!

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



@WhiskiJackBC



Northstar @
Whiski Jack



Northstar @
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**
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 Northstar

Northstar provides comfortable accommodation ideally located directly across from the shops and restaurants at the Village Marketplace. The property features a large heated pool and hot tub. Each apartment includes a fully equipped kitchen with stainless steel appliances, a gas fireplace, smart tv's, in-suite laundry and a deluxe Weber BBQ. Offering one and two bedroom, multi-level townhomes on the edge of the action of Whistler Village.



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 above and to the right of the parking garage using the swipe card.
- ✓ Leave the parking pass and swipe card 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! —

W E L C O M E

W H I S K I

 J A C K 

