

# welcome

Whiski Jack Resorts Whistler

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VILLAGE GATE HOUSE,  
4321 VILLAGE GATE 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 & PASSWORD

The WiFi login info is on the plaque in your unit. The network is the unit number, the password is the phone number on your unit phone, no dashes.



## 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. A pilot light will remain on during fall, winter & spring months.



## 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, 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

Common area pay laundry is located on the 2nd floor next to units 209 and 211. Coin Laundry is \$2.50 a load.



## CALL RIGHT AWAY!

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

*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](mailto: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

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*



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 Whistler in the Day Lots, Municipal Hall and the Conference Centre.

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

## 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

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 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.: VGH211) and the password is the unit phone number.

**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**



# 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 adjusted.

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 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)

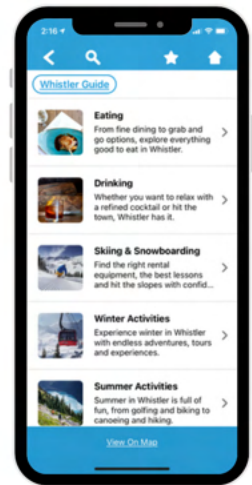


SCANDINAVE SPA  
WHISTLER

# connect

THE WHISKI JACK APP  
Your FREE personal resort guide

*download here*



## *we're social!*

FOLLOW, SHARE, TAG & LEAVE A REVIEW  
@WHISKIJACKRESORTS #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**  
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.

## Village Gate House

The Olympic Spirit lives on at Tyndall Stone Lodge overlooking Olympic Village and the north end of Whistler Village. Enjoy easy access to groceries, restaurants, shops and nightlife. This property features quality two bedroom or two bedroom loft condo suites with fully equipped, newly renovated kitchens and gas fireplaces. The HVAC system keeps rooms toasty in winter, and cool in the heat of summer. A new shared heated pool and hot tub will entertain the kids and sooth your achy muscles.



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 bring your garbage to the room to the right of the elevator in the lobby on the main floor. Leave recycling and compost.
- ✔ Leave the swipe card on the counter with the parking pass.
- ✔ 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 

