



BLACKCOMB — SPRINGS — S U I T E S

• • • by **CLIQUE** • • •

Dear Guest,

On behalf of the team at Clique Hotels & Resorts, I would like to welcome you to Whistler's best located Resort, The Blackcomb Springs Suites. We are honoured that you have chosen to stay with us and look forward to providing you with a memorable experience.

At Blackcomb Springs Suites, it is our mission to provide you with an exceptional stay you will truly remember. If you need anything during your stay our Guest Services Team will be pleased to assist you – morning, noon or night. Just call from the comfort of your Suite by dialing "0" and we will be at your service.

For your convenience, Blackcomb Springs Suites offers several on-site amenities, such as two hot-tubs open year-round, heated pool, a convenience store and ski-in and ski-out access. If you're ready to step out and explore the area, there is a complimentary shuttle to the Village that runs on a fixed schedule throughout the day. You can find more details on everything the local area offers as well as additional information on utilizing on-site amenities in this Directory of Services. If you'd prefer a digital summary of local attractions, **simply scan the QR code at the bottom of this letter.**

We sincerely thank you for choosing us, and hope you will make Blackcomb Springs Suites, your home away from home every time your travels bring you to Whistler.

Warmly,

PABLO CONTRERAS
General Manager

We're on Instagram and Facebook **@blackcombsprings**.
Tag us and share your amazing pictures and vacation moments using your favourite hashtags **#skiinskiout**
#onlyinwhistler **#blackcombslopeside** **#bestofwhistler**





WHISTLER AT A GLANCE

A BRIEF HISTORY OF WHISTLER

The name "Whistler" has two stories of how it came about. One story has been inspired by the piercing whistle of a small mountain animal called the Marmot. It is also said, that when the wind blew and came through the mountains, it sounded like it was whistling. Alta Lake was the original name of the valley and was a wilderness area accessible only by boat from Vancouver to Squamish, and from there by foot or horseback. At the turn of the century, the economy was based on summer recreation and later, with the building of the Pacific Great Eastern Railway from Squamish in 1913, mining and logging.

During the 1930's, 40's and 50's, early Whistler enthusiasts built cabins around the lakes. In the late 1950's, the road was built to Squamish and by the early 1960's, skiers had built makeshift gas-driven rope tows on two small hills in the valley. Whistler was becoming a winter retreat. On February 15, 1966 with dreams of hosting a Winter Olympics, Whistler Mountain had its official opening with 1200 vertical meters (4000 feet) of ski-able terrain and 5 ski lifts operating from what is now known as Whistler Creek. Neither of Whistler Mountain's original bids for the Olympics was accepted, however the world-class mountain was instrumental in Whistler's evolution as a premiere resort.

In 1975, the community was incorporated as the "Resort Municipality of Whistler", and by 1978, a community plan was established with a pedestrian-only Village with wide walkways, clock towers and gabled roofs. The Village plan maximized sunlight and the spectacular views of the mountains.

The building of the Village began in 1979 and opened officially in the winter of 1980. That same year, Blackcomb Mountain opened for its first season and Whistler opened lifts on the north side of the mountain - linking the two mountain bases in the new Village.

Whistler has grown from its early beginnings as a summer resort to a fabulous four-season resort offering golf, tennis, mountain-biking, hiking, skateboarding, water sports, summer skiing and conference facilities, along with some of the best winter skiing and snowboarding in North America.

Whistler, together with the city of Vancouver hosted the events of the XXI Olympic Winter Games in the year 2010. Whistler provided the venue for Alpine skiing, Nordic events, ski jumping and sliding sports. The games were held from February 12-28, 2010.

TELEPHONE NUMBERS

Instructions for the telephone can be found on the telephone itself.

All local and toll-free calls are complimentary.

EMERGENCY

Fire, Ambulance & Police	Dial 8-911
Guest Service	Dial 0

NON-EMERGENCY

Fire Department	604-935-8260
RCMP (Police)	604-932-3044
Whistler Medical Clinic	604-932-4911

MOUNTAIN INFO

Whistler/Blackcomb Mountain	1-800-766-0449
Whistler/Blackcomb Snow Phone	604-932-4211
Blackcomb Kids Camp	604-938-7316

AIRLINES

Air Canada	1-888-247-2262
American Airlines	1-800-433-7300
British Airways	1-800-247-9297
Cathay Pacific	1-800-268-6868
Continental Airlines	1-800-231-0856
Delta Airlines	1-800-221-1212
Horizon Air/Alaska	1-800-252-7522
Qantas Airways	1-800-227-4500
United Airlines	1-800-864-8331

TRANSPORTATION

B.C. Ferries	1-888-BC FERRY (223-3779) or 250-386-3431
Vancouver All-Terrain	1-888-754-5601
Greyhound Coach Lines	604-932-5031
Pacific Coach Service (Airport service)	1-800-661-1725
Whistler Taxi	604-938-3333

CHURCHES

Our Lady of the Mountains Catholic	604-905-4781
Whistler Community Church Mennonite Brethren	604-932-3139
The Church on the Mountain	604-902-4111
Whistler Village Church Non-Denominational	604-935-8450
Victory Christian Center	1-800-450-9996

AROUND WHISTLER

Meadow Park Sports Centre	604-935-7529
Canada Post	604-932-5012
Village 8 Cinema	604-932-5833
Whistler Chamber of Commerce	604-932-5922

CHURCH SERVICES

Our Lady of the Mountains Catholic Church 6299 Lorimer Road 604-905-4781
Whistler Community Church 6195 Lorimer Road 604-932-3139
The Church of Jesus Christ of Latter-Day Saints 42081 Ross, Brackendale 604-898-3535
Whistler Village Church United/Anglican/Lutheran 4335 Blackcomb Way 604-935-8450

RECREATIONAL ACTIVITIES

Whistler is a world-class resort that has earned a well-deserved reputation as North America's Number One Ski Resort. Whistler Village offers guests a complete range of services and attractions including recreational activities, restaurants, nightclubs, shops, boutiques and art galleries. Whistler provides a wide array of year-round activities for every member of the family.

Please visit Guest Services, where our knowledgeable and friendly Team will be happy to assist you in choosing and booking the best activities. Here is a sample of what you can enjoy:

ALPINE SIGHTSEEING (YEAR-ROUND)

Whistler and Blackcomb Mountain's lifts will whisk you to the alpine in comfort in all seasons to enjoy the breath-taking panoramic views and the mountaintop restaurants. During the summer, hike the spectacular trails.

ART GALLERIES (YEAR-ROUND)

From painting to pottery, Whistler has a wide variety of art galleries featuring both local and international artists

BIKING (SPRING TO FALL)

Whistler offers unsurpassed biking experiences, from paved paths to heli-biking to alpine tours and thrilling lift-accessed descents at the Whistler Mountain Bike Park. Rent a bike by the hour, by the day or take a guided tour.

CROSS-COUNTRY SKIING

(MID DECEMBER UNTIL THE SNOW MELTS IN THE VALLEY)

Over 15 km of track-set cross-country ski trails wind throughout the Valley. In addition, track-set trails on the Whistler Golf Course, offer an ideal beginners' route. Lost Lake offers lit trails for free night skiing after 9 p.m.

DOWNHILL SKIING (NOVEMBER – JULY)

Right out your back door are the two greatest vertical rise ski mountains in North America, with Blackcomb at 5,280 feet and Whistler at 5,020 feet. Winter skiing commences at the end of November and continues into May (weather dependent). Blackcomb is open for summer skiing from June through July.

CANOEING, KAYAKING & ROWING

(SUMMER ONLY)

Daily guided tours and canoe and kayak rentals are available from May through October.

CYCLING (SUMMER ONLY)

A wide variety of mountain bike trails criss-cross the Valley with terrain to suit every skill level. Inquire at Guest Services for more information on bike rentals and trails.

FISHING (YEAR-ROUND)

Nearby rivers and lakes offer idyllic locations to try your luck for rainbow, Dolly Varden, steelhead and kokanee. As well, fly-in trips to remote mountain locations are available.

GOLF (EARLY MAY – MID OCTOBER)

Summertime in Whistler offers four first-class choices for golf:

- Whistler Golf Course - This Arnold Palmer-designed championship course features lakes, creeks, rolling greens and breathtaking views.
- Chateau Whistler Golf Course - Designed by Robert Trent Jones Jr., this course features creeks, ponds, stands of ancient Douglas firs and granite rock faces.
- Nicklaus North - Only 6 kms north of the Village, this challenging course located adjacent to Green Lake was designed by the master himself, Jack Nicklaus.
- Big Sky Golf & Country Club - Just 25 minutes north of Whistler in a spectacular, natural setting at the foot of Mt. Currie, Big Sky is a world-class course designed by award-winning golf course architect, Bob Cupp.

HELI-SKIING (DECEMBER – APRIL)

Professional guides host small groups of equal ability skiers on some of the world's most beautiful glaciers in Whistler's backcountry.

RECREATIONAL ACTIVITIES

HIKING

In the summer months, the surrounding mountains offer a wide variety of groomed hiking trails for every level of expertise. Good walking shoes or boots are necessary and we strongly recommend you take along sunscreen, water and a first-aid kit.

HORSEBACK RIDING (SEASONAL)

Guided horseback rides are available May through October in Whistler and in the farming community of Pemberton, 25 minutes north of Whistler.

IN-LINE SKATING (SUMMER ONLY)

Whistler Village's valley trail is the perfect learning place for in-line skaters, this paved trail system winds its way throughout the Valley.

MEADOW PARK SPORTS CENTRE

This sports facility includes a skating arena, indoor swimming pool and spa, squash court and work out facility. It is located 4 kms north of the Village on Highway 99. Please call 604-938-PLAY for more information.

PARAGLIDING (SEASONAL)

For the truly adventurous, a paragliding school in Pemberton offers qualified instruction in summer and winter. Full day and week packages are available.

RACQUET SPORTS (YEAR-ROUND)

Ace your partner in racquetball, squash, or tennis on one of the many indoor and outdoor courts available in the Valley.

RAFTING/JET BOATING (SUMMER & FALL)

Scenic and white-water rafting excursions as well as jet boating are available on local lakes and rivers.

SLEIGH RIDES (WINTER)

Stay warm and cozy under a blanket and enjoy a ride through the snow in a horse drawn sleigh on Blackcomb.

SNOWMOBILING (WINTER)

Take a tour to the ancient cedars or a moonlight trip to the top of the mountain. Tours are available for all levels and include qualified guides, snowsuits, helmets, warm boots and some companies offer a gourmet meal.

SPA & WELLNESS

There are several wellness centers throughout the village. Relax in a sauna with a massage, shiatsu treatment, pedicure, manicure or facial.

SWIMMING (SUMMER)

In addition to the heated swimming pools at Blackcomb Springs Suites, swimming can also be enjoyed at two local lakes; Alta Lake (Rainbow Park) and Lost Lake (Lost Lake Park).

TENNIS (SPRING TO FALL)

Tennis buffs of all levels of ability will enjoy the extensive facilities for year-round tennis at the Whistler Racquet & Golf Resort. Inquire about lessons at Guest Services.

TUBE PARK (WINTER)

Test your tubing skills in Whistler's 8 lane tube park. Lanes are rated green to black diamond.

WALKING TOURS (SPRING TO FALL)

There's no better way to see Whistler than by strolling on the myriad of paved and gravel Valley Trails with plenty of benches and rest areas along the way for you to sit and take in the magnificent views.

WHITE WATER RAFTING (SUMMER ONLY)

From May through September, white water rafting adventures are an exciting way to experience Whistler's spectacular rivers. The trips are guided and swimming ability is not necessary.

ZIPLINE & CANOPY TOUR ADVENTURES

Explore Whistler's ancient forest canopy up close with ZipLine and Canopy Tours. Whether harnessed to a cable flying through the air, or walking the suspension bridge, you will enjoy the spectacular scenery.

GUEST SERVICES

COMMONLY REQUIRED SERVICES SHOWN BELOW.

CONTACT GUEST SERVICES BY DIALING "0" FROM THE COMFORT OF YOUR SUITE FOR FURTHER INFORMATION.

ATM

For the convenience of Guests, an ATM is located in the lobby.

BABY CRIBS & HIGH CHAIRS

Pac 'N Play and high chairs are available on a first-come first-serve basis free of charge. Contact Guest Services to inquire about availability and delivery to your Suite.

BABYSITTING SERVICES

A wide selection of qualified babysitting services are available in Whistler. Please contact Guest Services for further information.

BARBEQUES

Complimentary barbeques are available for your use from 10 a.m. to 10 p.m. Barbeques are available on a first-come first-serve basis, and advanced same-day reservations are required between April and September. Contact Guest Services to reserve your spot. Barbecuing on the decks of your Suite is against fire regulations.

BIKE STORAGE

Thank you for your cooperation in not storing your bike in your Suite. We have Bike Storage facilities available for your use on level P2 of the car park. Secure lockers are available through Guest Services.

BREAKFAST SERVICES

Alpine Breakfast service is offered daily from 7 to 10 a.m. Please see Guest Services for price and details.

FORGOT SOMETHING?

If you forgot to pack standard toiletry items such as toothbrushes, toothpaste, razors, etc., contact Guest Services and we will be more than happy to provide you with what you need to get you through your first night.

GROCERIES DELIVERY

In addition to the pantry in the lobby, you can get groceries, liquor, flowers and specialty items delivered to the comfort of your Suite. Contact Guest Services to learn more about our delivery service, fees and to place your order.

HOUSEKEEPING

Daily housekeeping service is provided as part of your stay. Please contact Guest Services for additional cleaning services or amenities.

ICE & VENDING

An ice machine is available in the 4th floor laundry room, and a complimentary ice bucket can be found in your Suite. Beverages are available to purchase at the pantry in the lobby.

LAUNDRY SERVICES

Self-serve laundry Suites can be found on the 3rd, 4th, 5th, and 6th floors. The washing and drying machines are coin-operated. Detergent and dryer sheets can be purchased from Guest Services. By calling "0", our Guest Services Team will be happy to deliver any purchased detergent and dryer sheets as well as change that you might need to operate the machines. Please refrain from drying clothes on the balconies.

GUEST SERVICES

LOST & FOUND

The hotel is not liable for any items left, lost or misplaced in your Suite and the premises. If you suspect that you misplaced something, call Guest Services. Please allow up to 24 hours for a reply. We will store any found items for up to 30 days. Perishable items and open bottles are disposed of immediately upon being found. Please be aware that charges apply for shipping recovered items.

LUGGAGE STORAGE

Subject to availability of the storage space, Guest Services will be happy to temporarily store guest's luggage, at the guest's sole risk as to loss or damage from any cause. Luggage may not be stored overnight.

PANTRY

Stocked with a selection of beverages, grab-and-go snacks, meals and sundries, the pantry is located next to Guest Services in the lobby. Items purchased can be added to your bill or paid in cash.

PARKING

Underground parking is available at a per day rate, which is directly charged to your account. Guest Services will provide you with the current daily rate and a parking permit, which must be displayed inside on your vehicle dashboard at all times to avoid it from being immobilized or towed.

POOL & GYM

For your relaxation and pleasure we have a pool, hot tubs and exercise area on the lobby level. The pool and hot tubs operate from 10 a.m. to 10 p.m. The exercise area is open 24 hours. Your Suite key provides access.

POSTAGE

Stamps are available for purchase at Guest Services, who will gladly take your postcards and mail them. A full-service post office and courier services are located in Village North Marketplace. For directions, please contact Guest Services.

ROAD CLOSURES/HIGHWAY CONDITIONS

Road closures could affect your travel plans. Before getting on the road, we recommend that you check the DriveBC website at drivebc.ca or call 1-800-550-4997. Check for road advisories for Sea to Sky Highway 99.

SAFETY DEPOSIT BOXES

We offer a limited number of complimentary safety deposit boxes that are designed to fit passports, wallets and keys. Please contact Guest Services.

SECURITY

For your personal safety, always use your one-way viewer to see who is at your door before answering it. Hotel staff can be identified by their name badges. Before retiring for the night, please engage the night latch. It is also recommended that your vehicle is locked and your valuables removed from it when left in the underground parking levels.

The Hotel accepts no responsibility or liability for theft, damaged, lost or stolen property.

SHUTTLE TO VILLAGE

Complimentary shuttle to the Village is steps away from the hotel main access to the lobby. Please visit Guest Services for the most up-to-date schedule and shuttle information. Skis and winter equipment is allowed. Bicycles are not allowed on board the shuttle.

GUEST SERVICES

SKI & SNOWBOARD RENTALS

Ski and snowboard rentals, in addition to gear repairs, tuning and general maintenance can be arranged through our ski valet daily. The rental shop is located in the lobby area, and opens daily from 7 a.m. to 10 p.m. during the ski season.

SKI & SNOWBOARD STORAGE

For your convenience and the prevention of damage to the Suite, the ski and snowboard rental facility provides complimentary storage. Guests are responsible for any damage incurred for having skis and/or snowboards in their Suites.

WI-FI

Complimentary wireless internet is available in all guest Suites and public areas. The code is on the card key wallet received at check in. If you have trouble connecting, follow these steps:

1. Identify the issue (Guest cannot find WiFi network - BlackcombSprings, Device cannot connect to network, slow or intermittent connection, password not working, or any other problem)
2. Call BaseWireless 24 hour support line directly at 1-866-718-0516 or email at support@basewireless.com who will provide remote assistance

Please contact Guest Services for any printing, copying, or faxing needs.

PET POLICY

We would like to welcome your four-legged family member to the Blackcomb Springs Suites. Our goal is to offer our guests and their pet a “home away from home”. Please note that while we welcome pets, certain Suites have been designated as pet-free. We ask that you please adhere to the following guidelines:

- A maximum of two pets are allowed per Suite.
- Due to health regulations, pets are not allowed in the food serving areas, into the pool or exercise room.
- Pets must be supervised and must be on a leash or in a cage at all times when in public spaces.
- Pets must never be left unattended in the Suite or in your vehicle.
- For the comfort of all guests, if a pet becomes objectionable to any patron, management will kindly require you to promptly remove your pet from the premises. The well-being and quiet environment of the hotel premises is paramount.
- Guests assume full responsibility for any damage or compensation given, however caused, resulting from their pet being allowed in the hotel's premises.
- A municipal bylaw states that all pet waste must be disposed of. If caught doing otherwise, one may be penalized up to \$1,000.

PET FEE

A pet fee of \$25 for one night stays and \$50 for two nights or longer (plus applicable taxes) will be charged to your account for each pet or emotional support animal. This fee subsidizes the cost of maintaining the Blackcomb Springs Suites Quality Standard of Service to ensure that pet allergies, odour and fleas, etc. do not affect future guests. In the event that extra servicing to the Suite is required upon checkout, an additional charge of up to \$250 may apply. Service dogs are always welcome free of charge. Thank you for your cooperation and we hope that you and your pets enjoy your stay. A maximum of two pets are allowed per Suite.

DOG WALKING & DAY CARE

Whistler Dog Walker

whistlerdogssitting.com
TEL: 8.604.907.0083

Alpine Dogs

alpinedogs.ca
TEL: 8.604.902.WOOF(9663)
Full and half day adventure hikes
with small groups of 6 dogs or less.

Whistler Dog Sitting

whistlerdogssitting.com
TEL: 8.604.967.3221

OFF LEASH PARKS AND BEACHES

OPEN ACCORDING TO WEATHER CONDITIONS

The following parks are open for you and your pets use and enjoyment before 10 a.m. and after 8 p.m.:

- Rainbow Park
- Meadow Park
- Alpha Lake Park

Barking Bay at Rainbow Park and Canine Cove at Lost Lake Park are beaches that are open to you and your pet during the day.

WELCOME TO BEAR COUNTRY

The Black Bear is a long-time resident of the Whistler Valley and one of Whistler's most prevalent forms of wildlife. These Black Bears are very active during the spring, summer, and fall months, often seen grazing on the grassy ski runs. Seeing a bear in its natural habitat is an exciting part of the Whistler experience.

However, as Whistler grows the wildlife habitat is encroached upon and the Black Bear's need for protection becomes more critical. Many visits to Whistler today often results in bear sightings outside of their natural environments.

You can help us protect our bears by observing the following rules:

- Dispose of all garbage and recycling in the designated compactor sites or the many bear-proof containers found around the village. Bears that become conditioned to human food will have to be destroyed.
- Keep all garbage indoors prior to disposal.
- When hiking the trails, warn bears of your presence by making plenty of noise.
- Never attempt to approach or feed a bear, particularly abandoned pups or separated yearlings.
- Never litter while hiking. Even fruit peels can attract bears.

Encounters with a bear are rare, however if you do encounter one:

- STOP - never approach a bear for any reason
- WATCH - Always face the bear and never turn your back
- BACK UP - Walk slowly away backwards. Never run to or from a bear.
- TALK - If you think the bear knows you are close, talk quietly and tell him you are leaving. If you do not think the bear is aware of your presence, leave quietly.
- WAVE ARMS - If a bear walks towards you, wave your arms over your head while talking
- SHOUT - If a bear continues to approach, shout continuously at the bear while waving your arms. Continue to back up.
- FIGHT - Be big, noisy and aggressive.

To report a bear problem, please contact the Conservation Officer at 8.604.905.BEAR (Whistler Office).

GUEST SUITES

CHECK-IN/OUT

Check-in time is 4:00 p.m.

Check-out time is 11:00 a.m.

Early check-in and late checkout are subject to availability and are not guaranteed. Additional fees apply. Contact Guest Services for further information and fees.

Guests are welcome to use the facilities including parking on the day of arrival and departure.

SUITE OCCUPANCY

As mandated by the Fire Department, the maximum number of persons, excluding children under the age of two (2) who may occupy a Suite is:

STUDIO - 3

ONE BED SUITE - 4

TWO BED SUITE - 6

Occupancy policy is strictly enforced. Guests who exceed the maximum occupancy stipulated above will be required to upgrade at their own cost if available or vacate the Suite.

PRIVACY

Place the Privacy sign outside your door and set the deadbolt if you wish not to be disturbed during your stay. Please ensure to remove your Privacy sign to receive housekeeping or any other requested services.

FIREPLACE USE

For your comfort, the Suite has been equipped with a gas fireplace. Please do not add anything such as paper or wood. A dial can be found on the wall next to your fireplace for temperature control. When in use, the glass becomes very hot to the touch, parents are kindly reminded to look after children and toddlers to avoid burns. Use caution and good judgement, and ensure nothing is placed within two feet of the fireplace. Contact Guest Services if you have any questions on how to properly operate the fireplace.

NOISE

The comfort of guests is a high paramount, therefore we kindly request to respect your fellow guests by reducing noise between 10 p.m. and 8 a.m. Management has the right to request any guest to reduce noise levels that could cause any nuisance or annoyance to others.

SAFETY FIRST

We recommend that you follow these basic safety precautions during your stay:

- Familiarize yourself with the Emergency Plan located on the back of your Suite access door.
- Double lock your guest Suite door, and ensure all other doors (i.e. patio)
- Do not admit persons to your Suite without prior identification. If in doubt, please contact Guest Services.
- Keep all your valuables in the Safety Deposit Boxes at Guest Services. Blackcomb Springs Suites is not responsible for any lost, forgotten or misplaced items. Please carefully secure your valuables.

SMOKING POLICY

GUEST SUITES

We are pleased to offer you a smoke-free environment. The hotel, including all the Suites, parkade, pool, common areas, and balconies are strictly non-smoking. Smoking is not allowed within 10 meters (3 feet) of the access doors, windows and/or air intakes. We ask that you respect this policy and refrain from smoking anywhere in the building or within the hotel grounds.

Smoking is only permitted in the designated smoking area located at the back of Blackcomb Springs Suites adjacent to the ski run. A minimum penalty of \$250 plus applicable taxes will be charged to your guest account if your Suite has been smoked in.

HOUSEKEEPING SERVICES

Daily housekeeping service is provided during your stay. Please contact Guest Services if you wish not to receive daily cleaning or if you require additional amenities or services.

KITCHEN ITEMS STUDIO SUITE

Please ensure any items removed from the Suite are returned prior to departure

GLASSWARE

- 4 Wine Glasses
- 4 Tall Glasses
- 4 Short Glasses

CROCKERY

- 4 Dinner Plates
- 4 Soup Plates
- 4 Salad Plates
- 4 Saucers
- 4 Cups
- 4 Small Glass Bowls
- 1 Teapot

CUTLERY

- 4 Dinner Knives
- 4 Dinner Forks
- 4 Tablespoons
- 4 Teaspoons
- 1 Carving Knife
- 1 Bread Knife
- 1 Paring Knife
- 1 Kitchen Scissors

POTS & PANS

- 1 Small Saucepan
- 1 Medium Saucepan
- 1 Large Saucepan
- 1 Frying Pan
- 1 Cookie Sheet
- 1 Roasting Pan

SMALL APPLIANCES

- 1 Toaster
- 1 Electric Kettle
- 1 Coffee Maker

UTENSILS

- 1 Vegetable Peeler
- 1 Meat Fork
- 1 Soup Ladle
- 1 Spatula
- 1 Slotted Serving Spoon
- 1 Serving Spoon
- 1 Whisk
- 1 Wine & Bottle Opener
- 1 Can Opener

OTHERS

- 1 Salt & Pepper Mill Set
- 1 Paper Towel Holder
- 1 Ice Bucket
- 1 Measuring Cup
- 1 Cutting Board
- 1 Set of Mixing Bowls
- 1 Glass Salad Bowl
- 1 Strainer
- 1 Recycle Bin
- 1 Compost Bin
- 1 Trash Bin
- 1 Dish Drainer
- 1 Pitcher

KITCHEN ITEMS ONE BEDROOM SUITE

Please ensure any items removed from the Suite are returned prior to departure

GLASSWARE

- 4 Wine Glasses
- 4 Tall Glasses
- 4 Short Glasses

CROCKERY

- 4 Dinner Plates
- 4 Soup Plates
- 4 Salad Plates
- 4 Saucers
- 4 Cups
- 4 Small Glass Bowls
- 1 Teapot

CUTLERY

- 4 Dinner Knives
- 4 Dinner Forks
- 4 Tablespoons
- 4 Teaspoons
- 1 Carving Knife
- 1 Bread Knife
- 1 Paring Knife
- 1 Kitchen Scissors

POTS & PANS

- 1 Small Saucepan
- 1 Medium Saucepan
- 1 Large Saucepan
- 1 Frying Pan
- 1 Cookie Sheet
- 1 Roasting Pan

SMALL APPLIANCES

- 1 Toaster
- 1 Electric Kettle
- 1 Coffee Maker

UTENSILS

- 1 Vegetable Peeler
- 1 Meat Fork
- 1 Soup Ladle
- 1 Spatula
- 1 Slotted Serving Spoon
- 1 Serving Spoon
- 1 Whisk
- 1 Wine & Bottle Opener
- 1 Can Opener

OTHERS

- 1 Salt & Pepper Mill Set
- 1 Paper Towel Holder
- 1 Ice Bucket
- 1 Measuring Cup
- 1 Cutting Board
- 1 Set of Mixing Bowls
- 1 Glass Salad Bowl
- 1 Strainer
- 1 Recycle Bin
- 1 Compost Bin
- 1 Trash Bin
- 1 Dish Drainer
- 1 Pitcher

KITCHEN ITEMS TWO BEDROOM SUITE

Please ensure any items removed from the Suite are returned prior to departure

GLASSWARE

- 6 Wine Glasses
- 6 Tall Glasses
- 6 Short Glasses

CROCKERY

- 6 Dinner Plates
- 6 Soup Plates
- 6 Salad Plates
- 6 Saucers
- 6 Cups
- 6 Small Glass Bowls
- 1 Teapot

CUTLERY

- 6 Dinner Knives
- 6 Dinner Forks
- 6 Tablespoons
- 6 Teaspoons
- 1 Carving Knife
- 1 Bread Knife
- 1 Paring Knife
- 1 Kitchen Scissors

POTS & PANS

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- 1 Medium Saucepan
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SMALL APPLIANCES

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- 1 Strainer
- 1 Recycle Bin
- 1 Compost Bin
- 1 Trash Bin
- 1 Dish Drainer

TV LISTING

2	TV GUIDE	33	TSN2 HD
3	CTV2 HD	34	TSN3
4	CHEK VICTORIA HD	35	TSN4
5	CITY VANCOUVER HD	36	TSN5
6	OMNI BRITISH COLUMBIA	37	SPORTSNET - WEST
7	PBS SEATTLE HD	38	SPORTSNET - ONTARIO
8	GLOBAL VANCOUVER HD	39	FIREPLACE
9	HGTV CANADA HD	40	WGN HD
10	FOOD HD	41	TLC HD
11	CBC VANCOUVER HD	42	NATIONAL GEOGRAPHIC HD
12	CTV VANCOUVER HD	43	APTN WEST
13	WEATHER NETWORK	44	SHOWCASE HD
14	ABC SEATTLE HD	45	A&E HD
15	CBS SEATTLE HD	46	MOVIE TIME HD
16	NBC SEATTLE HD	47	STARZ 1 W HD
17	FOX TACOMA HD	48	AMC HD
18	CBC NEWS NETWORK	49	KNOWLEDGE NETWORK BC
19	CNN HD	50	HISTORY HD
20	BNN BLOOMBERG	51	SHAW MULTICULTURAL CHANNEL
21	FOX NEWS	52	CARTOON NETWORK WEST
22	CNBC	53	TREEHOUSE
23	MSNBC	54	YTV HD
24	BBC WORLD NEWS	55	SHAW TV - WHISTLER
25	BNN BLOOMBERG HD	56	MUCHMUSIC
26	CTV NEWS CHANNEL	57	AMI-TV (EAST)
27	GN BC1	58	E!
28	BIG 10 SPORTS HD	59	TVA MONTREAL WEST
29	GOLF HD	60	ICI RDI
30	SPORTSNET HD PACIFIC	61	TV5 WEST
31	SPORTSNET ONE HD	62	CPAC HOUSE OF COMMON
32	TSN1 HDTV		

FIRE SAFETY PROCEDURES

THE ASSEMBLY POINT IS ON THE SKI RUN VIA THE BACK COURTYARD

FIRE EVACUATION

Next to the entrance door of your guest Suite is a floor plan which details the location of the Suite relevant to the nearest exits. The Suite is equipped with a sprinkler system and a smoke detector.

UPON ARRIVAL

Look around and establish the route towards the fire exits that you would take in case of a fire. Locate the nearest fire alarm pull station. The 1st floor has two exits, Lobby level has three exits, 3rd floor has five exits, the 4th and 5th floors have four exits, and the 6th floor has three exits.

IF YOU DISCOVER A FIRE

Pull the nearest fire alarm. If possible, close all doors around the fire area to contain the fire. If you can put out the fire safely please do so, but if in doubt leave the area immediately and contact Guest Services to report the fire. If you cannot reach them, contact the fire department by dialing 911. Always take your Suite key, you will need it to get back into your Suite if smoke or fire blocks your way. Stay calm, do not panic.

IF YOU HEAR AN ALARM

A continuous bell or tone signifies that it is imperative that you evacuate your Suite. Take your key with you and exit your Suite. With your hand, test the door to the hallway to see if it is hot or cool. Close the door quickly if there is a fire or thick smoke in the hall. If the hallway is clear, head to the nearest exit. If it is smoky or dark, hug the walls and keep low to the floor as you make for the exit. Check the exit door for heat before opening it. If the stairwell is safe, exit down to the lobby level. Avoid elevators, always use fire exits.

IF YOUR EXIT IS BLOCKED

Go back to your Suite. Should your stairwell start to fill with thick smoke, and your exit turns out to be unsafe, return to your Suite and contact Guest Services.

IF YOU CAN'T LEAVE YOUR ROOM

Place wet towels under the door and in air vents to stop smoke from coming in through the cracks. Remove all drapes from the windows in case fire comes through the windows. Fill your bathtub, keep plenty of water in the tub and have ice buckets and wastebaskets nearby for carrying water. Contact Guest Services and report your location. If you cannot reach them call the fire department by dialing 911. Signal your presence by hanging a wet bed sheet out your window which will signal that your Suite is occupied. Stay calm and do not panic.

EMERGENCY PROCEDURES

BLACKOUTS

If a blackout is experienced emergency lighting will cover hallways and public areas for shorter periods. For longer outages, light sticks will be placed in these areas and will be available at Guest Services.

EARTHQUAKE PROCEDURES

- Take immediate shelter under a table, desk, doorway or other objects that will offer protection against flying glass or debris. Protect your face and head with your arms and remain under cover until the tremors stop and it is safe to evacuate.
- Stay clear of the windows.
- Evacuate using the nearest safe exit stairwell. Do not use the elevators.
- Phones should only be used in the event of an emergency (i.e. if injured or in need of assistance to evacuate)
- Remember to stay calm, don't panic, lend a hand to others in need.
- Be prepared for possible additional tremors or aftershocks.

ELEVATOR EMERGENCY

- If you are trapped in an elevator, please do the following:
- Remain calm.
- Pick up the emergency telephone in the elevator.
You will be able to communicate with someone who can alert the Manager on Duty.
- Identify yourself.
- Give the floor level if possible.
- Give the elevator location.
- Do not try to force open the door.
- Hotel staff will maintain contact to keep you informed of progress.

HOTEL KEEPERS ACT

[RSBC 1996] CHAPTER 206

Definitions

1 In this Act:

“**accommodation**” does not include money supplied to a guest;

“**inn**” includes a hotel, motel, auto court, inn, tavern, public house or other place of refreshment, the keeper of which is by law responsible for the goods and property of the guests;

“**innkeeper**” means the keeper of an inn;

“**vehicle**” means a motor vehicle as defined in the *Motor Vehicle Act*.

Lien on property of guest and enforcement by sale

2 (1) Every innkeeper, boarding house keeper and lodging house keeper

(a) has a lien on the baggage and property of a guest, boarder or lodger for the value or price of food or accommodation furnished to the guest, boarder or lodger, and

(b) in addition to all other remedies provided by law, has the right, in case the value or price of food or accommodation furnished to the guest, boarder or lodger remains unpaid for 3 months, to sell the baggage and property of the guest, boarder or lodger by public auction on giving one week's notice by advertisement

(i) in a newspaper published in the electoral district in which the inn, boarding house or lodging house is located, or,

(ii) in case there is no newspaper published in the electoral district, in a newspaper published in British Columbia nearest to the inn, boarding house or lodging house of the intended sale.

(2) The notice must state the

(a) name of the guest, boarder or lodger,
(b) amount of that person's indebtedness,
(c) description of the baggage or other property to be sold,
(d) time and place of sale, and
(e) name of the auctioneer.

(3) After the sale the innkeeper, boarding house keeper or lodging house keeper

(a) may apply the proceeds of the sale in payment of the amount due and the costs of the advertising and sale, and
(b) must pay over the surplus, if any, to the person entitled to it, if the person applies for it.

(4) This section does not apply to a tenant occupying a rental unit to which the *Residential Tenancy Act* applies.

Limitation of liability for property of guest

3 (1) No innkeeper is liable to make good to a guest loss of or injury to goods or property brought to the inn, except if the goods or property have been

(a) stolen, lost or injured through the wilful act, default or neglect of the innkeeper or the innkeeper's servant, or
(b) deposited expressly for safe custody with the innkeeper, except that in case of the deposit the innkeeper may require as a condition of liability that the goods or property be deposited in a box or other receptacle, fastened and sealed by the person depositing the goods or property.

(2) If the vehicle of a guest has been delivered to the custody of the innkeeper or the innkeeper's servant expressly for storage or parking in a place specifically reserved and designated by the innkeeper for the storing or parking of vehicles, the liability of the innkeeper is that of a bailee for reward.

Liability for refusal or failure to take charge of goods

4 If an innkeeper refuses to receive for safe custody, as mentioned, goods or property of a guest, or if a guest, through a default of the innkeeper, is unable to deposit the goods or property, the innkeeper is not entitled to the benefit of this Act for the loss of or injury to the goods or property unless the innkeeper proves that the inn was not equipped with a proper safe or vault or did not have a place for the storing or parking of vehicles and that the innkeeper informed the guest at the time of refusing or failing to receive the goods or property.

Notice of law to be conspicuously posted in rooms of inn

5 (1) Every innkeeper must keep conspicuously posted in the office and public rooms and in every bedroom in the inn a copy of section 3, printed in plain type.

(2) An innkeeper is entitled to the benefit of section 3 for the goods or property brought to the inn only while the copies are posted.

Offence – causing a disturbance

6 (1) In this section, “disturbance” means a disturbance of the peace of an occupant of an inn by fighting, screaming, shouting, singing, or otherwise causing loud noise in the inn.

(2) An innkeeper or an innkeeper's representative, must request that a person who is causing a disturbance

(a) desist, and

(b) if the person fails to desist or again causes a disturbance, leave the inn immediately

unless the innkeeper or the innkeeper's representative believes on reasonable grounds that there is a risk of harm to the innkeeper or the innkeeper's representative by making the request.

(3) If an innkeeper or an innkeeper's representative believes on reasonable grounds that there is a risk of harm to the innkeeper or innkeeper's representative by making the request under subsection (2), the innkeeper or innkeeper's representative must request that a peace officer make the request under that subsection.

(4) A person who fails to comply with a request under subsection (2) commits an offence and is liable on conviction to a fine of not more than \$2 000.

(5) An innkeeper or an innkeeper's representative who fails to make a request required under subsection (2) or (3), as applicable, commits an offence and is liable on conviction to a fine of not more than \$2 000.

Peace officer powers

7 A peace officer may

(a) make a request under section 6 (2)

(i) if the innkeeper or innkeeper's representative fails to comply with that section, or
(ii) in the circumstances described in section 6 (3), and

(b) arrest without a warrant a person who fails to comply with, or who is suspected on reasonable grounds of failing to comply with, a request under section 6 (2).

Section 5 of the Offence Act

8 Section 5 of the *Offence Act* does not apply to this Act.