

KNOW BEFORE YOU GO

# THE WESTIN RESORT & SPA WHISTLER

In this installment in our series, we take a look at [The Westin Resort & Spa](#). We have included information on the resort, and some suggestions from the local staff.

## CHECK-IN/OUT

Check-in time: 4 PM. Check-out time: 11 AM  
If you arrive early we will do all that we can to accommodate your early arrival. If your room is not available, we do have storage available for your bags and you will have access to the resort facilities until your room is ready.

**After check-out services:** Luggage storage is a complimentary service offered at our bell desk. We will store luggage up to the time you leave the hotel. If you are skiing or biking for the day, we offer the use of our health club facilities for guests to shower and change after check out.

## PARKING

The Westin Resort and Spa offers underground parking for guests. The parking facility is located underneath the hotel. Cars can either be self parked or valet parked. Cost for parking is CAD \$30 (plus tax) for self parking and CAD \$34 (plus tax) for valet parking. Parking is charged per car/per day. You will receive a parking pass for one car at check-in. Additional parking can be obtained.

## RESTAURANT

We feature a variety of onsite dining options, including the Grill & Vine restaurant, Off the Vine grab & go coffee station, FireRock Lounge, and Kaze Sushi. Perfectly located in the heart of Whistler Village, we are also steps away from an endless selection of world renowned restaurants.

## POOL AND HOT TUB

Indoor/outdoor pools and whirlpools.  
Outdoor Pool Hours: 6:00 AM - 10:00 PM

The pool area features indoor and outdoor hot tubs, a sauna, a Eucalyptus steam room in each of the men's and women's changing rooms, and locker room facilities.

Pool usage is complimentary. We have two adults-only hours: from 8 am to 9 am, and from 9 pm to 10 pm.

Children under the age of 16 are not permitted in the hot tubs, sauna, or steam room without adult supervision.

Alcohol and food are not permitted. Service dogs are the only animals allowed to enter the pool area.

## BBQs

No barbecue grills.

## EXERCISE FACILITIES

The hours of operation are 6 am to 10 pm. There is an adults-only hour twice a day between 8 am and 9 am, and 9 pm and 10 pm.

Westin has partnered with New Balance to provide athletic shoes and apparel during your stay, for a nominal fee of \$5.00 USD. Simply dial Service Express® and request your shoe and clothing size and they will be conveniently delivered to your guest room. Shoes come with socks that are brand new and apparel is provided fresh and clean. Upon departure, simply leave the items in your room in their mesh bag.

## AVELLO SPA & HEALTH CLUB

*The Avello Spa & Health Club is considered one of the most comprehensive spas in Canada, offering more than 75 treatments from facials and body wraps to hot rock massages. The pedicure lounge, featuring Japanese-designed and Italian-made Dodo chairs, are the ultimate for a pedicure and manicure appointment. There are also*

*imported Bouvier tubs and Vichy showers for hydrotherapy treatments.*

*The Health Club features state-of-the-art fitness equipment, including Precor Lifecycles, Stairmasters, a Concept2 Rowing Machine, a Stott Pilates Reformer, and free weights. It also includes an indoor/outdoor swimming pool, indoor and outdoor hot tubs, a Eucalyptus steam room, and locker room facilities. (source)*

## LAUNDRY

All floors excluding the 3rd Floor have laundry facilities. Laundry detergent is available in each room for an additional fee.

## SKI LIFT AND RENTALS

The ski lifts are located in Skiers Plaza which is a 50m walk from the hotel. You can get access to both Whistler and Blackcomb from Skiers Plaza.

Whistler Blackcomb rental store is conveniently located on Level 1 of the hotel. For assistance with ski rentals please email our concierge at [concierge@westinwhistler.com](mailto:concierge@westinwhistler.com)

## SKI, BIKE, AND GOLF VALET

Our valets will assist with storing your skis or golf clubs upon your arrival. When you're ready for the slopes or the links, a quick call will have them waiting for you in the lobby. We also provide a complimentary shuttle to courses in Whistler. Our ski valet fee is 9 CAD per night per ski set or snowboard, with a maximum of 27 CAD per night for one room. Our golf valet service is complimentary.

While we do not allow bikes in guest rooms, guests are welcome to use the bike valet located at the entry of the hotel on the Lobby Level. There is a charge for bike valet CAD\$6/day/bike. We also have

self storage of bikes available; to use this facility the guest must provide their own lock.

## PETS

No pets allowed.

## INTERNET ACCESS

Newly updated high speed, premium WiFi access is \$14.95 CAD per day, for up to 10 devices. Internet access is also available for purchase at the 24 hour business centre on Level C.

## CHILD CARE PROGRAMS

Running from December to April, Whistler Kids at the Westin is a child care program for ages 18 months to 4 years. It is operated by Whistler-Blackcomb and is conveniently located on our second floor. Children may be dropped off between 8 am and 10 am, and picked up at 3:30 pm.

From June to September, Whistler-Blackcomb has other programs offsite at Millennium Place and Blackcomb Base. Teddy Bear Daycare offers programs for ages 30 months to 5 years, and Blackcomb Base Daycare runs the Summer Adventure Camp for 5- to 10-year-olds.

## EXTRAS & OPTIONAL

• Cribs, highchairs and playpens are available upon request and subject to availability. Jogging strollers are also available upon request. While there is no fee, a security deposit is applied to the guest account for all equipment usage request. Make a request via [reservations@westinwhistler.com](mailto:reservations@westinwhistler.com)

• Due to fire regulations we are unable to allow any cots or rollaways in guest rooms. There is a sofa bed in all room types excluding our accessible suites and Deluxe Studio Queen Suites.

## STUDIO

Alarm clock, bath towels, cable TV, dual-line cordless telephone extra blanket/ pillows, fireplace, flat screen TV, hairdryer, housekeeping, iron, ironing board, phone, pool towels, porch/balcony, robes, room service, safe, shampoo, conditioner, smoke/fire alarm, soap, lotion, TV in the living room, work desk

*Our open layout features a living room, sleeping area and kitchen, 1 Queen- or King-size Westin Heavenly Bed®, Queen-size pull out sofa bed, chair, & coffee table. A number feature bathrooms with separate shower stall and tub or tub/shower combo*

4 sets of dinner dishes and utensils, coffee/tea maker, cutting board, dish soap and sponge, dishwasher and dishwasher tablets, two burner stove, frying pans, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker and ice cube trays, kitchen towels and pan holders, microwave, pyrex pans and dishes, toaster

*We provide the basic utensils you would require for cooking. Please note that items such as cooking oil and paper towels are not provided to guests, it's the guest's responsibility to purchase or bring these items.*

*Fully-equipped kitchens with a Jenn-Air dishwasher, Sub-Zero refrigerator and Jenn-Air oven, Theramor stove, Kitchen-aid microwave, Sub-Zero fridge*

## ONE BEDROOM

Alarm clock, bath towels, cable TV, dual-line cordless telephone extra blanket/ pillows, fireplace, flat screen TV, hairdryer, housekeeping, iron, ironing board, phone, pool towels, porch/balcony, robes, room service, safe, shampoo, conditioner, smoke/fire alarm, soap, lotion, TV in the living room, work desk

*Master: 1 Queen-size Westin Heavenly Bed®, 1 full bathroom with soaking tub and separate shower, living/dining with queen-size pull out sofa bed and two chairs*

4 sets of dinner dishes and utensils, coffee/tea maker, cutting board, dish soap and sponge, dishwasher and dishwasher tablets, two burner stove, frying pans, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker and ice cube trays, kitchen towels and pan holders, microwave, pyrex pans and dishes, toaster

*Dining table seats 4. We provide the basic utensils you would require for cooking. Please note that items such as cooking oil and paper towels are not provided to guests, it's the guest's responsibility to purchase or bring these items.*

*Fully-equipped kitchens with a Jenn-Air dishwasher, Sub-Zero refrigerator and Jenn-Air oven, Theramor stove, Kitchen-aid microwave, Sub-Zero fridge*

## TWO BEDROOM

Alarm clock, bath towels, cable TV, dual-line cordless telephone extra blanket/ pillows, fireplace, flat screen TV, hairdryer, housekeeping, iron, ironing board, phone, pool towels, porch/balcony, robes, room service, safe, shampoo, conditioner, smoke/fire alarm, soap, lotion, TV in the living room, work desk

*Master: 1 King or Queen-size Westin Heavenly Bed®, 2nd bedroom: Queen-size Westin Heavenly Bed®, 2 full bathrooms that benefit from separate showers and soaker tubs. The living area is spacious with a queen-size pull out sofa bed, dining area for four and island kitchen counters in a number of them, Queen-size pull out sofa bed and two chairs*

4 sets of dinner dishes and utensils, coffee/tea maker, cutting board, dish soap and sponge, dishwasher and dishwasher tablets, two burner stove, frying pans, full size oven, full size refrigerator, glass and plastic drinkware, ice cube maker and ice cube trays, kitchen towels and pan holders, microwave, pyrex pans and dishes, toaster

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## RESTAURANTS THE LOCALS AND STAFF LOVE

**Wildwood Pacific Bistro:** They say breakfast is the most important meal of the day, so why not start off with a benedict? The Wildwood is newly relocated in the village and still serving the best variety of eggs benedict in town. We recommend the West Coast Benny (smoked salmon instead of Canadian bacon) but there are so many to choose from, you might just want to try the sampler option, and enjoy three benny variations on one plate. Open daily for breakfast 7am-3pm, Lunch Monday to Friday 11am-3pm and for Dinner Wednesday to Saturday 5pm-10pm.

**Elements Urban Tapas Parlour:** No matter what time of day hunger hits, Elements is there for you. Owned and operated by Whistler locals, this small

restaurant offers hugely creative (and delicious) fare. Favorites include Honey Ham and Brie Stuffed French Toast, Smoked Bocconcini Caprese, and whichever way they are serving their mussels. And make sure to save room for their Sticky Toffee Pudding. The menu is seasonal, with many gluten free, vegetarian and dairy free options, and they serve only Ocean Wise seafood. Breakfast is served daily 8am-2pm, lunch is Monday to Friday 11am-2pm, and evening tapas are available Monday to Friday 5pm-10pm and Friday and Saturday to 11pm.

**Zogs Dogs:** This hot dog stand serves great breakfasts and hot dogs, but what the locals love best here is the poutine. Originating in rural Quebec, this French fries/cheese curds/brown gravy delight is a must for any visit to Canada. Zogs offers some interesting variations, however we always opt for

the Poutine Classic. Zogs is located near the base of the Whistler/Blackcomb lifts. Open Sunday to Thursday 8am – midnight and until 2:30am Friday and Saturday.

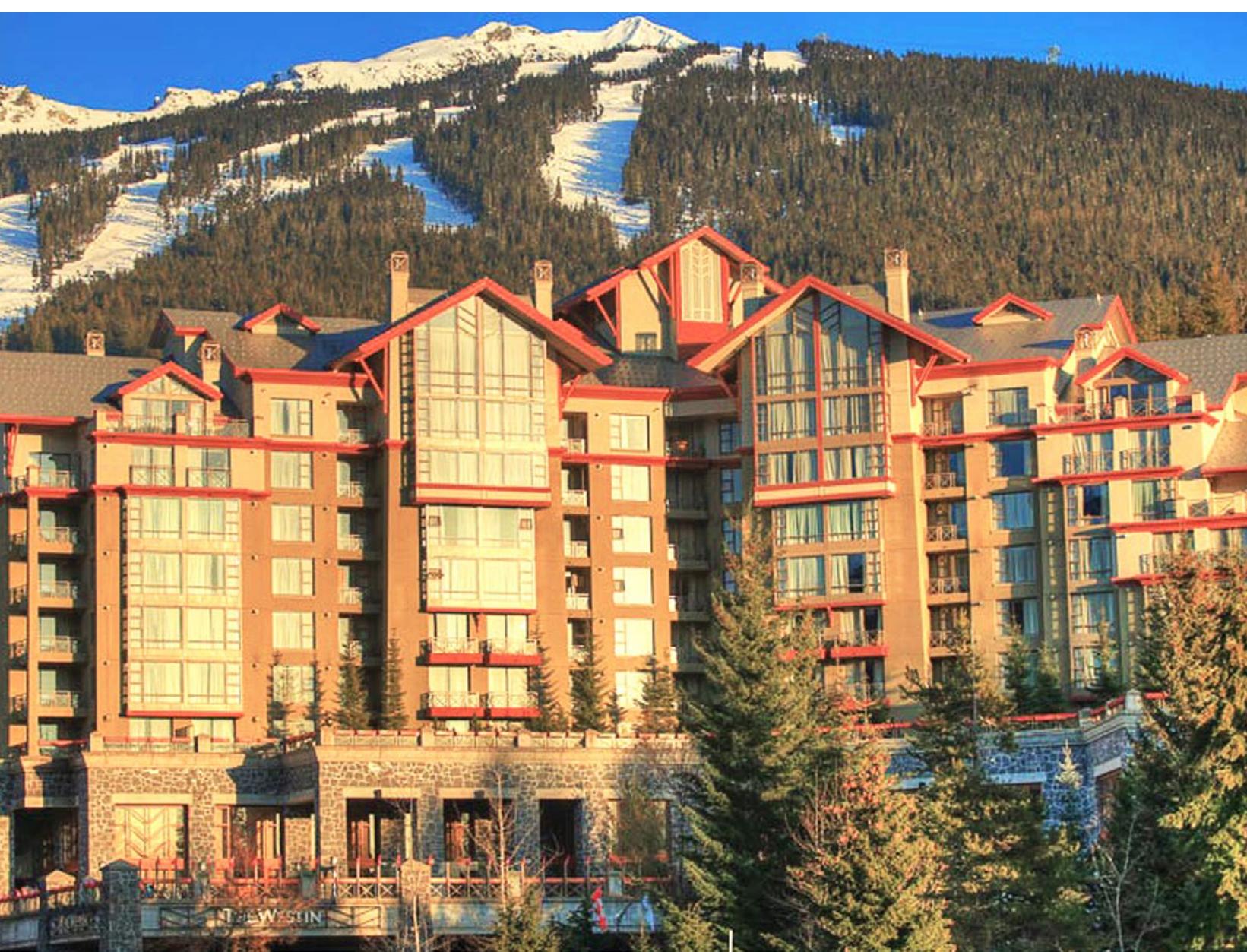
**Whistler Tasting Tours:** There are so many dining choices in Whistler it is sometimes hard to decide where to go for lunch or dinner. Whistler Tasting Tours can help with that. They offer multi-course progressive dining tours, with the option of drink pairings. Oh and they also offer a dessert tour and you can create a custom tour. Tours are offered daily with a 12:30 start for lunch, 5pm for dinner (4:10pm Dec18-Jan2), and 8:30pm for the dessert tour.

## LOCAL ATTRACTIONS – STAFF MUST DOS

**Fresh Tracks Mountain Top Breakfast:** If you are skiing in the morning, why not be the first ones

on the slopes? The Fresh Tracks Mountain Top Breakfast includes a ride in the gondola to the Roundhouse Lodge, where you'll be overwhelmed by the enormous breakfast buffet. Once you've filled up, it's time to strap on those skis and hit the snow — before the crowds! That's the real advantage. You get to be out enjoying the fresh powder while everyone else has to wait.

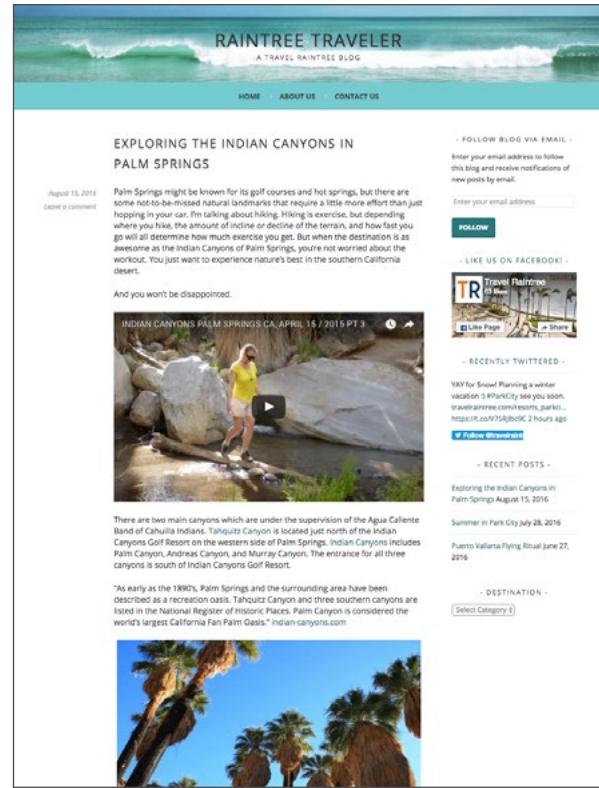
**Peak 2 Peak Gondola:** When you travel, you want to see new things. You want to discover something new. You want to capture the vistas around you. In Whistler, there's no better way to do that than to ride the Peak 2 Peak Gondola between Whistler and Blackcomb mountains. The 12-person gondola travels 4.4 kilometers and lasts 11 minutes. The journey provides unbelievable 360-degree views of rainforests, glaciers, and mountains. Your camera and binoculars are must-have items for this ride.



## If you are looking for more and different information related to our resorts and travel in general, check out [Raintree Traveler](#)

Looking for more and different information related to our resorts and travel in general? Then follow our blog, [Raintree Traveler](#). We publish articles each month that are related to the locations where we have resorts, and travel in general. Recent articles cover topics like the Voladores de Papantla (The Flyers of Papantla) in Puerto Vallarta, exploring the Park City area, and the Guelaguetza festival in Oaxaca. Our upcoming blog post is on the Day of the Dead.

Raintree is always interested in your feedback and ideas. Please let us know if there is something you would like to know more about, that we can feature in an upcoming blog post. If you have written a blog post about the areas where any of Raintree's resorts are located or about travel in general, we would love to feature you on our blog. Contact us at [info@travelraintree.com](mailto:info@travelraintree.com). Please also be sure to follow us on [Facebook](#).



# Share the fun!

We want to hear from you. Show us the fun you have when visiting a Raintree resort.



We love to see our Members enjoying their vacations at Raintree resorts so next time you have a photo you'd like to share, consider posting it to our [Facebook page](#) and adding the hashtag [#funatraintree](#).

Y our family, friends, and you share your fabulous vacation experiences in pictures so why not share them with fellow Members. Whether it's a picture of you diving or ziplining, or enjoying the local cuisine, or relaxing in your room (a little room service perhaps) we'd love to see how you do vacation.

If you are visiting a Raintree resort for a special event like a wedding or birthday, we'd like to see that too so we can celebrate with you.



## E-STATEMENT ENROLLMENT\*

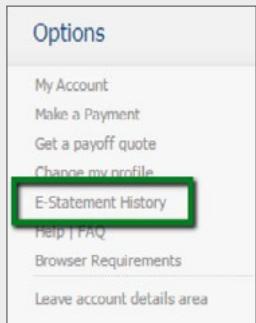
Continuing in Raintree Vacation Club's efforts to "Go Green", Members now have the option to opt in for Electronic Maintenance Fee statements instead of the paper statements that are mailed to the address on file.

Through the maintenance fee section after logging on to [www.raintreevacationclub.com](http://www.raintreevacationclub.com) with their credentials, Members can opt in to these benefits by following the steps below:

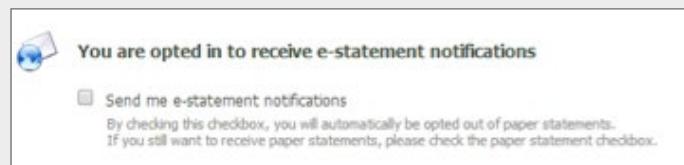
1. Log into [raintreevacationclub.com](http://www.raintreevacationclub.com) using your personalized credentials and click on **"Pay Your Maintenance Fee"**



2. In the Options section, select **"E-Statement History"**:



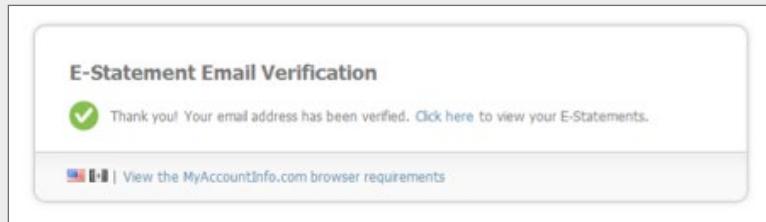
3. This will open your E-Statement
4. Mark the **"Send me e-statement notifications"** checkbox.



5. Members will be sent an email requesting them to confirm the e-mail address. The following messages will display:

\* The email address provided must be confirmed before e-statement notifications can be sent.  
 \* Paper statements will be sent until the email address provided is confirmed.

6. From the email, click the link. The email confirmation page opens:



### IT'S THAT EASY!

Please feel free to contact a Raintree Vacation Guide by calling 1-800-424-6532, or you may contact Member Services via email at [memberservices@raintreeclub.com](mailto:memberservices@raintreeclub.com), if you need assistance with your credentials or logging into Raintree's website.

\*Only available to Members in the United States



SEPTEMBER 2016 | MEMBERSHIP NOTICE

## CURRENCY EXCHANGE LIMIT

Please be aware that the Mexican government ([Sectur](#)) has set limits on the amount of currency that can be exchanged (USD to Mexican pesos) at a hotel. The limits are US\$300 daily for Mexican Nationals, and US\$1,500 daily for all foreigners. There is also a monthly limit for all guests of US\$1,500.

## 3RD PARTY SCAM

Raintree's Member Services department has recently been alerted by some of our Members of several companies claiming to be "Raintree Corporate representatives" contacting Members to collect pending maintenance fees in order to sell, rent, or buy their memberships/weeks. These companies will use fraudulent email addresses that mimic Raintree's email accounts such as "memberservices@raintreevc.com", please note that any communication from Raintree will always use either the raintreeclub.com or raintreeresorts.com e-mail addresses.

We strongly urge our Members to exercise extreme caution when dealing with any companies that promise to sell or transfer your timeshare for an up-front fee or contact you claiming to have a buyer for your timeshare. Despite having professional-looking salesmen and websites, many of these companies are not legitimate.

Please click here to see [Raintree's latest Notice of Scam Companies Contacting Members](#).

Although Raintree has outsourced our Sales and Marketing operations, please remember that Raintree Vacation Club is not affiliated with any third-party timeshare **reseller**. If you are contacted by a company claiming to be affiliated with Raintree Vacation Club and they offer to purchase or rent your timeshare, please contact Member Services at 1.800.424.6532 or 317.805.9167 to report such incidents or to verify the validity of statements made by these companies.

## INTRODUCING RAINTREE MEMBERS TO OUR VENDER PARTNERS

### CONCORD SERVICING CORPORATION

Concord Servicing is a third-party vendor responsible for the billing and collection on Member's Maintenance Fees, Annual Members Fees, and Assessments on Raintree Vacation Club's behalf. Starting in 2015, Members can be contacted by a Concord representative at any time during their Membership with pre-due date courtesy calls, Maintenance Fee payment reminders and ultimately collection calls if the account is past-due. To contact Concord directly Members may call 1-866-859-7206.

### RESORT COMMUNICATIONS INC.

Resort Communications Inc. (ResCom) is one of Raintree's loan servicers; if a Member purchased a Membership and financed any portion of their purchase, the loan may be serviced by Resort Communication Inc. ResCom's loan servicing duties include contacting Raintree Members to bill and collect loan payments. To contact Resort Communications Inc. directly with questions in regards to their loan or to make a payment, Members may call 1-877-230-4734.

### GUSA CAPITAL

Gusa is a third party vendor responsible for servicing the loans of Raintree Members who financed a portion of their purchase after March 2015. Gusa's loan servicing duties include contacting Raintree Members to bill and collect loan payments. To contact Gusa directly with questions in regards to their loan or to make a payment, Members may call 1-866-207-4925.

Gusa is also responsible for the current on-site sales and marketing operations at Raintree's three Club Regina resorts.

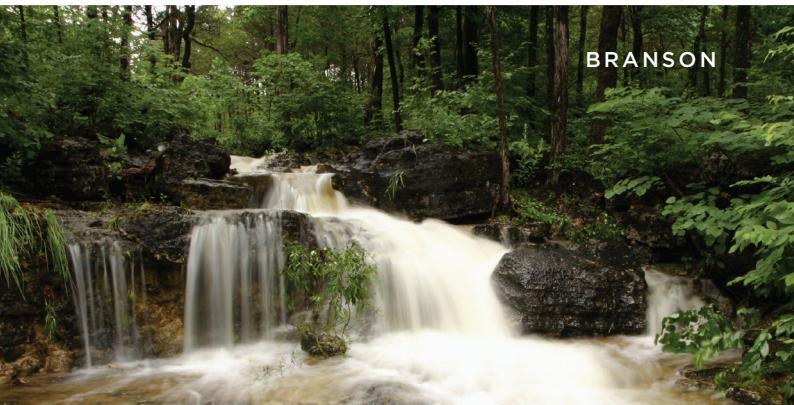
### SFX

Founded in 1992, SFX prides itself in giving you access to the best resorts that the timeshare industry has to offer for unusually low prices. Raintree Blue Members enjoy all the benefits afforded to SFX Platinum Members, including:

- No advance payments; pay only when confirmed
- Discounted exchange fees
- Free Guest Certificates
- Exchange requests without a deposit
- Free room upgrades (when available)
- And much more!

Raintree Vacation Club and SFX have partnered up to bring you the best service in the timeshare industry. To inquire about a Raintree Blue Membership, please send an email to [upgradeinquiry@raintreeclub.com](mailto:upgradeinquiry@raintreeclub.com) and prepare to enjoy a new standard in relaxation and fun with Raintree Vacation Club!

# GO FIND YOUR PARADISE



When it comes to exchange vacation options, RCI has you covered. Whether you prefer hitting the slopes, relaxing on the beach, or admiring breathtaking views, your paradise is within reach with RCI.<sup>1</sup> Start enjoying everything your RCI® subscribing membership has to offer and search for the exchange vacation that's right for you.

**GO** search for your RCI® exchange vacation on  
**RaintreeVacationClub.com** or call **1.800.424.6532** today!

**TIP**

#### PROTECT YOUR POINTS!

Add Points Protection to your exchange vacation, and if you need to cancel your exchange for any reason, you will be refunded 100% of the Points that you used for that exchange.<sup>2</sup>

Participation in the RCI Points® exchange program as a Raintree member requires an additional fee after the first year of membership.

1 These vacations are limited and subject to availability.

2 Points Protection is not insurance.

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