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MEMO TO: Whistler Connection Tour Operator Partners

FROM: Whistler Connection Reservations

RE: Downtown Vancouver Hotel Pick Up/Drop Off for Winter 2018
Please note updated departure times for 2018 Season

A Vancouver stopover for a Whistler visitor can be a popular option and Whistler Connection is able to offer pick up and drop off on our shared transfer program at most downtown Vancouver hotels. We just want to clarify some aspects of this service for all our partners.

Hotels Serviced – Some downtown hotels do not offer any driveway or street vehicle stopping area and cannot be serviced with pick up or drop off. Recent changes to some Vancouver streets to facilitate bike lanes have made this even more challenging. We have made a list of downtown hotels in order to show which hotels can be included in the shared pick up/drop off program. Where a hotel cannot be serviced we have provided the nearest alternative that the clients can use. If a hotel you wish to use is not on this list please contact Whistler Connection and we will advise if pick up and/or drop off is available.

Northbound transfers (en route to Whistler):

Most northbound transfers are carried out by vehicles travelling from the airport to Whistler. Whistler Connection will call all clients at their Vancouver hotel the day prior to confirm pick up arrangements. **If a client is not staying at the pick-up location the night prior, it is imperative that they call Whistler Connection the day prior to confirm arrangements.** We encourage the client to provide, either via the tour operator or to us directly, a cell phone number we can use to call them in case of any transfer delays or in case we are unable to find them.

Northbound Times Offered Are: 0900, 13:00 & 16:00

Exact times may vary depending on hotel location and airport operations

Southbound transfers (leaving Whistler):

Passengers are to refer to their departure time in their travel documents provided by their tour operator. **If a passenger would like to reconfirm their pick up time; please email us at info@whistlerconnectiontravel.com or call 604-938-9711 at least 72 hours prior to departure.** If a passenger wishes to change a pre-arranged pick-up time, this will be subject to availability and we recommend they call as far in advance as possible in order to obtain the time they desire.

Southbound Times Offered Are: 10:00, 13:00 & 16:30

Exact times may vary depending on Whistler hotel location