

**THE WESTIN**  
RESORT & SPA  
WHISTLER

## THE WESTIN RESORT & SPA, WHISTLER OWNER INFORMATION PACKAGE

Introduction P2

Hotel Overview P2

Owner Benefits P7

Financial Statement and Distributions P9

Reservations Guidelines P16



# INTRODUCTION

Welcome as an owner to The Westin Resort & Spa, Whistler! Below is some general information that will be helpful for new owners and/or a refresher for existing owners. If you have any questions, do not hesitate to contact myself, Lindy Chapman - Owner Relations Manager. I will be your direct contact at the hotel for any of your questions, bookings, or inquiries.

My contact details are as follows:

Direct line 604-935-4302

[owner.relations@westinwhistler.com](mailto:owner.relations@westinwhistler.com)

Office Hours are typically Monday to Friday 8:30am – 5 pm with statutory holidays off. Please ensure all owner related requests are done through Owner Relations directly during these office hours.

## HOTEL OVERVIEW

### MARRIOTT INTERNATIONAL, INC.

The Westin Resort & Spa, Whistler is classified as a “franchise” property which is a strata titled property (managed by OHR Whistler Management Ltd) operating under the Westin brand. As a franchise property, there are no benefits or special privileges extended to unit owners for other Marriott properties.

Westin is a high-end hotel brand owned by Marriott International, Inc. Marriott is the world’s largest hotel company, with over 6,000 properties in 120 countries and territories. Today, the company’s presence in Canada has grown to more than 214 properties spanning 19 brands, including: The Ritz-Carlton®, W®, JW Marriott®, Marriott Hotels®, Westin®, Renaissance® Hotels, Sheraton®, Delta Hotels by MarriottSM, Autograph Collection® Hotels, Courtyard®, Four Points® by Sheraton, SpringHill Suites®, Fairfield Inn & Suites®, Residence Inn®, TownePlace Suites®, Aloft®, and Element®. The company also operates award-winning loyalty programs: Marriott Rewards®, which includes The Ritz-Carlton Rewards®, and Starwood Preferred Guest®.

The room decor conforms to The Westin brand standard and cannot be altered by individual unit owners. This ensures consistency throughout the hotel and meets the expectations of our guests.

### HOTEL MANAGEMENT AND OVERVIEW

The Westin Resort & Spa is a strata condo hotel comprised of 588 strata lots, 419 of which are condo hotel strata lots and used as hotel suites. The Hotel is operated by Evolution Hospitality (OHR Whistler Management Ltd. - The Hotel Manager). The Hotel Manager and each of the owners are parties to a Hotel Management and Rental Pool Agreement for the provision of management services respecting the hotel operations. The Hotel Manager has operated the Hotel since inception.

The Developer and the original registered owner of the lands was Cressey Whistler Project Corporation (“Cressey”). Cressey continues to maintain ownership of the other 169 strata lots such as the lobby, restaurant, meeting rooms, the lounge, retail stores, employee housing and the parkade. The Strata Corporation entered into 99-year leases with Cressey to lease the Lobby, Restaurant, meeting rooms at 4.0% of gross revenues. The Strata Corporation then sub-leased these strata lots directly to the Hotel. The Hotel has also entered into smaller leases directly with for the employee housing, sales office and cafeteria, as well as the Health Club.

The General Manager of the Hotel is primarily responsible for the operation of the Hotel on a full-time basis and is supported by his Executive Committee members and Leadership team. The Hotel also has an Owner Relations contact, a person responsible for corresponding with owners as well as handling owner reservations and booking requests. The Manager has entered into a License Agreement with Westin Hotel Management L.P. The Hotel is a Westin Franchised property and falls under the Marriott umbrella

## **PHASE II – RESTRICTIVE COVENANT**

Phase II is a restrictive covenant that the Resort Municipality of Whistler (RMOW) has applied to many hotels in Whistler. It restricts the owner usage to 28 days in the summer season and 28 days in the winter season (total of 56 days a year). The owner must reserve 6 months in advance to ensure they get the booking dates they request. When the owner uses their unit, it is taken out of the rental pool. The terms of the Phase II Rental Pool Covenant are described in the “Seasonal Residential Use” section of the covenant. Also, on any given night the total owner’s usage may not exceed 50% of the strata lots.

This covenant is good for Whistler as it preserves a high inventory of warm beds, and allows a high turnover of visitors, something that other resort towns do not have.

The Phase II Covenant means owners are **not** allowed to rent out their unit(s) themselves. It is the hotel’s responsibility to rent out any available inventory on behalf of the owners to the public. Owners may have guests stay in their unit but are not able to accept financial gain from this. A copy of the Phase II covenant is available upon request.

## **STRATA AND OWNER COUNCIL**

The Owner Council (OC) discusses topics directly related to hotel owners and their units, such as hotel operations, owner concerns, upcoming projects for areas leased or owned by the hotel owners. The Strata Council (SC) involves all different types of strata lot owners and discusses topics related to the retail space, parking, and common areas. Meetings are typically held in Vancouver on the last Wednesday of every other month. Owners are welcome to attend SC meetings but need to arrange with the Property Manager for an invitation to the OC meetings.

The SC is governed by the Strata Property Act and is represented by a Strata Manager, who is separate and independent from the Hotel Manager. The Strata Manager is Whistler Resort Management (WRM).

Current members of the owner council are:

Surrinder Chahl, Eric Foos, Derek Lee, Edwin Shiu, Gary Wong, Brent York, Mick Slivecko

Current members of the strata council are:

Surrinder Chahl, Eric Foos, Derek Lee, Edwin Shiu, Gary Wong, Brent York, Mick Slivecko

## **HOTEL COMMUNICATION/INFORMATION**

The Hotel Financial Operating Summary and the Hotel Expenses are posted between the 20<sup>th</sup> and 25<sup>th</sup> of each month on the owner's website under Report on Business. The monthly financial statements for your unit are posted under Monthly Statements.

The general manager also emails a periodic update to all the owners.

The owner's website is a great source of information and is updated regularly with information.

<https://westinwhistler.ownerrelations.com/>

## **SOCIAL MEDIA**

Social media is extremely influential in how travellers now make travel decisions. Feedback from other guests is just as important as our own communications. If you have a spare moment, please share your positive feedback on Trip Advisor ([www.tripadvisor.com](http://www.tripadvisor.com)), it takes just a few minutes and no account set up is necessary. This has become an important part on how potential guests decide which hotel they are going to stay at for their vacation.

It is best to address any service-related matters right away during your stay. Either contact Owner Relations, Guest Experience Director, or the Manager on Duty at the front desk to assist in addressing any concerns or positive criticism immediately.

You will also get a survey from Marriott a few days after your departure. This survey also takes a few minutes to complete. Your good ratings will assist us in driving more business.

Lindy Chapman, Owner Relations Manager – Dir# 604-935-4302  
[owner.relations@westinwhistler.com](mailto:owner.relations@westinwhistler.com)

Manager on Duty – Dir# 604-935-4332

## **CLEANING FEES**

While staying as an owner, there are no extra check out cleaning fees that an owner will have to pay at the end of each stay.



## **PET FRIENDLY HOTEL**

As part of the Westin's brand standards, we are a pet friendly hotel. There are no fees for owners or regular guests who wish to bring their pets to the hotel. We provide a Heavenly Dog Bed with food and water dishes for their check in. We do require a pet waiver to be signed at check in.

## **PARKING/SKI VALET**

All guests, including owners, may use the valet & self parking options, as well as ski & bike valet services. There is an additional cost for owners as these services are operated by third parties.

## **OWNER LOCKERS**

You will have access to your personal owner locker which is in your specific unit. You would have received your keys at time of completion/possession when purchasing your unit. Owner Relations does not keep a master key or spare copy of the owner lockers keys unless provided by the owner. We do recommend keeping a copy with Owner Relations because if access is required (ex renovations), the cost of a locksmith may be incurred by the owner. The hotel is not responsible for the contents of the locker.

## **INSURANCE**

For greater clarity, unit owners do not need to purchase any additional insurance for their units unless they want coverage for their owner lockers. The owner locker within your unit is the only area not covered by the hotels insurance policy. If you are storing anything valuable in your owner locker, we strongly recommend that you purchase additional insurance, or you can update your residential policy. The Hotel will not be responsible for any lost or stolen items from the locker. A copy of the latest hotel insurance certificate is included in the annual Notice of AGM package that was sent out. The Notice of AGM is also posted on the owner's website.

## **NON-RESIDENT OWNERS**

NR4 forms are prepared by Owner Relations and approved by the finance department before being sent out to owners. We aim to have the NR4's sent out by e-mail to all non-resident owners by early March.

Submit the NR4 and your December monthly financial statement to your accountant for your income tax preparation. The hotel will directly submit a copy of all NR4's annually to Canada Revenue Agency (CRA).

We were informed in February 2013 that Form 805 Non-Resident Waivers are no longer required and we will no longer be issuing them.

The Hotel will not provide any recommendation or guidance to any owner (Canadian or Non-Resident) related to income tax filing. Owners should seek professional support for annual tax filing.

## **GST/PST**

The hotel submits to Canada Revenue Agency (CRA) on behalf of owners all the taxes collected on revenues, net of input tax credits. It is recommended that individual owners file an annual GST form with a “Nil” balance.-The Hotel also remits all Provincial Sales Tax to the Ministry of Finance.

The Hotel upon request will provide a GST form 506 “Election and Revocation of an Election Between Agent and Principal”. The Owner is not required to submit the form to CRA but should keep the form in case of an audit.

<https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/gst506.html>

## **PROPERTY TAX**

The hotel pays the property tax on behalf of the owners on the due date set by the Resort Municipality of Whistler. Property taxes are reflected on your monthly financial statements. From January to June, we deduct monthly based on the forecasted tax amount. After we receive the property tax notice, there will be an adjustment to reflect the actual amount due.

The only exception to this is when the owner’s unit is in a deficit balance at the end of April. We would then ask those owners to bring their unit to a zero balance prior to our payment of the property taxes. Otherwise, the owner will be personally responsible to pay the property taxes directly to the Municipality.

The amount shown on your property tax notice is based on your unit only. The amount of property tax we deduct also includes your proportionate share of the hotel leased & common area’s taxes as well.

# OWNER BENEFITS

- 50% off food and non-alcoholic beverages in both the Grill & Vine Restaurant and Fire Rock Lounge.
  - Take out from the Grill & Vine or Fire Rock, Grab & Go items, In-Room Dining, and Refreshment Centre are not included for the 50% off discount
  - 4 people maximum per unit owned is set on this discount
  - Non-transferrable for OWNERS only – please present your Owner's Resort Card to your server. If you do not have your card with you, the full amount will be charged and non-refundable.
  - Meals can be charged to the room if staying at the hotel or settled by card (credit or debit). Discount must be applied at the time of paying the bill in the restaurants and cannot be adjusted at front desk
  - Discount is also available to owners not staying at the hotel
  - Excludes Christmas Day Brunch, Christmas Dinner, New Years Dinner, and any Specialty Menus
  - Please note that an automatic 20% gratuity will be added to your Grill & Vine or Fire Rock bill. The gratuity is on the full amount of the bill prior to the discount being applied
- Complimentary wireless internet
- VIP bathroom amenities in room
- Evening housekeeping service available on request
- Friends and Family rates available on request for The Westin Resort & Spa, Whistler subject to availability
- Parking Discounts
  - Owners receive a discounted parking rate of \$30+tax/night for self parking, or \$34+tax/night for valet parking (Subject to change)
  - Valid for owner pool bookings only

## Retail Discounts:

- The Spa at Whistler: 20% off regular priced treatments (blackout dates may apply – please make a booking in advance)
- 15% discounts on your purchases at the “Shops at the Westin”. Please present your Owner's Resort Card for discount (some restrictions may apply)
- 10% at Whistler Blackcomb store. Please present your Owner's Resort Card for discount (some restrictions may apply)

Owners may use the hotel facilities free of charge year-round (even if you are not staying at the hotel). These facilities include the indoor/outdoor all-season pool, gym, and soothing hot tubs. To use the facilities (if you are not staying at the hotel) you will need to present your Owner's Resort Card to the front desk agent, and they will provide you with a key to access the gym and pool areas.

## **OWNER'S RESORT CARDS**

An Owner's Resort Card can be issued to each owner on title for your unit. Owners must present their Owner's Resort Card to receive benefits outlined above. If you lose your Owner's Resort Card, it will take Owner Relations one week to order you a new card.



# FINANCIAL STATEMENT AND DISTRIBUTIONS

## DISTRIBUTIONS

Individual Owner’s Distribution Share means, for each Owner, a fraction of the Cash Available for Distribution multiplied by a fraction whose numerator is that Owner’s Individual Owner’s Distribution Entitlement and whose denominator is the aggregate of all Owners’ Individual Owner’s Distribution Entitlements, provided that if any Individual Owner’s Distribution Entitlement is a negative amount it shall be deemed to be zero for the purposes of determining either the numerator or the denominator of such fraction.

The Reason for the current distribution method versus a distribution based on IUD is because the latter does not take into account owner’s usage. For example, an owner can have a high IUD but a low cash available for distribution due to high owner’s usage.

### EXAMPLE

Owner	\$5,000	Cumulative Funds Held for Owner
Total 400 Units	\$2,000,000	Cumulative Funds for all 400 Owners
$\$5,000/\$2,000,000 = .25\%$		

$\$100,000$  (total distributed amount, this amount varies each month - presented as part of the budget process)  $\times 0.25\% = \$250$  Distribution for Owner

The total distribution amount is prepared by Hotel Management each year during the budget process and not adjusted based on the month-to-month results. The monthly distribution amount for each unit is based on the “Cumulative Funds Held for Owner/Owed by Owner”. The “Cumulative Funds Held for Owner/Owed by Owner” is the balance on your account each month. The balance will fluctuate with the season (typically highest after the busy winter season) and with owner usage. The higher your “Cumulative Funds Held for Owner/Owed by Owner” balance is, the larger your distribution will be with this formula.

If you are set up on direct deposit with a Canadian bank account, you will receive the distribution on the 25<sup>th</sup> of the month. If you are not set up with direct deposit, a cheque will be mailed out shortly after the 25<sup>th</sup> of the month.

Review your “Cumulative Funds Held for Owner/Owed by Owner” on your last monthly financial statement. This amount must be in a positive balance to receive a distribution in the following month. Also, the distribution amount must be more than \$25 to be paid out.

Payout/Distribution must be a minimum of \$25 to receive any payment.

**DEFINITIONS:**

- Cash Available for Distributions
  - How much the unit has earned during the month
- Distribution
  - How much has been paid out through distributions
- IUD
  - Interest Upon Destruction, based on the value of each strata lot in relation to the total value of all the strata lots (and not in relation to the area of the strata lot). Where revenues are “POOLED”, the income distribution is determined by the unit’s Interest Upon Destruction.

**SAMPLE OF UNIT EARNINGS**

*Cash Available for Distribution  
(before contribution to Capital Upgrade Funds)*

In the past 10 years, the cash available for distribution (profit) generated for the different room types is as follows:

	<b>Deluxe Studio Suite (98 IUD)</b>	<b>One Bedroom (122 IUD)</b>	<b>Two Bedroom Suite (215 IUD)</b>
2021	\$5,869	\$8,230	\$14,341
2020	\$1,832	\$8,888	\$15,616
2019	\$15,997	\$23,459	\$47,914
2018	\$16,538	\$10,096	\$50,103
2017	\$20,789	\$25,903	\$49,364
2016	\$17,039	\$25,476	\$22,988
2015	\$9,453	\$11,995	\$16,934
2014	\$7,446	\$9,193	\$13,114
2013	\$5,108	\$7,025	\$10,661
2012	\$3,952	\$5,625	\$12,304

\*\*Please note that the above amounts assume the owner did not use their unit during the year. The cash available for distribution (profit) for each room type above will vary for each unit, mainly based on the IUD for that unit.

For example, if your unit is 90 IUD and there was no owner usage for your unit during the year while assuming cash available for distribution is \$9 million for the year, then your unit’s share would be \$9 million/46,048 (total IUD) x 90 = \$17,590.34. Your return on investment would be \$17,590.34 / your purchase price.

Funds Distributed During the Year

In the past 10 years, the funds distributed during the year for each room type is as follows:

	<b>Deluxe Studio Suite (98 IUD)</b>	<b>One Bedroom (122 IUD)</b>	<b>Two Bedroom Suite (215 IUD)</b>
2021	\$0	\$0	\$0
2020	\$2,998	\$4,281	\$8,628
2019	\$12,669	\$21,000	\$41,526
2018	\$14,258	\$21,090	\$40,479
2017	\$11,525	\$15,042	\$28,788
2016	\$6,107	\$7,906	\$15,420
2015	\$6,157	\$7,803	\$14,249
2014	\$5,740	\$7,357	\$13,479
2013	\$5,930	\$8,029	\$14,826
2012	\$5,448	\$7,283	\$13,509

\*\*Please note that the amounts distributed will vary depending on relative cumulative balances of each unit and dependent on owners' usage to date.

Distributions are after all property taxes, Whistler resort fees, insurance, and strata fees have been paid for. The only cost not paid for is your cost of financing your purchase, if any.

Important Change to Owner Privileges when their Entitlement Balance is Negative:

At the December 4, 2013, Special General Meeting, a motion to add Clause 6.12 to the Hotel Management Agreement was passed. Owners will risk losing booking privileges and services if their entitlement balances are negative. Clause 6.12 reads as follows:

6.12 Deficiencies. If an Owner's Individual Owner's Distribution Entitlement is a negative amount, then:

1. such Owner shall not be entitled to receive any distribution of Cash Available for Distribution.
2. upon written notice from the Manager such Owner shall promptly remit to the Manager an amount equal to such negative balance.
3. the Manager shall be entitled to decline any booking request received from such Owner.
4. the Manager shall be entitled to refuse to provide guest room services to the Owner's Strata Lot while being used by the Owner of its invitees.
5. the Manager shall be entitled to refuse to provide the Owner with access to its Strata Lot unless the Owner immediately remits to the Manager an amount equal to such negative balance; and
6. if the Owner with the negative balance is also the registered owner of a Strata Lot for which the Owner's Individual Owner's Distribution Entitlement is a positive amount, upon written request of the Owner, the Manager will set off the negative balance against the positive balance and provide the Owner with documentation in respect thereof.

## FINANCIAL STATEMENT LINE BY LINE

### REVENUES

#### *Rooms*

Revenues generated from all the segments such as individual travellers, groups, and wholesalers. This also includes incremental revenues generated from Marriott Bonvoy Guests.

#### *Food & Beverage*

Revenues generated from the Grill & Vine Restaurant, Catering, In-Room Dining, Grab n' Go and Refreshment Centre

#### *Other*

Telecommunications: revenues generated from long distance calls: 1-800 calls and internet  
Sub –Rentals: revenues generated from movies, ski-lift tickets, golf packages, owners' share of parking revenues attrition and cancellation

### ABOVE LINE EXPENSES

#### DEPARTMENTAL EXPENSES

#### *Rooms*

The cost of labour and expenses for the rooms division

- Rooms Labour: represents management, front office agents, reservations agents, housekeeping attendants, laundry attendants, door and lobby attendants
- Expenses: direct expenses for rooms such as guest room supplies, laundry dry cleaning, travel agent commissions, cable, uniforms, etc.

#### *Food & Beverage*

The cost of labour, food & beverage cost of sale and expenses for the F & B division

- Rooms Labour: represent management, Grill & Vine service, Banquet service, In-room dining attendants, refreshment center attendants, culinary and stewarding
- Cost of food and beverage, the cost associated with the purchase of goods
- Expenses: direct expenses for F & B such as laundry, cleaning supplies, china and glassware, audio visual expenses, promotions etc.

#### *Telecommunications*

Expenses: long distance cost, cost of trunk line

#### *Sub-rentals*

The expenses represent the cost of movies and ski valet

## *UNDISTRIBUTED EXPENSES*

### *Administrative and General*

The cost of labour and expenses for the administrative and general departments as follows:

- Labour for the Executive Office, Finance, Human Resources, Security, Information Technology
- Direct Expenses such as printing and stationery, professional fees, bank charges, system support, recruitment

### *Credit Cards Discounts*

The fee associated with processing the credit cards

### *Sales & Marketing*

The cost of labour and expense for the Sales & Marketing department as follows:

- Labour for the Sales Managers and Conference Services Managers
- Direct expenses such as collateral, advertising and trade shows

### *Property Maintenance*

The cost of labour and expenses as follows:

- Labour cost for the engineers
- Direct expenses such as kitchen requirement repairs, painting and decorating, light bulbs, landscaping, snow removal, mechanical and electrical

### *Utilities*

The cost of electricity and gas

## **BELOW LINE EXPENSES**

### *FIXED EXPENSES AND OTHER*

#### *Management Fee*

The fee paid to the Manager (OHR Whistler Management Ltd). as outlined in the Hotel Management Agreement.

#### *Continuing License Agreement - Westin Fees*

The fee paid to Westin Hotels & Resorts. This fee is calculated as a percentage of room revenues.

#### *Commercial Leases*

This expense is paid to the landlord for the lease of the lobby, restaurant, ballroom and meeting rooms. This is calculated as a percentage of the total hotel revenues. There are other lease payments to the landlord for areas used for staff housing, health club, sales office and cafeteria space.

#### *Equipment & Other Leases*

This line covers operation's leases such as cell phones and mikes used for communication within the hotel and the hotel shuttle lease.

*Strata Fees & Contingency Reserve*

This fee covers the following:

- Contingency Reserve Fund (CRF) contributions
- Whistler Resort Management (WRM) fees
- Strata Audit
- Asset Manager fee

*Tourism Whistler Fee*

Fee paid to Tourism Whistler. Tourism Whistler uses the funds for marketing and advertising of the Resort.

*Property Tax*

The property tax is calculated based on a revenue bell curve from January to June. The amounts are deducted from the owners during this period. Once the property tax invoice is received from RMOW an adjustment will be made on the owners' statement to reflect the difference between the actual and accrued figures deducted. Please note that the amount showing on the individual owner's statements will differ from the original invoice. The variance reflects the property tax for the common area lease that is charged and paid by the owners.

*Insurance*

The amount paid to insure the property and its contents. The personal contents kept by the owner in the private lockers in the owners' suites are not covered by this insurance.

*MISCELLANEOUS CHARGES & OTHER*

*Depreciation and Add Back Depreciation*

This amount represents the depreciation amount for all capital purchases. Considering that the depreciation amount is a non-cash item it is added back since it has no impact on cash available for distribution. The purpose of showing the depreciation amount is so owners could use this amount if they choose so when filing their personal income tax.

*FF & E Reserve*

This reserve is for the replacement of any furniture, fixtures, and equipment as well as a reserve for the repair and maintenance of the Hotel's physical facilities. The owners authorize the Manager to utilize the FF&E reserve for such purposes subject to the approved Operating Plan and Budget by OC. The FF&E reserve is for the benefit of all hotel strata lots collectively and not for each individual strata lot. The reserve is calculated as a percentage of the gross revenues:

- 4-6% of the gross hotel revenues, as approved by your OC each year

*FF&E Reserve – Upgrade Capital Fund*

*These are the funds committed and spent on the hotel renovations from the Upgrade Capital Fund that was held back*

*Property Tax Adjustment*

Adjustment of the property tax collected to match the actual cost once determined from the RMOW



*CASH AVAILABLE FOR DISTRIBUTION*

*Distributions during Current Month*

Amount paid out to the owner of this unit this month

*CUMULATIVE TOTALS*

Cumulative Profit/Loss from March 17, 2000: total amount earned by this unit since the opening of the hotel

*Distributions to Date*

Cumulative amount paid out to the owner of this unit since the opening of the hotel

*Cumulative Contribution to Capital Upgrade Fund*

Contributions to fund future hotel renovations and long-term capital needs made by the owner of this unit which was established for long term capital needs.

*Working Capital Reserve*

The Manager will establish and maintain a Working Capital Reserve from time to time for anticipated seasonal or other shortfalls in an amount approved by the Hotel Owners Council.

*Cumulative Undistributed Funds*

Remaining balance of funds for this unit held to cover shortfalls for the balance of the year

*Gross Revenue Calendar*

This area shows the unit's daily revenue before expenses

# OWNER RESERVATIONS GUIDELINES

## OPTIONS FOR RESERVING YOUR UNIT

All booking requests will be made through the owner's website, but owners can always e-mail Owner Relations to check availability etc. Then the request is confirmed back to the owner through the website with the confirmation number or it would be declined as we were not able to accommodate the request.

When owners make the reservations during the Booking Calendar times, they are guaranteed their units and the dates requested. After the deadlines, we hand over the remaining hotel availability to the sales & reservations departments to sell and maximize revenue for the owners. Owners can make booking requests after these times, but it is based on availability and their unit isn't guaranteed. Below are the official booking rules.

An owner can book their unit for a guest using the rental pool if they provide Owner Relations with the full name in advance or fill in the guest's information on the booking request page on the owner's website.

## CALENDAR BOOKINGS

In the middle of March, Owner Relations will send out an e-mail notifying owner they can start booking for the upcoming winter season. The deadline is always April 15<sup>th</sup> to submit booking requests for the winter season.

In the middle of October, an email will be sent out for the following summer season with a deadline of November 15<sup>th</sup>.

*Winter Season* – November 16 – April 15 (April 15<sup>th</sup> booking deadline)

*Summer Season* – April 16 – November 15 (November 15<sup>th</sup> booking deadline)

If you book by the deadline dates, your unit is guaranteed. It is important to ensure the correct dates when booking, especially over peak time periods as hotel availability can be booked up quickly.

## WITHIN 30 DAYS RESERVATION REQUEST

After the deadline passes for owner bookings, we release the remaining inventory to the hotel to sell (wholesale, groups, transient reservations etc). If an owner has **not** made their requests by the deadline dates of the above process the owner, then has to wait until 30 days out from the requested dates and can make their request only if the hotel is forecasting to be less than 80% occupied for the requested dates.

Contact Owner Relations directly to make any adjustments or cancellations. Do not contact reservations for any booking related inquiries or changes as they do not have access to the owner's website. You can contact the Owner Relations Monday – Friday 8:30 am - 5 pm (excluding statutory holidays).

Lindy Chapman, Owner Relations Manager – Dir# 604-935-4302  
[owner.relations@westinwhistler.com](mailto:owner.relations@westinwhistler.com)

### *DISCOUNTED RATES*

Included in the owner benefits are Owner Pay rates and Owner Friends & Family rates.

Owner Pay rates are discounted rates available to owners who would like to book an additional room to their owner pool reservation while staying on property. There is a maximum of one room booked under the Owner Pay rate per unit owned and any additional rooms would have to be under the Owner Friends & Family rate. The discounted rate is only available when the owner stays on property and for Deluxe Studio Suites or One Bedroom Suites (not for larger room types).

All other discounted reservations would be under the Owner Friends & Family rate. The discounted rates are subject to availability and **will not** apply during peak seasons such as Christmas, New Year's, Presidents Week, Easter and Spring Break weeks, long weekends, or any other peak times through the year. Rates are subject to change at any time.

Please be in touch with Owner Relations for more details on the specific rates and availability.

### *CANCELLATIONS*

Spring/Summer bookings (April 16-November 15) have a 14-day cancellation policy. If you cancel within 14 days of your arrival date, the unit will remain out of the rental pool and the reservation will be cancelled.

Fall/Winter bookings (November 16-April 15) have a 30-day cancellation policy. If you cancel within 30 days of your arrival date, the unit will remain out of the rental pool and the reservation will be cancelled.

If you are not able to arrive for your scheduled booking without notice, the unit will also remain out of the rental pool.

### ***WHILE STAYING AT THE WESTIN RESORT & SPA, WHISTLER***

If you do have concerns during your stay, it would be appreciated if you could share it with us (Andrew Misquitta - Guest Experience Director, Lindy Chapman - Owner Relations Manager, or the Manager on Duty) as your constructive feedback will assist us in rectifying the challenge during your stay as well as in training with our transient workforce.

Lindy Chapman, Owner Relations Manager – Dir# 604-935-4302  
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