

Last Updated: July 10, 2020

Member Update: COVID-19 (coronavirus)

Dear Members,

Tourism Whistler remains committed to keeping you informed as the situation with COVID-19 evolves. New information, updates and resources are detailed below.

Know Before You Go Resources

This summer, it will be more important than ever for visitors to do their research and plan ahead. Help guests prepare for their time in Whistler by encouraging them to review the information available in these handy resources:

- [Doors Open Directory](#) – Provides up-to-date information about what is open in Whistler and what enhanced safety protocols are in place across the resort.
- [Whistler.com/summer](#) – Outlines the guidelines and changes we are asking of everyone who spends time in Whistler this summer.
- [Whistler.com/COVID](#) – Contains local, provincial and federal information and updates related to travel.
- [Whistler Insider Know Before You Go Blogs](#) – A new blog series on whistler.com full of tips and tricks to help visitors get the most out of their Whistler vacation.

Please ensure your business is represented on the Whistler Doors Open Directory by completing the [COVID-19 Member Information Form](#) on the member website. Members are also encouraged to keep their [Google My Business](#) and [Trip Advisor](#) listings up-to-date with key information, such as your hours of operation.

Remind Visitors of Dr. Bonnie Henry's Travel Manners

Let's help our visitors remember the health and safety precautions they have gotten used to practicing at home should continue while they are in Whistler on vacation this summer. Help spread the word by sharing Dr. Bonnie Henry's [Travel Manners](#):

- Check before you go
- Fewer faces in bigger spaces
- If sick, stay home
- Wash your hands
- Keep a safe physical distance
- Come prepared, bring supplies
- Respect travel advisories

Help our Visitors Be Bear Smart

Many visitors who come to Whistler want to see bears during their trip, so let's work together to ensure we are educating our guests on safe bear viewing practices. Check out the new RMOW Bear Smart flatsheet available on the [Front Line information page](#) on the member site, and if guests are looking to view bears while in resort, please encourage them to sign up for a [Bear Viewing Tour](#).

2020 Whistler Farmers' Market Update

The Whistler Farmers' Market has returned with a new location at the Squamish Lil'wat Cultural Centre and with enhanced COVID-19 safety protocols in place. Learn more [here](#).

Additional Information & Resources

- [COVID-19 Information & Resources for Members](#)
- [Resources for Front Line Staff](#)
- [COVID-19 Member Toolkit](#)

Recommended Key Messaging

At this time, Tourism Whistler recommends the following key messaging:

- Now that British Columbia has transitioned to Phase 3 of the province's Restart Plan, Whistler is excited to welcome visitors back to the resort this summer.
- Whistler is committed to upholding the highest standards in health and safety to protect our visitors, staff and our community. This means local businesses and experiences will be operating with new guidelines and safety protocols in place.
- This summer more than ever, it will be important to plan ahead and know before you go. Visit the [Whistler Doors Open Directory](#) to for up-to-date information about what is open in Whistler and the [Whistler Insider](#) blog for tips to help with trip planning.
- While many restaurants, pubs and cafes are open, capacity will be limited so visitors should make reservations, or consider dining during non-peak times. Grabbing takeout is another great option.
- We ask all visitors to be patient and understanding this summer, and to explore Whistler responsibly and mindfully. Learn about the guidelines and changes we are asking of everyone who spends time in Whistler this summer at whistler.com/summer.
- With so much to do in Whistler, visitors are invited to extend their stay and to try visiting midweek when the resort is typically quieter and good value on

accommodation can be found. Whistler summer vacation deals and packages are available [here](#).

- If you have any [symptoms](#) associated with COVID-19 or have been in contact with a known case, we ask that you please postpone your visit. We also ask visitors to continue following the recommendations of health authorities to keep themselves and others safe while in Whistler, including physical distancing and frequent hand washing.
- Information and resources for travellers is available at whistler.com/covid.

Additional questions can be directed to membercommunications@tourismwhistler.com.