

Last Updated: March 25, 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.

Government Response

The Government of Canada has issued an order that Canada will deny entry to travellers who are not Canadian citizens or Permanent Residents arriving from the US until **April 21, 2020**. Travellers from any country besides the US will be denied entry to Canada until **June 30, 2020**. For an overview on the **national response** to the COVID-19 outbreak, including travel advisories and Canada's COVID-19 Economic Response Plan, visit [Coronavirus Disease \(COVID-19\): Canada's Response](#).

For an overview of the **provincial response** to COVID-19, including measures that have been put in place to mitigate the spread of the virus, and support available for British Columbians, visit the BC government's [COVID-19 Provincial Support and Information](#) page.

In Whistler, the RMOW has closed all non-essential facilities and suspended all programs and events until further notice. Playgrounds, skate parks, tennis and basketball courts, and all gathering areas in parks have also been closed. Details are available at whistler.ca/covid19.

BC Parks Closures

On March 24, BC Parks announced that they have closed a number of Parks across the province including Stawamus Chief Provincial Park, Shannon Falls Provincial Park and Joffre Lakes Provincial Park. These closures are in addition to a previous suspension of services and facilities in provincial parks, including visitor centres, nature houses, washrooms and day-use areas. Additional information is available on the [BC Parks website](#).

Tourism Whistler Updates

Tourism Whistler continues to acknowledge now is not the time for travel. At this time, we are encouraging visitors to stay home and to follow the advice of health authorities. Once we all get through this together, we look forward to welcoming our guests back to Whistler with open arms.

While Tourism Whistler has suspended all proactive advertising campaigns, the Marketing team continues to support new web, blog and social media content. Content development is focused on three key themes at this time: **COVID-19 Communications**, **Whistler at Home** and **Calming Mountains**. View details and opportunities for your business [here](#).

Members can also view the details of our **Response, Recovery, Resilience** marketing strategy [here](#).

The renovation at the **Whistler Conference Centre** has been put on hold. Construction will resume when the COVID-19 situation subsides.

To help support Members through this challenging time, the **Whistler.com** core team, who is presently handling all cancellations and rebooking reservations for future dates where possible, is also available for white label call centre services. If your reservations team needs support, please contact Tory Kargl at tory@whistler.com or 604.966.3223.

Additional Resources

COVID-19 information and resources for guests is available at whistler.com/covid, including the **COVID-19 Business Impact in Whistler** document. This document is being updated daily and provides an overview of how businesses in the resort are modifying their operations in response to COVID-19. Please keep us informed by emailing operational changes to reservations@whistler.com.

COVID-19 information and resources for Members is available on our [member website](#).

The Province has created a dedicated phone service to provide British Columbians with non-medical information about COVID-19, including the latest information on travel recommendations and social distancing. Information is available in more than 110 languages, seven days a week between 7:30 am-8 pm, at 1-888-COVID19 (1-888-268-4319) or via text message at 1-888-268-4319.

Additional COVID-19 information for travellers is available at hellobc.com.

For additional information on federal and provincial programs to support businesses, workers and economic recovery, see resources provided by the [Whistler Chamber of Commerce](#).

Recommended Key Messaging

At this time, Tourism Whistler is recommending the following key messaging:

- Given the heightened government and health restrictions announced to mitigate the spread of COVID-19, now is not the time for travel.
- Please stay home and follow the advice of health authorities to keep yourself and others safe. Do your part now, so we can all explore Whistler again later.
- Whistler looks forward to welcoming all our guests back with open arms once we get through these challenging times together.

- Whistler Blackcomb remains closed, with the possibility of reopening in late April/early May, depending on the situation with COVID-19 and weather conditions.
- Many other businesses in Whistler, including restaurants, accommodations, activity operators and retail stores, are also suspending or modifying their operations. Details available at whistler.com/covid.
- The Whistler Visitor Centre is closed until further notice; however, visitor servicing is available via the [Ask Whistler](#) mobile chat service, and Whistler.com call centre agents, who are available to assist guests by phone at 1.800.944.7853.
- Anyone with questions related to COVID-19 or public health in Whistler should consult [Vancouver Coastal Health](#), the health authority for our region.

COVID-19 Information Resources:

- Vancouver Coastal Health - <http://www.vch.ca/about-us/news/vancouver-coastal-health-statement-on-coronavirus>
- BC Centre for Disease Control - [http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel))
- Public Health Agency of Canada (PHAC) - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
- HealthLink BC - <https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>
- World Health Organization - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Destination BC - <https://www.destinationbc.ca/news/coronavirus-update/>
- Whistler Chamber of Commerce - <https://www.whistlerchamber.com/covid-19-guidance-and-resources-for-whistler-businesses/>
- Resort Municipality of Whistler - <https://www.whistler.ca/services/emergency/covid-19-coronavirus>

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