

Last Updated: May 1, 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

On April 24, the federal government released more information about the Canada Emergency Commercial Rent Assistance Program (CECRA). Launching in mid-May, the CECRA will help small businesses who have been impacted by COVID-19 by reducing monthly rents by 75% for April, May and June. View the full announcement [here](#).

On April 28, the Prime Minister announced that the federal, provincial, and territorial governments have agreed to a set of common principles for restarting the Canadian economy, recognizing all the provinces and territories will take different steps at different times when it comes to easing restrictions. You can view the full announcement [here](#).

On April 29, Premier John Horgan [announced the State of Emergency in BC has been extended](#) for an additional two weeks, and stated more information about plans for reopening British Columbia's provincial economy will be released next week. He added the plan will take a phased approach, guided by recommendations from health officials.

A complete overview of Canada's response to COVID-19, including travel restrictions and Canada's COVID-19 Economic Response Plan, is available at canada.ca/covid-19.

For more information about BC's response to COVID-19, visit the provincial government's [COVID-19 Provincial Support and Information](#) page.

Preparing for the Next Phase

As we prepare for restrictions beginning to ease across the province, communicating accurate information and updates will be critical. Tourism Whistler is currently developing a process so that Whistler.com can serve as a one-stop-shop for resort and business information, both for the local community and for regional travellers once the non-essential travel advisory is lifted. Our vision is to develop a more sophisticated version of our [COVID-19 Whistler Business Impacts](#) document available at whistler.com/covid.

We will be in touch soon with more information about how we plan to collect these details from you. We will be looking for all Member businesses to confirm their operational status, COVID-19 safety protocols, and any deals or promotions you may be offering. This will help us develop a centralized database on Whistler.com that accurately represents the current resort experience and offerings for consumers.

COVID-19 Guidance for the Hotel Sector

All accommodation providers in Whistler are encouraged to review the [COVID-19 Guidance for the Hotel Sector](#) prepared by the Ministry of Health and the BC Centre for Disease Control (BCCDC). The document provides interim guidance for preventing the transmission of COVID-19.

Whistler Golf Club – Opening May 15

As many golf courses around the province begin opening for the 2020 season, the Whistler Golf Club, including the practice facility, will follow suit with a soft opening on Friday, May 15. The Whistler Golf Club will initially be open to the community and passholders, and will open to the general public once the provincial advisory against non-essential travel is lifted.

As recommended by Vancouver Coastal Health, the Whistler Golf Club has implemented a number of operational changes and new guidelines for players to ensure the safety of all guests and staff. The Whistler Golf Club's COVID-19 safety protocols are available for review at www.whistlergolf.com/covid.

Vail Resorts Announces Passholder Credits and Epic Coverage

Vail Resorts has announced 2019/20 season passholders will receive a credit of 20%-80% which can be applied to the purchase of 2020/21 season pass products. Passholders will receive a personalized email on May 13 with their specific details, and more information is available [here](#).

Vail Resorts has also introduced **Epic Coverage**, which now comes free with every 2020/21 pass. Epic Coverage seeks to boost consumer confidence heading into next winter by providing refunds for certain resort closures (e.g. COVID-19), as well as refunds for eligible job loss, illness, injury and other personal events. More information is available [here](#).

Share Your Stories

Tourism Whistler is continuing to share calming and inspirational content through our channels to keep consumers connected to the Whistler brand so that our destination remains top of mind when the time for travel resumes.

Please remember to tag your social media posts with #OnlyinWhistler so that we can share your images and stories through our channels, and if you have content ideas, please email them to content@tourismwhistler.com.

RMOW Economic Resources Overview

The RMOW has compiled an overview of all provincial and federal resources available to individuals and businesses during COVID-19. The document, which can be viewed [here](#), will be updated regularly as programs are announced and refined.

Advocacy In Action Webinar – May 4

The Whistler Chamber of Commerce is hosting a webinar on May 4 with Mayor Jack Crompton and new RMOW CAO Ginny Cullen, where Members can gain insight into how the municipal government is stepping up to support Whistler's business community during these unprecedented times. Learn more and register [here](#).

Recommended Key Messaging

At this time, Tourism Whistler continues to recommend the following key messaging:

- Now is not the time for travel.
- Please stay home and follow the advice of health authorities to keep yourself and others safe.
- Avoid gatherings, practice social distancing and wash your hands regularly.
- We must all do our part now to help flatten the curve. We look forward to welcoming all our guests back to Whistler once we get through these challenging times together.
- Whistler Blackcomb remains closed, and 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.
- Anyone with questions related to COVID-19 or public health in Whistler should consult [Vancouver Coastal Health](#), the health authority for our region.

Additional 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>
- Small Business BC - <https://covid.smallbusinessbc.ca/hc/en-us>

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