



Whistler Reception Services Ltd

Our Services

Owners choose a membership level based on expected number of check ins and planned owner use for the upcoming year. A contract is signed between the owner and Whistler Reception Services (WRS) based on the membership level and any additional services required. Contracts are available for viewing on request to Samantha@whistlerreception.com.

The web based program The Extranet is used to maintain unit availability and guest reservation data is very user friendly and is accessible on any device that has an internet connection. Owners are provided their own personal log in to enter guests arrival/departure dates, name and any other notes the front desk need to be aware of. For any owners on the Website Administration program; the front desk staff takes care of this process.

Bookings entered into the Extranet will automatically sync to WRS' check in software as well as notifying the contracted housekeeper of the reservation. The system generates a welcome letter for guests which details check in location, links to WRS websites where they can access concierge services such as discounted lift tickets, transportation and other seasonal activities.

Upon check in, guests sign WRS' registration card and noise & damage waiver. WRS will process a security deposit (in most cases this is \$500, though an owner can request a different amount). The deposit is done by way of a credit card preauthorization and the funds are held for 10 days from the date processed. The funds can be released manually if requested, provided WRS has confirmed that an inspection has been carried out to ensure there are no damages or extra cleaning charges. Guests are provided with a Guest Guide specific to the unit as well as keys, directions etc. While guests are in house WRS is their main contact should they have any questions. If maintenance or housekeeping is required this can be coordinated on owner's behalf.

On Check out guests are asked about the quality of their stay and any feedback they have which is then passed on to the owner as needed. All guests staying in properties that require hard keys, parking passes or garage remotes are required to check out at the front desk in Deer Lodge. Any guests checking out outside of front desk operating hours can be provided a Deer Lodge lock box code to securely return the items.

The front desk opening hours are:
April-November - 9am-9pm Sun-Thurs / 8am-midnight Fri-Sat
November-April 8am-midnight daily.

WRS provide an after hour check in service year round should a guest arrive after the desk has closed. Clear instructions for this service are left on the lobby door.

WRS also provides additional fee-based services including but not limited to;

- Delivery of gift baskets, amenities etc to property.
- Property inspections.
- Meeting contractors at property for required work.
- Emergency housekeeping and maintenance service.
- Front desk entering bookings into the extranet on behalf of owners.
- Collecting payment on behalf of owners.

Full services list and pricing are available on request.