Our first priority is the safety and wellbeing of our guests and employees. At this time, Fairmont Chateau Whistler remains open and is closely following the advice from BC’s Ministry of Health, which includes strongly recommending that travel in and out of the Vancouver Coastal Health region – including Whistler – be limited to essential travel only until January 8, 2021.

We remain committed to serving our guests and employees, and we will continue to operate under the strictest health and safety protocols to ensure that we maintain a safe environment for all who visit. Our new standards of safety and enhanced protocols and procedures were developed and vetted by a team of expert advisors to ensure maximum efficacy in preventing the spread of all viruses and pathogens, including COVID-19. The standards are validated under the new global ALLSAFE Cleanliness label. For more details on the extensive measures being taken to protect our valued guests and employees from COVID-19, please visit allsafeandwell.com.

For over 30 years we’ve provided shelter and have been a home-away-from-home for guests and employees alike, and as long as we feel we can do that safely we will continue to do so. Should you have any questions or need further information, please contact the hotel directly at 604-938-8000 or chateauwhistlerresort@fairmont.com.

To help protect all of our valued guests and employees, masks are mandatory in public spaces. This includes the lobby, meeting foyers, hallways, elevators and any designated common areas. The following amenities and services will be open:

**RESTAURANTS:**

- **The Mallard Lounge** is open daily from 11:00am – 11:00pm for in-restaurant (physically-distanced) dining. Please note, alcoholic beverages will not be available after 10:00pm.

- **Snow Globes** private dome dining experience is now open daily, with seatings from 6:00pm. Enjoy a gourmet 5-course menu with beverage pairings, in your very own private dining dome, just steps from the base of Blackcomb Mountain. Reservations required.

- **Portobello** is open daily from 6:30am - 9:00pm for in-restaurant (physically-distanced) dining and takeaway, serving breakfast, lunch and smokehouse-style dinner.

- **The Chalet** is open daily for the winter season from 5:00pm - 9:00pm for in-restaurant (physically-distanced) dining.

- **The Wildflower** is open for in-restaurant (physically-distanced) dining. Breakfast service is available daily from 7:00 am – 11:00 am (à la carte only) and dinner service is available from 6:00 pm - 9:00 pm, by reservation only.

- **In-Room Dining** service is available Sunday – Thursday from 6:30am – 11:00pm, and Friday & Saturday from 6:30am – 12:00am. An overnight sandwich menu will be available.

*Please note: In today’s constantly changing landscape, hours of operation and service offerings may be subject to change.*
HEALTH CLUB:
Open daily from 6:30am - 11:00pm for hotel guests.

- **Pools and Hot Tubs:** Due to social distancing measures, pool capacity restrictions are now in place and reservations are required for all hotel guests wishing to use the pool facility. Reservations can be made in one-hour time slots for each day of your stay including your departure day prior to 10:30am. Pre-arrival reservations are not available and can be made after checking into the hotel, please proceed to the Concierge desk to book your time slot. Please be advised, reservations are based on availability and access to the pool may not be available during your stay. Learn more.
- Fitness room, sauna and eucalyptus steam rooms are open during hours above, and reservations not required.
- Beverage service will be available daily on the pool deck from 11:00 am - 10:00 pm.

VIDA SPA:
Vida Spa is now accepting appointments seven days/week. For more information and to book, please call 604-938-2086 or visit Vida Spa website. Please note, hours are subject to change.

OTHER SERVICES AND AMENITIES:
- **Whistler Experience Guide** daily tours have now resumed seven days/week.
- **Hotel Shuttle** is available daily from 7:30 am - 11:00 pm.
- **Parking:** Both self parking and valet parking service have now resumed.
- **Mountain Adventure Centre:** Ski storage is available daily from 7:30 am - 6:00 pm in the lower concourse level of the hotel.
- **Mountain Galleries** is now open daily from 11:00 am - 7:00 pm.
- Yoga classes will be temporarily unavailable until further notice.

CHECK-IN / CHECK-OUT UPDATE:
In light of our updated safety procedures and protocols, check-in and check-out times have been adjusted. Please note that check-in is now available from 5:00 pm onwards, and check-out is now at 10:00 am. We appreciate your understanding and assistance in protecting all of our patrons. Please visit www.chateau-whistler.com regularly for up-to-date information on our hotel services and activities.

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