

The Ironwood

A Whiski Jack Resort Managed Property



Property Policies and Additional Info

If you're thinking about staying here, there are some things you may want to review before you go. We work diligently with the resorts to ensure the information is the most current we have for the resort location. However, there may be times where we have gaps in the most current information so we encourage you to review the room directories or ask the on-site concierge or front desk staff to ensure everything we have listed is still current and in effect.

Property Policies:

- **Age Requirements** - Be aware that the resort does have a 25 or older check in restriction.
- **Cancellation Policy** - This is a NON-REFUNDABLE reservation. Once the reservation has been confirmed by the resort you own it. However, because we want to make you happy, if you can't make the trip please call us. We will work with you and the resort to try to reschedule your trip. We can't guarantee anything but we will try....
- **Check in/out Times** - The resort allows you to check in at 4:00 pm to 11:00 pm & check out 10:00 am. Unfortunately, we are unable to accommodate late check-outs. There may be a \$200 "Late Departure Fee" applied should you not depart by 10:00 am. Please ensure that all parking passes and swipe cards are returned to the Welcome Centre.
- **Credit Cards Accepted** - The resort does accept Visa, MasterCard, and American Express.
- **Departure** - Garbage and recycling is your responsibility. Ironwood composts. Please use the compost bin provided on the counter for all food scraps. The dumpster is located on the driveway when exiting the car park.
- **Luggage Carts** - Dishwasher – Please load and start the dishwasher as you exit the unit.
- Luggage carts are available in the underground parking. Please return them after use.
- **Maximum Occupancy** - Please note the number of people that can stay in the unit. Exceeding the maximum occupancy is not permitted and we would really hate to see you have to rent another room at current rental rates. If you have any questions regarding the maximum occupancy criteria, please call us. We will work with you to ensure we create the perfect configuration of rooms for you, your family or friends.

- **Parking**
 - Parking is located in the underground parking garage. Your swipe card will access the garage. The height restriction is 6'11". You may park in any stall not marked "Reserved". Please place your valid parking permit face up on the dash before leaving your vehicle. Failure to display your parking permit may result in a parking ticket or your vehicle being towed at your expense. ****THIS PARKING LOT IS CAREFULLY MONITERED FOR VALID PARKING PERMITS****
- **Pets**
 - Unfortunately, pets are not happening here. Pets are not allowed inside the unit. Due to allergies and respiratory problems of owners and guests, smoking, of any kind, is also prohibited inside and on balconies. A \$500 hypoallergenic cleaning fee will be applied to any occupant who is found to have violated the pet and smoking details above. However, check with us, we may be able to provide some boarding alternatives near the resort if you absolutely need to bring your pet with you.
- **Pool and Hot Tub**
 - The pool and hot tub are located outside and can be accessed with the common area code. The hours of operation are 9:00am to 10:00pm. In consideration of the poolside units, we ask that you adhere to these hours or security may be called. A fine will be imposed if you are found in the pool/hot tub area after hours.

If your unit has a private hot tub, it will be chemically re-balanced by our Maintenance department prior to your arrival on Friday and once again during your stay on Wednesday between 10am-5pm.
- **Smoking**
 - This is a smoke free resort. Please check with the front desk for a map of the designated smoking areas.
- **Ski | Bike Storage**
 - Skis and bikes are not permitted inside the unit. There is a ski storage area in the underground carpark. Bike storage is available in the underground parking garage; your common area code will grant you access.

Bicycle locks are not provided. Please note that Whiski Jack Resorts bear no responsibility or liability for your skis and bikes while in storage during your stay.

Property Amenities | Hours of Operation:

- **Welcome Centre**
 - The Welcome Center is located on your way into Whistler. IT IS NOT AT THE RESORT. The Welcome Center is opened Monday through Thursday from 8:00 am – 9:00 pm and on Friday and Saturday from 8:00 am – 11:00 pm.
- **After Hours Service**
 - The Welcome Center does have an after-hours service provider to help when they cannot be reached. For emergencies please contact Sea to Sky Security at (604) 905-9909.
- **Housekeeping & Maintenance**
 - Our housekeeping department will not disturb you during your stay unless requested. Please note our daily hours of operation for Housekeeping & Maintenance are 9:00 am – 6:00 pm.

Other Interesting Stuff:

- **Directions**
 - **Return to Highway 99 and turn right. Drive north on Highway 99 for 3.7 kilometers and then turn left at the light onto Blueberry Drive. Go straight up the hill. The driveway to Ironwood is on the right.**
- **Luggage Carts**
 - **Luggage carts are available in the lobby. Please return when completed.**
- **Internet**
 - **We are pleased to offer complimentary wireless internet service in your unit. The password is the phone number to the unit, which is displayed on the unit phone.**
- **Telephone**
 - **All calls within North America are free of charge and can be dialed directly by dialing 1 and the area code in front of the number.**