

Woodrun Lodge

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, compost & recycling is your responsibility. Woodrun Lodge composts. Please use the compost bin provided on the counter for all food scraps. The dumpster and recycling facilities are located behind the door marked "Garbage" just outside the entrance of the underground parking garage. We encourage you to help us keep Whistler beautiful and recycle what you can. We have provided a small blue recycling bin in your unit to separate your recycling from your garbage.
- Keys
 - Dishwasher - Please load and start the dishwasher as you exit the unit.
 - The swipe card provided is for the door to your unit and all common areas including access to the parking garage. If you require additional keys for parking, please inquire at the Woodrun Lodge front desk and they will be happy to assist.
- 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. The height restriction is 6'7". Your swipe card will access this area. 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.
- 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.
- Private Hot Tub
 - 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 Tuesday 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. You may be charged a \$100 fine if you are found to have your ski equipment or bicycles inside your unit or in the hallways of the building. The ski locker room is located down the hallway off the lobby. You may rent an additional locker from the Woodrun Lodge front desk. Bicycle racks are provided in the underground parking area. Bicycle locks are not provided. Please make sure to take care of security your stuff, the management group will not be held responsible for any lost or missing items.
- Ski Locker Combinations
 - 1. Turn the dial to the right 3 times past 0 and stop at the first number in your code.
 - 2. Turn the dial to the left going passed the 2nd number and then stop at the second number in your code.
 - 3. Turn the dial to the right and stop directly on the third number in your code. As you approach the third number, turn very slowly. You will feel the lock tighten as you reach this number. Begin pulling the lock as you slowly go onto number until the dial stops and the door opens.

PLEASE NOTE THAT THE SKI LOCKER ROOM IS DEADBOLT-LOCKED FROM 10:00 PM TO 7:00 AM AND THERE IS NO ACCESS DURING THIS TIME

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.

- Fitness Center – There is a fitness room located at the entrance of the pool area, which is opened daily from 10:00 am to 10:00pm. Sorry, no early bird entrance. . Don't forget a key, you will need it to access the facility.
- 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.
- Pool & Jacuzzi – The hours of operation for the pool and hot tub are from 10:00 am to 10:00 pm. Don't forget a key, you will need it to access the facility.

Other Interesting Stuff:

- Directions – Return to Highway 99 and turn right. Drive north on Highway 99 for 6 kilometers until you reach Whistler Village. Drive past the first set of traffic lights (Village Gate Blvd) until you reach the second set of lights at Lorimer Rd and turn right onto Lorimer Road. Proceed through the next traffic lights to the 3-way stop and turn left onto Blackcomb Way. Take the next right onto Spearhead Drive. Proceed up the street; then take 2nd right onto Spearhead Place. The Woodrun Lodge is at the top of the street.
- Internet – We are pleased to offer complimentary wireless internet service in your unit. The wireless network name is: Base Wireless_Woodrun Lodge. You may find you do not need to include a password and it will connect straight away. If you do need a password this is: woodrun1. For troubleshooting or assistance with login, please call 604-932-0100.
- Laundry – Yes, in unit laundry facilities!!!! To improve the effectiveness of your in suite dryer, a secondary fan has been installed which is controlled by a timer switch on the wall. Please ensure the secondary fan is ON at all times while the dryer is in use
- Telephone Service – 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.