



**WHISTLER**  **BLACKCOMB**

**2010.2011**

## **Resort Partner Program**

**Benefits, Policies, and Procedures**

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**PEAK 2 PEAK**

  
**WHISTLER BLACKCOMB**

# Contact Information

## **SALES CONTACT**

Stephanie Forsyth  
International Sales Account Executive – In Resort Sales  
Tel: 604-905-3003  
Fax: 604-932-1844  
Email: [sforsyth@whistlerblackcomb.com](mailto:sforsyth@whistlerblackcomb.com)

## **TICKET ORDERS**

**More than 56 Hours in Advance:** Online Booking  
Engine (OBE):  
<https://partner.whistlerblackcomb.com/Default.aspx>

**Less than 56 Hours in Advance:**  
Advanced Sales Centre (ASC)  
Tel: 604-905-2015  
Fax: 604-905-2016  
Email: [advancedsalescentre@whistlerblackcomb.com](mailto:advancedsalescentre@whistlerblackcomb.com)

## **SKI SCHOOL/RENTAL BOOKINGS**

**More than 56 Hours in Advance:** Online Booking  
Engine (OBE):  
<https://partner.whistlerblackcomb.com/Default.aspx>

**Less than 56 Hours in Advance:**  
Travel Partner Team  
Phone: 1-866-218-9675  
E-mail: [wbtravelpartners@whistlerblackcomb.com](mailto:wbtravelpartners@whistlerblackcomb.com)

## **ACCOUNTING**

Account Inquiries  
Ph: 604-938-7070  
Fax: 604-932-6374

## **GENERAL INFORMATION**

**Whistler Blackcomb Guest Relations**  
1-800-766-0449  
**Whistler Blackcomb Website**  
[www.whistlerblackcomb.com](http://www.whistlerblackcomb.com)  
**Resort Partner Web Page**  
<http://www.whistlerblackcomb.com/travelpartner/index.htm>

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# Resort Partner Benefits

## Products

As a Travel Partner with Whistler Blackcomb, we believe that by working together to sell Whistler Blackcomb Products and services, we will ultimately increase your revenues and your guest experience. Travel Partners can provide one stop shopping to their guest's for the packaging of two day to fifteen-day lift tickets, adult and children's ski & snowboard school, rental equipment and select food and beverage products.

## Training

We are more than happy to provide training to reservations, front desk, and concierge staff to increase their knowledge of our product, policies and procedures. This training will help boost employee confidence when answering questions and booking Whistler Blackcomb products which will enhance your guest experience. A training calendar will be available early in the season, and we will contact you to arrange for a session during your next staff meeting, or another time that is convenient to you and your staff.

# Resort Partner Procedures

## Lift Tickets

### ORDERING

Resort Partners must pre-order lift tickets to receive discounted rates for their guests. **All orders must be made through our Online Booking Engine (Bstore).** You will be provided with a lift ticket order form in case the bookings must be made less than 56 hours in advance. If you would like your tickets delivered, the order must be completed **4** days prior to the scheduled delivery days.

Resort Partners will be invoiced for all ticket orders or charged to a company credit card if AR has not been approved.

**\*ONLY CURRENT TICKET ORDER FORMS (10/11) WILL BE ACCEPTED AND PROCESSED BY ADVANCED SALES CENTRE\***

### DELIVERY

Delivery of lift tickets is available to local properties and property management companies, providing a great convenience to you and your guests. PLEASE ALLOW 48 HOURS NOTICE PRIOR TO DELIVERY DATE, NOT TICKET START DATE, FOR ALL DELIVERIES. The Resort Partner staff member will be asked to reconcile the tickets to the order and sign for the tickets before being released.

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## PICK-UP

For last minute orders due to emergencies such as misplaced tickets, send in your order (via email) by 6 a.m. on the morning you require your tickets, and pick them up from the Advanced Sales Centre later that day. Please phone the Advanced Sales Centre to confirm your order has been received and will be ready at desired pick-up time. Ticket pick-up is a convenient option for properties with small orders, requiring flexible operating hours and pick up times. A property employee will be asked to reconcile the tickets to the order and sign for the tickets before being released.

## **Ski and Snowboard School**

We recommend that programs are booked a minimum of 3 weeks prior to your guest's arrival. Other than last minute bookings, all bookings are required to be made using the **Whistler Blackcomb Online Booking Engine**. We require your guest's credit card details at time of booking and will take payment immediately. You can find this site at: <https://partner.whistlerblackcomb.com/Default.aspx>

## **Rental Equipment**

Discounted rates are available to your guests when rental equipment is pre-booked. Other than last minute bookings, all bookings are required to be made using the **Whistler Blackcomb Online Booking Engine**. We require your guest's credit card details at time of booking and will take payment immediately.

## **Food & Beverage**

Discounted Sightsee, Fresh Tracks Breakfast and Tube Park tickets are available when pre-purchased. All of these tickets are non-refundable.

## **Order Procedures**

All the forms and instructions needed to order tickets and reserve our programs can be found online at: <http://www.whistlerblackcomb.com/travelpartner/index.htm>

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# Resort Partner Policies

## Account Invoicing and Status

### Accounts Receivable on Account.

- i) The amount payable for products and services resold under this Agreement will be invoiced to Client's account and mailed or emailed (according to customer's preference as communicated to Whistler Blackcomb's Accounts Receivable Department) upon redemption or use of the products or services by the customer.
- ii) Payment of the amounts set out on the invoice are due 30 days from the date of the invoice.
- iii) Notice of any disputes relating to invoiced amounts must be received by Whistler Blackcomb within 30 days of the date of the invoice. Should an invoiced amount be disputed by Client, the undisputed amounts remain payable on the original due date and only the disputed amount may be withheld.
- iv) A statement summarizing account activity will be mailed to Client at the end of each calendar month.

### Accounting Procedures. Client hereby agrees that:

- i) The reference to "disputes" in this Agreement includes corrections, pricing discrepancies, returned tickets and commission rates.
- ii) All payments made to Whistler Blackcomb must include a reference to the invoice and, if applicable, credit numbers to which the payment applies.
- iii) In the event that Client does not identify where to apply any credits granted or payments received within 30 days of their grant or receipt, Whistler Blackcomb may apply such credits or payments to the oldest invoice.
- iv) Interest charges on overdue invoices will not be reversed if notice of dispute of an invoiced amount is received after 30 days from the invoice date.
- v) All costs incurred by Whistler Blackcomb in processing of wire transfers will be borne by Client and invoiced to Client.
- vi) Should Whistler Blackcomb authorize a refund on a partially used multi-day product, Whistler Blackcomb will provide a refund for the full value of the original product and re-invoice Client for the value of days used.

## Payments

Whistler Blackcomb invoices are due upon receipt and can be paid in Canadian Funds either by cheque or credit card. If you wish to make a credit card payment we will require, in writing: invoice number, invoice amount, total amount to be charged, credit card number, expiry date and name on card. Please note the aforementioned information must be forwarded for each payment.

**Whistler Blackcomb reserves the rights to cease extending credit to any client whose account becomes past due.** In addition, if there is an outstanding balance over 30 days, interest of 2% per month will be charged, and the account status may be jeopardized, resulting in suspension of privileges.

## Commissions

All Ski and Snowboard School and Rental commissions will be tracked via the Resort Partner's account name and customer number.

Commissions will be summarized and reported on a regular basis. If applicable, a Credit note will be applied to your account on a quarterly basis.

## Refunds

**\*\*\*All tickets are non-refundable and non-transferable\*\*\***

Tickets will not be replaced if lost or stolen. Partially used tickets may be refunded under the following conditions:

- Two mountain closure due to inclement weather
- Injury-A Doctor's note **must** be included with tickets returned due to injury.

Any guests who are in the Resort and are wishing to refund their tickets must go to a Whistler Blackcomb Guest Relations office. **You can not refund the ticket for the guest.**

Should you have a guest that is staying in your property and has ordered tickets through another one of your partners such as Intrawest Central Reservations that is looking for a refund, you will need to send the guest to WB Guest relations or back to the company that they ordered their tickets from for their refund. You did not pay for the ticket, so you can not refund them. WB would not reimburse you in this case.