



Image: Tourism Whistler, Jůsta Jeskova



TRAVEL FAQ | FAIRMONT CHATEAU WHISTLER

As always, caring for you is our top priority. To learn more about the extensive measures we are taking to safeguard, protect and care for our valued guests and employees, visit [ALLSafeandWell.com](https://www.fairmont.com/whistler/health-safety).

Our first priority is the safety and wellbeing of our guests and employees. Following the recent updates from the Provincial Health Organization, recreational travel within BC is now permitted. To learn more about British Columbia's travel restrictions [click here](#).

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:

- **Portobello** is open for indoor dining, patio dining and takeout on Monday - Thursday from 7:00 am – 3:00 pm and Friday - Sunday from 7:00 am – 8:00 pm.
- **In-Room Dining** service is available Monday - Thursday from 6:30 am - 11:00 pm, and on Friday - Sunday from 6:30 am - midnight. An limited, overnight menu will be available.
- **The Wildflower** is open for breakfast service Tuesday – Friday from 7:00 am – 10:30 am and Saturday – Monday from 7:00 am – 11:00 am. The Wildflower is also now open nightly for in-restaurant (physically-distanced) dinner dining from 6:00 – 9:00 pm.
- **The Mallard Lounge** is open for in-restaurant (physically-distanced) and patio dining from 11:00 am - 11:00 pm from Sunday to Thursday, and 11:00 am - 12:00 am Friday and Saturdays.
- **The Woodlands Terrace** pop-up restaurant is open Friday and Saturday evenings from 5:30 pm - 8:30 pm for a 3-course, family-style summer BBQ.
- **The Clubhouse** is open daily from 7:00 am – 7:00 pm. A la carte breakfast will be served from 7:00 – 11:00 am, and the all day dining menu will be available from 11:00 am – 7:00 pm.

HEALTH CLUB:

The health club is currently open for hotel guests daily from 6:30 am – 11:00 pm. Food and beverage service is available on the pool deck daily from 11:00 am – 8:00 pm. [VIEW MENU](#)

Please see reverse for additional information.

*Please note: In today's constantly changing landscape, hours of operation and service offerings may be subject to change.



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 are available seven days/week.
- **Hotel Shuttle:** A hotel shuttle or courtesy vehicle will be available during your stay for convenient access to Whistler Village.
- **Beach Bus:** Nothing says summer like quality time at the lake and Whistler has lots of lakes for you to enjoy! Grab your bathing suit, towel and water toys, and hop on the hotel's beach shuttle for a blissful day in the sun. Order your lakeside lunch or snacks through Portobello's convenient lake delivery service. The Beach Bus runs every Saturday, leaving from the hotel on the hour, every hour between 10:00 am and 6:00 pm.
- **Parking:** Both self parking and valet parking service have now resumed.
- **Mountain Galleries** is open Monday - Thursday from 10:00 am - 6:00 pm, Fridays - Saturday from 9:00 am - 9:00 pm and Sundays from 9:00 am - 5:00 pm.
- **Yoga Classes** are available daily. [Learn more](#).

CHECK-IN / CHECK-OUT UPDATE:

Please note, check-in is now available from 4:00 pm onwards, and check-out is now at 11:00 am. For up-to-date information on our hotel services and activities, please visit www.chateau-whistler.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.