

# How to set up your organization for The Whistler Experience

## Designate a Whistler Experience Administrator

- Assign a Whistler Experience Administrator
- Decide if the business pays for any employees' Spirit Passes
  - If yes, contact Whistler Blackcomb to update your credit card details at [wbpasadmin@vailresorts.com](mailto:wbpasadmin@vailresorts.com)
- Decide if the business is paying for any participation fees and/or training sessions

### *The Whistler Experience Administrator :*



- Approves employees for The Whistler Experience program & Spirit Pass
- Designates if the pass is "employer pay" or "employee pay"
- Is the contact for Whistler Blackcomb Pass Admin and your employees
- Can set up more than one administrator
- Use this account to sign yourself up for the Whistler Experience Program and Spirit Pass

## Register & login as the Whistler Experience Administrator

- Go the [Whistler Experience login page](#) and sign in
- For issues regarding passwords/login information please email [whistlerexperience@whistlerchamber.com](mailto:whistlerexperience@whistlerchamber.com)

## Tell your employees registration is open

- Inform them who is paying for the Spirit Pass, participation fee and training session
- Share "[How to register yourself for The Whistler Experience](#)" document with employees

## If the employer would like to pay for the training session

- Please email [whistlerexperience@whistlerchamber.com](mailto:whistlerexperience@whistlerchamber.com), and we will set you up with a link to share with employees
  - Be sure to include:
    1. How many employees you are registering
    2. If you are paying for their \$40 admin fee
    3. What course you would like to register them for
- We will then invoice you for training fees.

## Approving employees

Once your employees have completed their training, you will get an email asking to approve them. You have 2 options:

- **Employer Paid** – Meaning the business is paying for the pass.
  - You will need to email Whistler Blackcomb at [wbpasadmin@vailresorts.com](mailto:wbpasadmin@vailresorts.com) to make sure your credit card details are up to date
  - Each business is given X amount of 20% off promo codes this year due to last year's early closure (X = the amount of Spirit Passes the company purchased last year). This discount cannot be used in combination

with the customized promo codes provided to each employee, and this discount is not attached to a name – meaning it can be used for new employees

- Once you approve your employees, they will get an email once their pass is ready to be picked up (this can take up to 72 hours)
- Employer paid passes allow the business the ability to hotlist employees, and check to see if they were on the mountain
- **Employee Paid** – The employee is paying for their pass.
  - This option allows them to use their own promo code for their personalized discount
  - Employees will get emailed a Whistler Experience Number once they are approved, they then take this to Guest Relations to purchase a pass
    - They will need to take their promo code with them to redeem it towards their pass
  - Employee passes do not allow the business to hotlist passes, they can only hotlist the pass if the employee quits

### Hotlisting Passes:

- Employer paid passes can be hotlisted by logging in as an administrator through the Whistler Experience. If you have an urgent need, please email [wbpasadmin@vailresorts.com](mailto:wbpasadmin@vailresorts.com).

Please see our FAQ page for any questions that are not covered. Any additional questions can be emailed to [whistlerexperience@whistlerchamber.com](mailto:whistlerexperience@whistlerchamber.com), or by calling 604-932-5922 ext. 966.