

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
- 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

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, 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 to make sure your credit card details are up to date
 - 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.
 - Employees will get emailed a Whistler Experience Number once they are approved, they then take this to Guest Relations to purchase a 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.

Please see our [FAQ page for any questions that are not covered](#). Any additional questions can be emailed to whistlerexperience@whistlerchamber.com, or by calling 604-932-5922 ext. 964.