

THE WHISTLER EXPERIENCE[®]

WE go BIG!



We create **Belonging**.
We **Initiate** with purpose.
We **Go Beyond** every day.

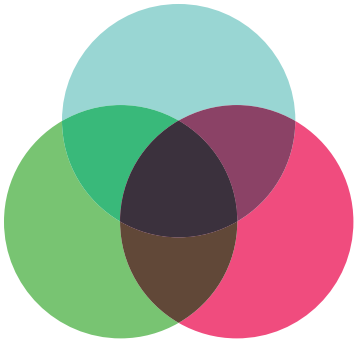
*That's the Whistler
Experience.*



Program Overview
2025/2026

Whistler
Chamber

whistlerchamber.com



About the Program

Whistler Experience®

The We Go BIG! program prepares Whistler's workforce for life and work in the resort while setting the stage for exceptional guest service through wellbeing, resilience, and connection. Participants learn that behind every unforgettable guest moment is a team that feels supported, grounded, and inspired.

The program unfolds across three interconnected experiences this winter — Online, LIVE, and Keynote — designed to reinforce one another and create a shared foundation across the community.

Participants unlock exclusive savings at Whistler businesses, including the Whistler Blackcomb Spirit Pass — a reduced season pass offered by Whistler Blackcomb for nearly 30 years and just one of many perks available.

Available mid October 2025 throughout August 31st, 2026

Program Facilitator

Whistler
Chamber

Presenting Partners


WHISTLER BLACKCOMB

Gibbons
WHISTLER SINCE 1979

Resort Partner

 **TOURISM**
WHISTLER

The Whistler Experience: WE go BIG!

Program Overview 2025-26

This year's Whistler Experience Program is all about wellbeing at work — caring for yourself so you can better care for others. To reflect belonging and choice, we're offering multiple ways to engage and connect.

How it Works

1 Choose the (qualifying) experience that feels right for you:

Online

Self-paced and
on-demand

Adventure Live

Ziptrek Ecotours

Social Live

Buffalo Bills
Whistler

Culture Live

Squamish Lil'wat
Cultural Centre

Keynote

& Local Panel,
and Après!

2 Get awesome perks that keep more money in your pocket!

Locals Deals:

- ✓ Discounts on transportation, gym, groceries, dining, shops & activities.
- ✓ Discounted Whistler Blackcomb Spirit Pass!



[View Benefits](#)

3 Optional Add-on

Get personalized reports on your business.

- ✓ Secret Shopper Program

Program Benefits: Training & Events

Choose the experience that feels right for you:

LIVE IT



WE go BIG! Online, On-Demand

Recommended for new and returning staff across all roles

Oct 21, 2025 - Aug 31, 2026

Price: \$30

This **online** training program introduces team members to Whistler's culture, service standards, and community values, while offering practical ways to navigate mountain life. Through shared stories, activities, and the BIG model (Belong, Initiate, Go Beyond), participants learn how to create unforgettable guest moments while staying resilient and connected throughout the season.



WE go BIG! LIVE

Recommended for Whistler newcomers

Price: \$20

This **in-person** training brings Whistler's culture, service standards, and community values to life through interactive activities, local voices, and the BIG model (Belong, Initiate, Go Beyond). Whether at the Squamish Lil'wat Cultural Centre, Buffalo Bills, or Ziptrek, participants experience belonging, build resilience, and leave inspired to create unforgettable guest moments all season.

WE go BIG! ADVENTURE LIVE at Ziptrek

Nov 18

WE go BIG! SOCIAL LIVE at Buffalo Bills

Nov 19

WE go BIG! CULTURE LIVE at Squamish Lil'wat Cultural Centre

Nov 20

COACH IT

Recommended for supervisors, team leads, & managers

Coming Soon: New Coach It sessions coming Spring 2026

Customer Conflict Resolution Online, on-demand

Discover how to turn customer complaints into opportunities by equipping your team with the tools to resolve issues effectively, boost satisfaction, and build lasting customer loyalty.

Oct 21, 2025 - Aug 31, 2026

Price: \$45

Performance Management for New Leaders Online, on-demand

Learn practical coaching techniques and performance management tools to boost team morale, clarify expectations, and drive stronger business results.

Oct 21, 2025 - Aug 31, 2026

Price: \$45

Gender Diversity Online, on-demand

Gain confidence and practical skills to communicate respectfully and foster inclusivity with trans, non-binary, and Two-Spirit individuals in your workplace.

Oct 21, 2025 - Aug 31, 2026

Price: \$45

SHAPE IT



WE go BIG! Whistler Experience Leadership Series, generously supported by Whistler Blackcomb

Recommended for managers, business owners, new and future leaders

Nov 26

Price: \$55

Join Whistler's leaders as we shape the next era of service in our resort community. Through the inspiring story of award-winning entrepreneur Talaysay Campo — recently named BC Tourism Woman of the Year (2025)—and insights from local business voices, this keynote and panel will explore how strong, people-focused leadership creates exceptional guest experiences.

Following the Keynote and Panel, there will also be the opportunity for networking set in an après-style atmosphere.

**GST not included in course prices.*

Program Benefits: Locals' Deals



Those who take part in The Whistler Experience® Program are eligible for exclusive benefits in both winter and summer, including the Whistler Blackcomb Spirit Pass and access to special local deals and discounts at participating businesses.

[View Benefits](#)

Whistler Blackcomb Spirit Pass / The Grocery Store / Bus Pass

**ALGN Whistler / Canadian Wilderness Adventures / Escape! Whistler / Lost Lake Nordic Trails
Meadow Park Sports Centre / Mountain Skills Academy & Adventures / The Adventure Group
The Callaghan & Journeyman Lodge / Whistler Bungee / Whistler Eco Tours / Whistler Olympic
Park Whistler Sliding Centre / Whistler Tasting Tours / Ziptrek Ecotours**

**Alpha Café / Alta Bistro / BBQ Bob's / BeaverTails / Blenz Coffee / Braidwood Tavern / Caramba
Restaurant / Cinnamon Bear / Gibbons Apres Pass / Hunter Gather / The Living Room At Pangea
Lorette Brasserie / Mekong Restaurant / Naked Sprout Cafe / Tandoori Grill / Wild Wood Café**

**Advanced Parking / Alpenglöw Immigration Canada / Borealis Immigration Law
Park'N Fly / Spicy Sports / Whistler Valley Tours & Charters / Underground Tuning & Cycle Whistler**

Audain Art Museum / Laugh Out LIVE!

Blackcomb Springs Suites by Clique / Hi Hostel Cheakamus / Whistler Village Inn & Suites

**A Little Bud Cannabis / Amos & Andes / Cool As A Moose / McCoo's
Premium Mountain Rentals / Prior Snowboards and Skis
Spiritleaf Cannabis / The Circle & The Circle Kids**

Whistler Blackcomb Spirit Pass

One of the benefits of participating in the Whistler Experience Program is accessing the Whistler Blackcomb Spirit Pass — a reduced season pass offered by Whistler Blackcomb for nearly 30 years.

The Whistler Blackcomb Spirit Pass is the only season pass available all winter long with no price increases throughout the season.

2025/26 Whistler Blackcomb Spirit Pass Prices (CAD)

Adult (19-64): \$1,365 + tax

Teen (13-18): \$786 + tax

Senior (65+): \$895 + tax

- ✓ Same perks of the Unlimited Pass
- ✓ Only pass available all winter long with no price increase
- ✓ 20% off on-mountain food
- ✓ 50% off tickets at other Vail Resorts owned & operated properties
- ✓ Six 25% off Bring-A-Friend tickets
- ✓ Six 25% off sightseeing tickets to share
- ✓ Summer 2026 access
- ✓ Access to early bird pricing on Bike Park Passes and Day rates all season long for Summer 2026 and more!



Whistler Experience stickers

Your Spirit Pass and 2025-26 Whistler Experience stickers are required to redeem many of the benefits.

Don't have a Spirit Pass? No problem, pop into our office and we will give you a Whistler Experience card so you can access benefits.

**Benefits are subject to change, especially with seasonal changes.*

***\$40 administration fee is required to access Spirit Pass and other benefits.*

How to Register Yourself for The Whistler Experience

+ get your Spirit Pass!



01

REGISTER

Create an account and complete a qualifying course or event (starting from \$20) and pay a registration fee (\$40).

Go to: go.whistlerchamber.com/we-login

02

APPROVAL

Your company administrator will review and approve your pass.

03

RECEIVE WHISTLER EXPERIENCE NUMBER

The Whistler Chamber will email you your unique 10-digit Whistler Experience number ID. You are now eligible for all program benefits and can purchase a Whistler Blackcomb Spirit Pass at a Guest Services location.

Not getting a Spirit Pass but accessing other benefits?

Come to the Whistler Chamber office for a Whistler Experience Card.

04

COLLECT PASS

Self-Paid: Take your number to Guest Services to buy your pass.

Company-Paid: Wait for a second email notification (up to 72 hours) saying your pass has been processed and is available at Guest Services.

New pass holders: Create a Whistler Blackcomb account in advance (using your Whistler Experience email) to avoid delays at Guest Services.

05

COLLECT 2025/26 STICKER

Pick-up a 2025/26 Whistler Experience sticker

Available at the Whistler Chamber office, show it with your Spirit Pass (unless otherwise noted for redemption) to unlock perks offered by participating businesses like discounted transit, grocery savings, and more!



Company Administrator Guide to Whistler Experience

+ offer benefits including the WB Spirit Pass!

Role of the Whistler Experience Administrator

- ✓ Approve employees for the Whistler Experience program & Spirit Pass
- ✓ Designate passes as employer or employee-paid
- ✓ Be the primary contact for WB Pass Admin Department & employees
- ✓ Update credit card details by emailing wbpassadmin@vailresorts.com if covering passes
- ✓ Temporarily suspend employee passes if needed

By default, the primary contact of your Chamber account is an administrator. Add new administrators via the Whistler Experience platform's Administrator tab or by contacting whistlerexperience@whistlerchamber.com.

01

TELL YOUR EMPLOYEES REGISTRATION IS OPEN

- **If your company is covering training costs:** email whistlerexperience@whistlerchamber.com with employee count, course choice and if you're covering the admin fee (\$40). We'll send you pre-paid links to share and invoice your company directly.
- **If they're paying:** let them know they can register anytime.

02

APPROVE YOUR EMPLOYEES

You'll get email alerts for pending approvals; log in at go.whistlerchamber.com/we-login with your regular Chamber member login.

If your employees are paying for their own pass

- Approve your employee as "employee pays". They will receive a Whistler Experience Number they can bring to Whistler Blackcomb Guest Services to go purchase the Spirit Pass.

If you are paying for your employee's Spirit Pass

- Approve your employee as "company pays". WB will bill your card on file and their pass will be processed in up to 72 hours. They'll receive a notification and can bring their Whistler Experience Number to Guest Services to pick up their pass.

If your employees are accessing benefits and NOT purchasing a Spirit pass

- Approve your employee for "Not a Spirit Pass but other benefits." They can come to the Whistler Chamber office to collect a Whistler Experience Card.

03

REMIND STAFF TO PICK UP THEIR 2025/26 WHISTLER EXPERIENCE STICKER

Staff members can pick up this year's stickers at the Chamber. It verifies participation and unlocks deals like discounted transit, grocery savings, and more, as most providers require both the Spirit Pass and sticker unless otherwise noted for redemption.



Brought to You By

Whistler[•] Chamber



Learn More

Thank you to our Partners

Presenting Partners



Resort Partner



With respect and gratitude, we operate on the land now known as Whistler, which lies in the shared unceded territory of the Skwxwú7mesh (Squamish) Nation and Lil'wat7úl (Lil'wat) Nation.

Whistler[•] Chamber