

**Arrival from International Terminal:**

Immediately after collecting your baggage & final customs clearance, you will enter a room with a large mural of a BC beach; this will be straight ahead of you and is before you enter the general public area. The Whistler Connection desk is immediately to the left of this beach mural. Our representative will be standing next to the desk with a sign saying “**Whistler Connection**”. In the event you cannot locate the representative, please call 1-604-418-2448. Assistance is also available at the Information Desk in the middle of the International Arrivals Lobby.

Arrival from Domestic Terminal:

Passengers must make their way to their designated luggage claim carousel where a Whistler Connection representative will be waiting by the stone wall holding a sign saying “**Whistler Connection**”. If passengers do not see the representative right away, they must remain in this area as the representative will come back to this spot. The representative will be carrying a cellular phone while at the airport. All passengers should have the back-up cell number 1-604-418-2448. This number may be used if passengers are unable to make contact with the representative at the above location.

Flight Changes Day of Travel:

Whistler Connection will monitor all arriving flights and check for delays. If a flight is delayed, passengers’ transfers will automatically be adjusted to the correct time. For flight changes for the next day, passengers can either call 1-604-938-9711 or email info@whistlerconnectiontravel.com to advise of changes.

Departure from Whistler to Vancouver Airport/Vancouver Hotels:

Passengers are to refer to their departure time in their travel documents provided by their tour operator. If a passenger would like to reconfirm their departure time; please email us at info@whistlerconnectiontravel.com or call 604-938-9711 **at least 72 hours prior to departure.** If a passenger wishes to change a pre-arranged pick-up time, this will be subject to availability and we recommend they call as far in advance as possible in order to obtain the time they desire.

Transfers Northbound from Vancouver Hotels to Whistler:

Whistler Connection will call all passengers at their Vancouver hotels the day prior to confirm pick up arrangements. If a passenger is not staying at the pickup location the night prior, they **must** call Whistler Connection the day prior to confirm arrangements; please call 604-938-9711.