



Advance Information About Your Vacations

We want to make sure that your vacation is stress free, and that the Member Reception team have all of the information needed to prepare for your arrival. We are happy to advise of a communication that we will be implementing by the end of May that will automatically happen 28 days prior to any arrival you have at a Club Resort. This communication will be available in both English and French.

This e-mail is filled with important information, and offers you the opportunity to tell the Member Reception teams of any special requests or services you would like provided. Each pre-arrival e-mail includes:

- Your Resort Points Reservation information including the reservation number, arrival and departure dates, the type of Vacation Home you have reserved, and the number of people expected in your traveling party. Contact details for the Club are included so you can let us know right away of any changes.

- [Club Alerts](#) and [Club Specific Information](#) include any information about the property itself or the area where it is located that might impact your stay. As an example, we would offer notification if there was a repair or property improvement underway, or an area event that might impact your travel route.
- [Confirm your arrival details](#) allows you to add or change any guest names, advise us of any special Vacation Home requests, and even message the Member Reception team with questions.
- Important [check-in information](#) will be repeated in this e-mail such as Club fees, smoking or pet policies, or any documents needed to check in. You would have seen this information on the website and in your confirmation e-mail, but we want to offer an easy reference for you.
- [Accessibility information](#) is available for those with mobile impairment including such details as the terrain of the property, which common areas of the Club are wheelchair accessible, and equipment on site that may be requested.
- You will be able to view the [Club Activities Calendar](#), detailing activities planned on site.
- Click through on the [Concierge Services](#) section and let the Member Reception team know of any special requests regarding services offered at this Club location, such as placing an advance grocery order, or arranging additional housekeeping services.

[Click here to see an illustrated example of your Prearrival Communication.](#)

We hope you will find this communication helpful in planning your stay, so you can make every vacation a memorable one!

Thank you for your feedback!

After our communication last week, we were happy to receive your feedback and suggestions. One suggestion we thought was particularly helpful came from Hieke E., who shared that as a nurse she is often asked about travel vaccinations, and that would be

helpful information for all of our travelers. We agree, and are looking into how we can share that information.

Stay Happy. Stay Healthy. Stay Vacationed.™

Embarc Resorts Suite 326, 375 Water Street, Vancouver, BC Canada V6B 5C6 [Privacy Policy](#) | [Unsubscribe](#)

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Embarc Resorts - Whistler



Dear Member,

Your vacation is coming up and we are pleased to share this important information! Your Resort Point reservation details are as follows:

Your Itinerary Confirmation

- Reservation Number: **660425509**
- Reservation Points Used: **68**
- Arrival Date: **17-Apr-2016**
- Departure Date: **21-Apr-2016**
- Vacation Home: **1 Bedroom**
- Number of Adults: **2**
- Number of Children: **0**

Club Alerts

Alert! Vacation Home Renovation

Sections of hallway will be closed for renovation in periods of 7 to 10 days at a time.

Expect alternative routes within the Club hallways. In some cases you might need to walk up or down one level of stairs or be diverted to an elevator to/from your Vacation Home.

[CLICK HERE TO CONFIRM YOUR ARRIVAL DETAILS ►](#)

Welcome

Your vacation is less than 28 days away, and we have already begun to prepare for your arrival at Club Intrawest - Whistler. We truly hope this vacation experience exceeds your expectations, the entire Club team will be delighted to assist you throughout your stay.

We have included the Club contact details below should you need to reach the Member Reception Team prior to your arrival. Additionally, the 'View Club Information' button will link you to Club specific information including vacation home and on-site amenities, directions and area specific information such as places to dine, attractions and more.

Embarc Resorts - Whistler

4580 Chateau Boulevard
Whistler, British Columbia
Canada, V0N 1B4

[Map and Directions](#)

Phone:

You Need To Know

Prior to Checking In: Please note that in order to process check in, the registered guest must be 21 years or older.

All rooms are non-smoking.

With the exception of Seeing Eye and medical assistance dogs, pets are not permitted at the Club.

The Member Reception team attempts to fulfill all special requests but please be aware due to occupancy and availability, we are not able to guarantee room locations or early check ins.

When Checking In: Your accommodations have been paid in full, however this does not include any incidental charges incurred during your stay and a credit card imprint will still be required at check-in.

Accessibility Requirements

If you have any access requirements or needs that you wish to discuss prior to your stay, please contact us as soon as possible. For US, Canadian or Asian resorts, please call +1.888.250.6150, for European, Australasian or African resorts, please call +44 (0) 845.359.0009 or you can e-mail us at accessrequirements@diamondresorts.com. Please place your request to us as soon as possible as adapted vacation homes are assigned on a first come, first serve basis and are subject to availability.

Resort Accessibility Information

Activities & Events

[View a list of Embarc Resorts - Whistler activities](#)

[VIEW CLUB INFORMATION ▶](#)

[MANAGE ACCOUNT ▶](#)

[CONCIERGE SERVICE ▶](#)

Club Specific Information

The Mountain Beach family environment, including BBQs, waterslide, pool and hot tub, will be closed for maintenance. Families and kids will be welcome to use the pool and hot tub at the Mountain Retreat adult environment.