

C R Y S T A L

Lodge

Whistler **U**nique

At the centre of it all.

17 March 2020

Dear Valued Guest,

I am writing you today to provide an update on how the COVID-19 pandemic is affecting travel to Whistler at this time. We believe that mountain travel helps guests connect with nature, revitalize their sense of adventure, and create unforgettable experiences with family and friends. The Crystal believes in creating Awesome Whistler Experiences for all of our guests and at our core is the safety and security of our loyal guests. As such, we feel it is our duty to keep you informed of the latest updates which may affect your travel plans.

Today, March 17, 2020, Vail Resorts announced that its 'North American Ski Operations and Retail Stores, including Whistler Blackcomb, will be closed for the 2019/2020 winter ski season. Dependent on the COVID-19 situation and weather conditions Whistler Blackcomb may re-open in late April/early May.' Through Whistler, additional activity providers are suspending operations and some restaurants are closed until further notice.

Prime Minister Trudeau has announced that all parts of Canada are coordinating to ensure the safety of all citizens. Per his announcement yesterday, the Canadian Border will be closed to those who are no Canadian Citizens, Permanent Residents, or US Citizens as of March 18th.

All travelers crossing the border into Canada are required to self-quarantine for 14 days upon arrival. This self-quarantine period includes both Canadian and US Citizens. In fact, the US Travel Advisory board 'advises US citizens to reconsider travel abroad at this time due to the global impact of COVID-19.'

The Crystal Lodge is so appreciative to all our front line staff and health care workers for their dedication to serve the public and keep us safe as we fight this pandemic.

During this difficult time we are thinking about all of the families which have stayed with us over the years, the individuals whom planned ski holidays in Whistler, and our partners around the world. Our thoughts are with all those affected by novel coronavirus and we have faith that the actions taken by governments around the world will help to curb the spread of this virus.

Our team is here to serve you. Please do not hesitate to reach out to us for assistance with anything at all. Guest Services can be reached via email info@crystal-lodge.com, or via phone **1-800-667-3363**.

We wish you and your loved ones good health and well-being.

Sincerely,

Ian Lowe
General Manager