

Visit Sitka Contract Extension FAQ

What's happening with the contract for Visit Sitka?

The City and Borough of Sitka (CBS) has not yet selected a new contractor to manage the Visit Sitka program following the expiration of the Sitka Chamber of Commerce's contract on June 30th, 2025. To prevent a disruption in visitor services and minimize the impact on the local business community, the Sitka Chamber has agreed to continue providing a core set of services under an abbreviated contract through the end of the year.

[Click here](#) for more information on the contractor bidding process with CBS.

Why is the Sitka Chamber extending the Visit Sitka contract?

Without a new contractor in place by July 1st, 2025, the Visit Sitka program was at risk of going dark. To avoid a gap in service that could negatively affect the business community and visitors, the Sitka Chamber stepped in to continue offering essential services through a short-term, reduced-scope agreement.

This temporary extension ensures continuity in visitor services, digital presence, and partner support while CBS finalizes the transition to a new contractor.

How long will the Chamber's abbreviated contract last?

The abbreviated contract will run through December 31st, 2025. The Chamber will also offer a one-month transition period from January 1st–31st, 2026 to help onboard the new contractor and ensure a smooth handoff. If you are interested in contacting us to discuss the possibility of your organization bidding, please contact Rachel Roy, Executive Director, at director@sitkachamber.com.

What services are included under the abbreviated contract?

The following services are being maintained:

Visitor Services

- Timely and accurate responses to visitor inquiries via phone and email
- In-person assistance at the Visitor Information Center and Sitka Sound Cruise Terminal through October 8th, 2025
- Restocking Visit Sitka guides at key locations: Sitka Airport, Harrigan Centennial Hall, ferry terminal, cruise terminal, and hotels

Marketing and Outreach

- Ongoing management of Visit Sitka's [Facebook](#) and [Instagram](#)
- Hosting and support for travel media, including in-person, phone, and email assistance
- Maintenance of [visitsitka.org](#), including monthly updates to Partner listings (contact info, links, etc.)

(Note: This does not include creating new pages or blog content)

Industry Presence

- Continued membership and engagement with statewide organizations (e.g., [ATIA](#), [Southeast Conference](#))
- Keeping the live [cruise ship calendar](#) updated
- Support for [Southeast Conference Annual Meeting](#), which will be held in Sitka in September

Visitors' Guide

- Design of the 2026–27 Official Visitors' Guide ([Click here](#) to read the Visitor Guide Advertising FAQ for more details. Final production, printing, and distribution will be managed by the new contractor in 2026.)

Will I be charged Visit Sitka Partnership Dues in 2026?

The Sitka Chamber will not be billing for 2026 Visit Sitka Partnership dues. During the transition, Partner data, including category listings, will be shared with the new contractor during the transition period. The new contractor may choose to do so, and any pricing or benefit changes will be up to them.

Chamber Memberships will continue to be billed as normal in January 2026. Visit Sitka Partners are welcome to join the Chamber and receive further business development and support from our team.

What's next for the Sitka Chamber?

The Chamber will continue supporting the local business community through its own programs and initiatives. Rachel and Victoria will both still be on the Chamber team and would love to continue to support your business. Visit sitkachamber.com/join to learn more about the Chamber.

What if I have a question not answered here?

You can reach out to info@sitkachamber.com with any additional questions or concerns.

Updated 7/31/2025