

## **Frequently Asked Questions**

### **How do I check in at LTC 100?**

When you arrive at the hotel, please stop by our welcome desk located on the ballroom level (lowest level) to pick up your conference materials.

Welcome Desk Hours:   **Friday:**       3:00 – 6:00 pm  
                                  **Saturday:**   12:00 – 4:30 pm; 6:00 – 8:00 pm  
                                  **Sunday:**     7:00 am – 5:00 pm

### **What is the hotel address, phone number and website?**

Ritz-Carlton Laguna Niguel  
One Ritz-Carlton Drive  
Dana Point, CA 92629  
949-240-2000  
[www.ritz-carltonLagunaNiguel.com](http://www.ritz-carltonLagunaNiguel.com)

### **What time is Check-in, Check-out at the hotel?**

Check-in is at 4:00 pm, Check-out is at 12:00 pm

### **How much should I tip for housekeeping?**

Hotel suggests \$3.00/day

### **Where can I smoke in the hotel?**

Outside only

### **Are you providing ground transportation to/from the hotel/airport?**

LTC 100 will provide complimentary ground transportation to and from *John Wayne (SNA), Orange County Airport only (www.ocair.com)* and only to those attendees that have filled out a Transportation Form. We will group attendees arriving within twenty minutes of each other.

### **Where can I find the Transportation Form?**

<http://www.ltc100.com/resources>

### **Where can I find the 2010 Conference Brochure and Agenda?**

[www.ltc100.com](http://www.ltc100.com)

### **What does the attendee fee include?**

Attendee fees cover everything except flights, lodging and personal incidental expenses: All educational sessions, all conference materials, conference meals & receptions, coffee breaks, recreational outings and ground transportation to and from John Wayne (SNA), Orange County Airport ([www.ocair.com](http://www.ocair.com)).

### **What does the spouse fee include?**

All recreation, spouse activities, hosted receptions and dinners

*Please note: All attending spouses must pay the full spouse fee if they plan to participate in any social or recreational events.*

### **What is the conference attire?**

Meetings/Education: Business Casual

Recreation (we will supply the sunscreen (and ponchos if case of inclement weather):

- Golf : Collared shirt, long pants, walking shorts (no t-shirts, tank tops, athletic shorts, cut-offs, denim or metal spikes), sunglasses, cap
- Outrigger Canoeing: Comfortable clothing, open-toed shoes (sneakers may get wet), windbreaker, sunglasses, cap
- Nixon Library Tour: Comfortable clothes, walking shoes, camera
- Newport Walk & Hike: Comfortable clothes, walking shoes, sunglasses, cap
- Paddle Boarding: Bathing suit or swim trunks (wet suits provided)
- Dolphin & Whale Expedition: Comfortable clothes, camera
- Afternoon at the Beach: Beach attire
- Laguna Beach Art Walk: Comfortable clothes, walking shoes
- Coastal Cycling: Comfortable clothes, sneakers, sunglasses, cap

Socials

- Saturday Early Arrivals Reception - Casual
- Sunday Reception and Dinner - Casual
- Monday Reception, Dinner, After Dinner Social – Jacket for men and equivalent for women

### **What is the Average Temperature in Key Biscayne during the conference?**

High: 71°, Low: 51°

### **What are the restaurants in the hotel?**

#### **RAYA**

Raya is a restaurant concept by acclaimed Chef Richard Sandoval with Chef de Cuisine Greg Howe at the helm. Raya showcases Pan-Latin Coastal Cuisine prepared with sustainable seafood, local produce, grass fed meats and Chef Richard Sandoval's signature Latin flavors.

- Awe-inspiring restaurant with a view, 162 feet above sea level
- Private Dining Room with seating for 14
- Resort casual dress

Breakfast served daily 7 to 11:30 a.m.

Lunch served daily from 11:30 a.m. to 2 p.m.

Dinner served daily 6 to 9 p.m. Sunday through Thursday; 6 to 9:30 p.m. Friday and Saturday

#### **180BLŪ**

180blū is an oceanfront dining lounge featuring panoramic views of the Pacific Ocean and the blue skies across the horizon. Perched 162-feet above Salt Creek Beach, 180blū is the perfect Southern California experience to enjoy refreshing hand-crafted beverages, small plates from Raya and a little slice of heaven on earth!

- Fresh Sushi served every Friday and Saturday from 6 to 9 p.m.
- Live music is presented Thursday, Friday and Saturday from 6 to 9 p.m.

- Specialty cocktails, beer and wine
- Appetizer and dessert menu

Open Monday – Sunday 11:00 a.m. – 11:00 p.m.

### **THE MARKET PLACE**

Give in to temptation at The Market Place, offering a wide variety of coffee, espresso, sweet treats and more. Early risers will enjoy a selection of gourmet coffees, pastries and other breakfast items. Throughout the day, guests will be tempted with homemade sweets from the pastry kitchen and a variety of Panini's and freshly made sandwiches.

- Sushi served Friday from 6 to 9 p.m.
- Wine available by the glass

Sunday through Thursday 6 a.m. to 3 p.m.

Friday and Saturday 6 a.m. to 9 p.m.

### **ENO**

ENO is an upscale wine tasting room that offers flights of wines, as well as wines by the glass. ENO features more than 300 wines, fine international cheeses and gourmet chocolates from around the globe. ENO's Sommelier specializes in introducing guests to new and interesting wines and educating them on every aspect of wines, wineries and varietals.

- Seating for 36
- Wines by the glass
- Flights of wine
- International cheeses
- Gourmet chocolates
- Charcuterie
- Bottles of wine, unique glassware and accessories are available for sale

Call for availability. They are sometimes closed due to a buyout.

Monday – Friday 5:30 – 10:00 p.m. and Saturday 5:30 – 11:00 p.m.

### **BAR RAYA**

Gather in the casual confines of The Bar's sophisticated, yet friendly atmosphere. Fine cocktails, appetizers and company are even finer alongside the breath-taking ocean views and stylized, silver bar.

- Seating is on a first-come, first-served basis.
- Appetizer menu is available throughout the day.

Open 11:30 a.m. to midnight Sunday through Thursday, and 11:30 a.m. to 1 a.m. Friday and Saturday.

### **What are the Business Center hours in the hotel?**

Computers, printers, fax and internet are accessible 24-7 at no charge

Copies can be made by the concierge daily from 9:00 a.m. – 8:00 p.m.

**What are the Spa Hours?**

Daily, 9 a.m. to 7 p.m.

**What are the Fitness Center hours?**

Open seven days a week, 24 hour access with your room key

**Are there daily Fitness Classes?**

Yoga; 9 a.m.

Pilates; 10 a.m.

**Where do I park at the hotel?**

Hotel offers valet parking *only* and it is \$35.00 per night.

**How is cell service in the hotel?**

Spotty in some locations (ocean front)