

## Frequently Asked Questions

Where can I find the 2025 Conference Agenda?

[Click here](#) for the Executive Program and [click here](#) for the Spouse Program.

What is the hotel address, phone number and website?

The Ritz-Carlton, Naples  
280 Vanderbilt Beach Road  
Naples, FL 34108  
Phone: (800) 542-8680  
[The Ritz-Carlton, Naples](#)

How do I make a hotel reservation?

The LTC 100 room block at The Ritz-Carlton, Naples is sold out. To manage a current reservation, please call (239) 598-3300.

Hotel rooms are currently available at the Inn at Pelican Bay, a nearby 4-star boutique resort. To reserve a room at the preferred rate of \$249 per night (Lake View), please call (239) 597-8777 and reference "LTC 100".  
Rate expires Saturday, May 17 or until availability lasts.

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

Check-in is at 4:00 pm, Check-out is at 11:00 am.

What is the room cancellation policy at The Ritz-Carlton, Naples?

Any guest can cancel their hotel room up to three days prior to arrival, if cancelled after that date you will be charged a one-night room and tax penalty to the credit card on file.

How much should I tip hotel bell staff?

Each guest will be charged a \$12.00 per person, in and out (this is separate from your room rate). Additional tipping is at your discretion.

How much should I tip housekeeping?

A daily housekeeping gratuity of \$4.50 per room/per night is suggested.

Is there a hotel resort fee?

A daily charge of \$30.00 per room plus tax (reduced from \$45) will be applied for the hotel's resort fee. The daily resort fee includes:

- Two Beach Chairs and Towel Service for two at The Ritz-Carlton, Naples (Beach Resort)

- One Beach Umbrella
- Driving Range access at Tiburon Golf Club, daily for two guests
- One Fitness or Yoga class daily
- Two-hour rental of two Resort bicycles per day
- Basic Wireless Internet access in the meeting space up to 2Mbps (“Simple Wi-Fi”)
- Enhanced Wi-Fi access in guestroom
- Access to the Teen Lounge, VUE
- Reservoir water park access at The Ritz-Carlton Naples, Tiburon, up to four guests per room
- All guests also receive access to the complimentary shuttle to and from The Ritz-Carlton Naples, Tiburon

**Where and when can I check into LTC 100?**

When you arrive at LTC 100, please proceed as follows:

**Welcome Desk Hours & Locations:**

Saturday, May 17:	3:00 pm – 6:00 pm	Ritz-Carlton Ballroom Foyer
Sunday, May 18:	8:00 am – 5:00 pm	Ritz-Carlton Ballroom Foyer
Monday, May 19:	7:00 am – 5:00 pm	Ritz-Carlton Ballroom Foyer
Tuesday, May 20:	7:00 am – 3:00 pm	Ritz-Carlton Ballroom Foyer
Wednesday, May 21:	7:00 am – 10:00 am	Ritz-Carlton Ballroom Foyer

**What ground transportation is provided to/from the hotel/airport?**

Attendees traveling via Southwest Florida International Airport (RSW) will receive complimentary, pre-arranged car service on the following dates:

- Saturday, May 17 & Sunday, May 18 (arrivals)
- Wednesday, May 21 (departures)

Car service is available to both The Ritz-Carlton, Naples and the Inn at Pelican Bay. [Click here](#) to book your complimentary car service by May 2, 2025

**What does the attendee fee include?**

The attendee fee includes all education sessions, conference materials, conference meals, breaks, recreational experiences, and ground transportation to/from Southwest Florida International Airport (RSW) on May 17, 18 and 21 only.

*\*It does not include travel, lodging and personal incidental expenses.*

**What does the spouse/significant other fee include?**

The spouse fee includes all spouse activities, recreational experiences, hosted receptions and dinners, and ground transportation to/from Southwest Florida International Airport (RSW) on May 17, 18 and 21 only.

*\*It does not include travel, lodging and personal incidental expenses.*

**What is the conference attire?**

Meetings/Education:      Spouse Program:      Socials:

Business Casual

Resort Casual

Sunday & Monday – Resort Casual  
Tuesday – Cocktail Attire

### What is the conference cancellation policy?

- **Cancellations on or before April 18, 2025:** You can appoint a substitute senior-level executive (of comparable rank), transfer your registration fee to 2026 LTC 100, or receive a refund less a \$250 service fee.
- **Cancellations after April 18, 2025:** You can appoint a substitute senior-level executive in your place. No refunds or transfers to future conferences will be allowed.

### Experiences & Suggested Attire:

#### Sunday, May 18<sup>th</sup>

- Executive Golf Tournament at Ritz-Carlton Tiburon: Golf attire, soft-spiked shoes, collared shirt, hat & sunglasses
- Pickleball Round Robin: Active attire, sneakers/tennis shoes
- Catamaran Excursion: Casual attire, footwear that may get wet
- Sporting Clays: Active attire, long pants or jeans, closed-toe shoes
- Poolside Hospitality: Pool attire, hat, sunglasses

#### Monday, May 19<sup>th</sup>

- Spouse NGALA Wildlife Preserve: Casual attire, comfortable walking shoes, hat, sunglasses, light jacket
- Spouse Life in the “Blue Zone” (The link between Lifestyle and Longevity): Casual attire

#### Tuesday, May 20<sup>th</sup>

- Spouse Book Club: Casual attire
- Spouse Relaxing on the Beach: Casual attire
- Spa Massage: Casual attire
- Bocce Blast at Wyndemere Country Club: Casual attire, athletic shoes
- Collier Classic Car Collection (at Revs Institute): Casual attire, comfortable walking shoes
- Beachfront Hospitality: Beach attire, hat, sunglasses
- Cooking Class at Kitchen Social: Casual attire, closed-toe shoes

### What is the average temperature during the conference?

High: 89°, Low: 68°

Please check the [weather](#) in advance and pack accordingly. Lunches and Sunday's Reception will be outside.

**Does the hotel provide complimentary Wi-Fi?**

Wi-Fi in guest rooms, public areas and meeting space is included.

**Does the hotel offer room service?**

In-room dining is available 24 hours daily.

**What are the business center hours in the hotel?**

For printing and computer usage:

Hours of Operation: Monday – Friday 8:00am – 5:00pm

**What are the spa hours in the hotel?**

The Spa is open 7 days a week, Monday-Sunday: 10:00am – 5:00pm

Call (239) 514-6100 to reserve a treatment and mention “LTC 100” to receive a 10% discount.

**What are the fitness center hours?**

The fitness center is accessible 24-hours-a-day with guestroom key card.

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

The resort offers on-site valet parking only for \$40 per night. Self-park is not available.