

REST ASSURED





THE RITZ-CARLTON®

SIMON F. COOPER
President & Chief Operating Officer

JUNE 15, 2010

Dear Guest Name:

Summer is a chance to unwind, get away, and do something special for yourself and your loved ones. As we continue to open new Ritz-Carlton hotels and resorts around the world, our goal is to create special places for you to escape, where we can provide you with an exceptional experience every time.

I would like to personally thank you for including us in your travel plans in the past. As a show of our gratitude, we have two complimentary offers for you to enjoy this summer:

- Reserve a room and receive an upgrade to a junior suite.*
- Book a 50- or 60-minute facial or massage and receive an additional 20-minute spa treatment of your choice.**

We hope you will find time to benefit from these offers in the months ahead. As always, it is truly our pleasure to serve you and we look forward to your next stay.

Sincerely,

Simon F. Cooper

OUR OFFER TO YOU

We invite you to enjoy these complimentary offers as many times as you choose when you stay at participating Ritz-Carlton hotels and resorts between June 24 and September 5, 2010:

SUITE UPGRADE*

Reserve a room and receive an upgrade to a junior suite.

SPA INDULGENCE**

Book a 50- or 60-minute facial or massage and receive an additional 20-minute spa treatment of your choice from the options below.

WITH A MASSAGE, CHOOSE FROM:

Paraffin Hands/Feet
Foot Treatment
Scalp Massage

WITH A FACIAL, CHOOSE FROM:

Eye Treatment
Brow Wax
Lip Wax

FOR RESERVATIONS, PLEASE CALL OR HAVE YOUR TRAVEL PROFESSIONAL CONTACT:
800.266.9479 or e-mail us at ritzcarlton.reservations@ritzcarlton.com

*Offers valid with overnight accommodations at participating hotels through September 5, 2010. Are non-transferable, based on single and double occupancy. Exclusive of taxes, gratuities and other charges. Does not apply to groups and cannot be combined with any other offers. Advanced reservations are required. One upgrade per reservation, does not apply to multiple reservations during the same time for the same guest. Suite upgrade is subject to availability at time of check-in and only city view suite is available at New York, Central Park location.

**Spa offer may vary by hotel and is valid at select locations.
See back page for participating spas or contact reservations agent for details.



THE RITZ-CARLTON HIGHLANDS, LAKE TAHOE

MEMORABLE PLACES make memorable experiences and *The Ritz-Carlton* opens you up to a world of possibility. Explore and create memories at any one of our properties located in breathtaking destinations worldwide. Whether it is a cosmopolitan city hotel or a pristine resort that you seek, your sense of wonder will be satisfied.



TIME MANAGEMENT

THE RITZ-CARLTON, SHENZHEN

FIND ROOM TO RELAX AND UNWIND.
Let your mind go and delight in a space where you can breathe deeply. Forget your obligations, knowing that the only thing that matters here is your well-being. Each guest room is an oasis devoted to your personal comfort because we want every private moment to be savored.



WORKING LUNCH

THE RITZ-CARLTON, DOVE MOUNTAIN

RARE AND UNPARALLELED SERVICE coupled with exquisite amenities surrounded by idyllic scenery—we understand your expectations. Switch gears and focus on what matters most, treat yourself to a round of golf at our award-winning courses, soak in acres of natural beauty, dine elegantly or simply lounge pool-side for hours a day. Whatever your whim, we take pleasure in meeting every need and desire.



TEAM MEETING

THE RITZ-CARLTON, PALM BEACH

WE WELCOME YOUR ENTIRE FAMILY—so make time for one another, kick back and let the kids be kids. We also give you a chance to connect more deeply with the places you visit through our *Give Back Getaways* program. Each participating destination offers ways to make a meaningful contribution to the community by combining volunteer work with your travels.



WEEKLY APPOINTMENT

PHULAY BAY, A RITZ-CARLTON RESERVE

PUT YOURSELF IN GOOD HANDS and let us pamper you. *The Ritz-Carlton Spa®* is a place to indulge your senses, refresh your body and rejuvenate your spirit. We offer a full menu of luxuriant treatments and attentive services to lull you far away from the everyday, leaving you feeling cared for and fully refreshed.

THE RITZ-CARLTON

ASIA PACIFIC

China
Beijing
Beijing, Financial Street
Guangzhou*
Sanya
Shanghai*
Shenzhen

Indonesia
Jakarta
Jakarta, Pacific Place

Japan
Osaka*
Tokyo

Korea
Seoul*

Malaysia
Kuala Lumpur*

Singapore
Singapore*

Thailand
Phulay Bay,
A Ritz-Carlton Reserve

CARIBBEAN, SOUTH AMERICA & MEXICO

Cayman Islands
Grand Cayman*

Chile
Santiago*

Jamaica
Rose Hall

Mexico
Cancún

Puerto Rico
San Juan

U.S. Virgin Islands
St. Thomas*

EUROPE

Germany
Berlin
Wolfsburg*

Ireland
Powerscourt,
County Wicklow*

Portugal
Penha Longa

Russia
Moscow

Spain
Abama*
Barcelona, Hotel Arts
Villa Padierna

Turkey
Istanbul

MIDDLE EAST

Bahrain
Bahrain

Egypt
Sharm El Sheikh

Qatar
Doha
Doha, Sharq Village
& Spa

Dubai
Dubai*

UNITED STATES

Arizona
Dove Mountain
Phoenix*

California
Half Moon Bay
Laguna Niguel
Lake Tahoe
Los Angeles
Marina del Rey
San Francisco*

Colorado
Bachelor Gulch
Denver

Florida
Amelia Island
Coconut Grove, Miami
Fort Lauderdale
Key Biscayne
Naples
Naples Golf Resort*
Orlando
Palm Beach
Sarasota
South Beach

Georgia
Atlanta*
Buckhead*
Lake Oconee

Hawaii
Kapalua, Maui

Louisiana
New Orleans

Massachusetts
Boston Common*

Missouri
St. Louis*

New York
Battery Park*
Central Park
Westchester

North Carolina
Charlotte

Ohio
Cleveland*

Pennsylvania
Philadelphia*

Texas
Dallas

Washington, D.C.
Georgetown
Pentagon City*
Tysons Corner
Washington, D.C.*

OPENING 2010

Canada
Toronto

China
Shanghai, Pudong
Hong Kong

Dubai
Dubai International
Financial Centre

* Spa offer not available
at these locations.

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