

THE RITZ-CARLTON LEADERSHIP CENTER

DETAILS YOU SHOULD KNOW FOR CLASSES

Class Information

- All Leadership Center Classes start at 9:00 a.m. and end at approximately 4:00 p.m. unless otherwise specified. Continental breakfast will be available at 8:30a.m. Please plan to arrive between 8:30 a.m. - 8:45 a.m.
- Business casual attire is required throughout the course.
- The number of participants varies from class to class, consisting of leaders across all business industries and job disciplines

Meals

- Continental breakfast and lunch are provided along with coffee and soft drinks throughout the day. If you have special dietary needs or requests, please let us know in advance.
- Dinner is on your own. Please let us know if you would like a list of local restaurants.

Hotel Accommodations and Transportation

- All hotel accommodations and travel arrangements are at the discretion of the guest.
- A credit card will be required at time of reservation as well upon check-in to cover costs related to room charges and miscellaneous incidentals.
- For information regarding hotel accommodations, please contact The Ritz-Carlton Leadership Center at (301) 547-4806.

Methods of Payment

- Payments can be made by check, money order, credit card or by wire transfer at the time of enrollment.
- Payments must be submitted in U.S. Dollars.
- Checks and money orders should be made payable to:
The Ritz-Carlton Hotel Company LLC
Bank of America Lockbox Services, Lock Box 281932
6000 Feldwood Rd
College Park, GA 30349
- For credit card payments please include the following information on your Credit Card Authorization Form:
Credit card type (Visa, MasterCard, American Express)
Name as shown on credit card
Credit card number and expiration date (month/year)
Signature of card holder
Dollar amount to be charged
Credit cards submitted in a name other than the attendee will require a third-party fraud prevention form
- Wiring Instructions - please be aware that the wiring fees are the responsibility of your company and should be covered by your bank. WE WILL NOT COVER THESE CHARGES.
Bank of America MIGA Lockbox
Account #: 4426579849
Account Name: Marriott International
Wire Routing #: 026009593
ACH Routing #: 111000012

Cancellation Policy

- Cancellations must be made in writing by email to theleadershipcenter@ritzcarlton.com, at least three weeks before the course date. Cancellations received within three weeks will forfeit the registration fee. No-shows are non-refundable.
- If you are unable to attend, you may reschedule to a future session up to 30 days in advance of the class date with the new session taking place up to 12 months from the date of the cancellation. If you have scheduling conflicts within the 30 day deadline, you may either reschedule or send a substitute in your place. We accept substitutions up to one week before the class date. Because this is a certification program, it is important that we know exactly who substitutes for you, so we may update registration and award certificates. If you are unable to attend and you do not either reschedule at least 30 days in advance, or send a substitute, you will be liable for the entire registration fee.
- The Ritz-Carlton reserves the right to cancel any class due to low enrollment if there are fewer than 12 participants up to 30 days prior to the scheduled class date. You will be notified if this situation occurs.
- Cancellations due to inclement weather will result in rescheduling to a future date. Inclement weather cancellations will happen only in cases where facilitators and participants are unable to travel to the session site. We will notify you in such cases.
- If you have any questions, please call The Leadership Center at 301-547-4806. We look forward to seeing you.



THE RITZ-CARLTON LEADERSHIP CENTER

CLASS ENROLLMENT FORM

CLASS (please select class)

<input type="checkbox"/> Legendary Service at The Ritz-Carlton	\$2,000	1 Day
<input type="checkbox"/> "Radar On-Antenna Up"	\$1,800	1 Day
<input type="checkbox"/> On-Boarding New Talent...Everything Matters	\$1,800	1 Day
<input type="checkbox"/> It's All About Leadership	\$1,800	1 Day
<input type="checkbox"/> The Ritz-Carlton Executive Education Series	\$4,500	4 Days

DATE ATTENDING

_____ MONTH DAY YEAR

PARTICIPANT INFORMATION

Name: Dr./Mr./Ms. _____ Position: _____

Company: _____ Industry: _____

Address: _____ Phone: _____

_____ Fax: _____

_____ Web Site: _____

Email: _____

Name to be printed on completion certificate (please print): _____

Have you attended a Ritz-Carlton Leadership Center course in the past? Yes: _____ No: _____

If "Yes", please provide course title and date attended: _____

How did you hear about this class / the Leadership Center? _____

METHOD OF PAYMENT

- Credit Card (For payment by credit card, please complete Credit Card Authorization Form attached.)
- Checks should be in U.S. Dollars and made payable to:
The Ritz-Carlton Hotel Company, LLC
Bank of America Lockbox Services, Lock Box 281932
6000 Feldwood Rd
College Park, GA 30349

Checks must be received two weeks (14 days) in advance. If the class is within two weeks (14 days) from when you book the class, then you may only pay by credit card.

**Please call (301) 547-4806 for more information regarding
Special Room Rates Available to Leadership Center Class Attendees.**

Miscellaneous Registration Information

- Completed registration forms must be faxed to The Leadership Center at **(301) 644-6135**. Course enrollment is accepted on a "first come, first served" basis. Courses fill quickly, so early registration is encouraged.
- Tuition fee is due at the time of enrollment.
- Program costs include tuition, course materials, continental breakfast and lunch.
- Business casual attire is required throughout the course.
- Cancellations must be made in writing by email to theleadershipcenter@ritzcarlton.com, at least three weeks before the course date. Cancellations received within three weeks will forfeit the registration fee. No-shows are non-refundable.
- The Ritz-Carlton Leadership Center reserves the right to decline registrations from companies or individuals who compete with The Ritz-Carlton School of Service Excellence, The Ritz-Carlton Hotel Company, L.L.C. or their affiliates.

Prices are subject to change. Please call to verify current rates.

FOR OFFICE USE ONLY: LT _____ CON _____ TRK _____ SPR _____ INVOICE _____



THE RITZ-CARLTON LEADERSHIP CENTER

CREDIT CARD AUTHORIZATION FORM

Dear Sir/Madam,

This form has been created in order to allow you to have third party expenses charged to your credit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please fax the completed form to **The Ritz-Carlton Leadership Center at (301) 644-6135**.

Cardholder Information

Name as it appears on the credit card: _____

Card type: Visa MC Amex Diners/CB Discover JCB

Account type: Individual (personal credit card)
 Corporate Company Name: _____

Account number: _____ Exp. Date: _____

Address: (where statement is mailed) _____

City, State and Zip: _____

Phone number: _____ Fax or alternative number: _____

Attendees Information

Attendees name(s): _____

Company name: _____

Phone number: _____ Fax or alternative number: _____

Approved Charges

- The Ritz-Carlton Leadership Center Class(es)
- The Ritz-Carlton Leadership Center On-Site Presentation **AND** Speaker Expenses

I certify that all information is complete and accurate. I hereby authorize **The Ritz-Carlton Leadership Center** to collect payment for all charges as indicated in the Rate Information and Approved Charges section of this form by processing a charge to the credit card listed above. I certify that I am the authorized signer of the credit card listed above.

Cardholder name (Printed): _____

Cardholder signature: _____



THE RITZ-CARLTON LEADERSHIP CENTER

*Thank you for your interest in
The Ritz-Carlton Leadership Center*

*“Strengthening Your Business
is Our Pleasure”*

*For additional information,
please contact us at (301) 547-4806*

OR

<http://corporate.ritzcarlton.com/en/LeadershipCenter>

