

# THE RITZ-CARLTON LEADERSHIP CENTER

## DETAILS YOU SHOULD KNOW FOR ON-SITE PRESENTATIONS

### Presentation Guidelines

- If two Half Day presentations are booked on the same day, there will be a maximum of three hours per session.
- Pricing does not include facilitator travel expenses (i.e. ground and air travel, meals, gratuities and hotel accommodations if deemed necessary).
- There will be an additional charge of \$1,500 added to the fee for weekend or holiday presentations.
- International presentations will require business class airfare, along with an additional travel charge of \$1,500.
- International presentations are limited to Half and Full Day presentations only.

### Payment Guidelines

- A \$1,000 non-refundable deposit per presentation is due with the signed contract.
- Full payment for all speaking engagements is required one month (30 days) in advance.
- If the presentation is booked within the one month (30 days) window, the full payment is due at the time of booking.
- If the presentation is booked within a two week (14 days) window, full payment is due at the time of booking and ONLY a credit card payment will be accepted as a form of payment.

### Methods of Payment

- Payments can be made by check, money order, credit card or by wire transfer.
- All payment 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

### Contract

A written contract will be sent to you; the speaker will be booked when you sign and return the contract. All of the speaker's air and ground travel, as well as hotel, meals, gratuities and other usual expenses will be paid for by the company who is booking the speaker. An expense report will be submitted to the company for the speaker's travel expenses and payment and such expenses are due upon receipt.

### Handouts/Ritz-Carlton Rights and Literature

Should your presentation require hand outs, the documents will be e-mailed to you once final balance has been received in full. Printing of the hand outs are at your expense. You expressly recognize and acknowledge that your rights under your Contract shall not confer upon you any right in, or the right to use, any of the presentation materials, and no permission is granted to record, broadcast, edit, transcribe, duplicate and distribute in any form or media any information received audibly or in writing from the Ritz-Carlton before, during or after the Presentation.

### Change Fees/Cancellation

Written cancellations must be received at least 30 days prior to the scheduled presentation date. The non-refundable deposit will be retained by The Ritz-Carlton Leadership Center.

If the presentation is cancelled within 30 days of the scheduled presentation date and is not reschedule within twelve (12) months, then the entire presentation fee, including travel expenses, are non-refundable and will be retained by The Ritz-Carlton Leadership Center.

Should The Ritz-Carlton Leadership Center be unable to present, all reasonable efforts will be made to provide an alternate presenter, date and/or location at no additional cost to Company. In the event The Ritz-Carlton Leadership Center must cancel the presentation, the deposit and pre-payments will be refunded.

In addition, The Ritz-Carlton Leadership Center reserves the right to cancel this agreement without liability, if The Ritz-Carlton Leadership Center determines that the contracting individual, company or presentation participants compete with The Ritz-Carlton Leadership Center, The Ritz-Carlton Hotel Company, LLC; consultant, or their affiliates.



# THE RITZ-CARLTON LEADERSHIP CENTER

## ON-SITE REQUEST

### PROGRAM (please select presentation)

- Legendary Service at The Ritz-Carlton
- Back to Basics: Ritz-Carlton Style
- "Radar On-Antenna Up" – Fulfilling Customers' Unexpressed Wishes
- It's All About Leadership
- On-Boarding New Talent...Everything Matters
- Adding Value Through Social Responsibility and Community Engagement

### PROGRAM LENGTH

(please select one)

### KEYNOTE

1-2 hours

### HALF DAY

3-4 hours

### FULL DAY

5-6 hours

### PREFERRED DATES

DAY OF WEEK

MONTH

DATE

YEAR

### CONTACT INFORMATION

Company: \_\_\_\_\_ Industry: \_\_\_\_\_

Name: Dr./Mr./Ms. \_\_\_\_\_

Position/Title: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_ Cell: \_\_\_\_\_

Email: \_\_\_\_\_ Web Site: \_\_\_\_\_

How did you hear about the Leadership Center? \_\_\_\_\_

### PROGRAM DETAILS

Location of event: \_\_\_\_\_  
(including address and phone)

\_\_\_\_\_

\_\_\_\_\_

Start time of presentation: \_\_\_\_\_ Number of participants: \_\_\_\_\_

Will participants be charged to attend? Yes / No

***Please complete and return to The Ritz-Carlton Leadership Center via fax at (301)644-6135***

### Additional Information

- Pricing does not include facilitator expenses (i.e. ground and air travel, meals, gratuities and hotel accommodations if deemed necessary).
- All on-site presentations and speeches require a signed contract and a \$1,000 deposit to confirm the requested date(s).
- **No taping, recording, web-casting, use or publication of presentation(s) and/or course materials is allowed.**
- 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>*

