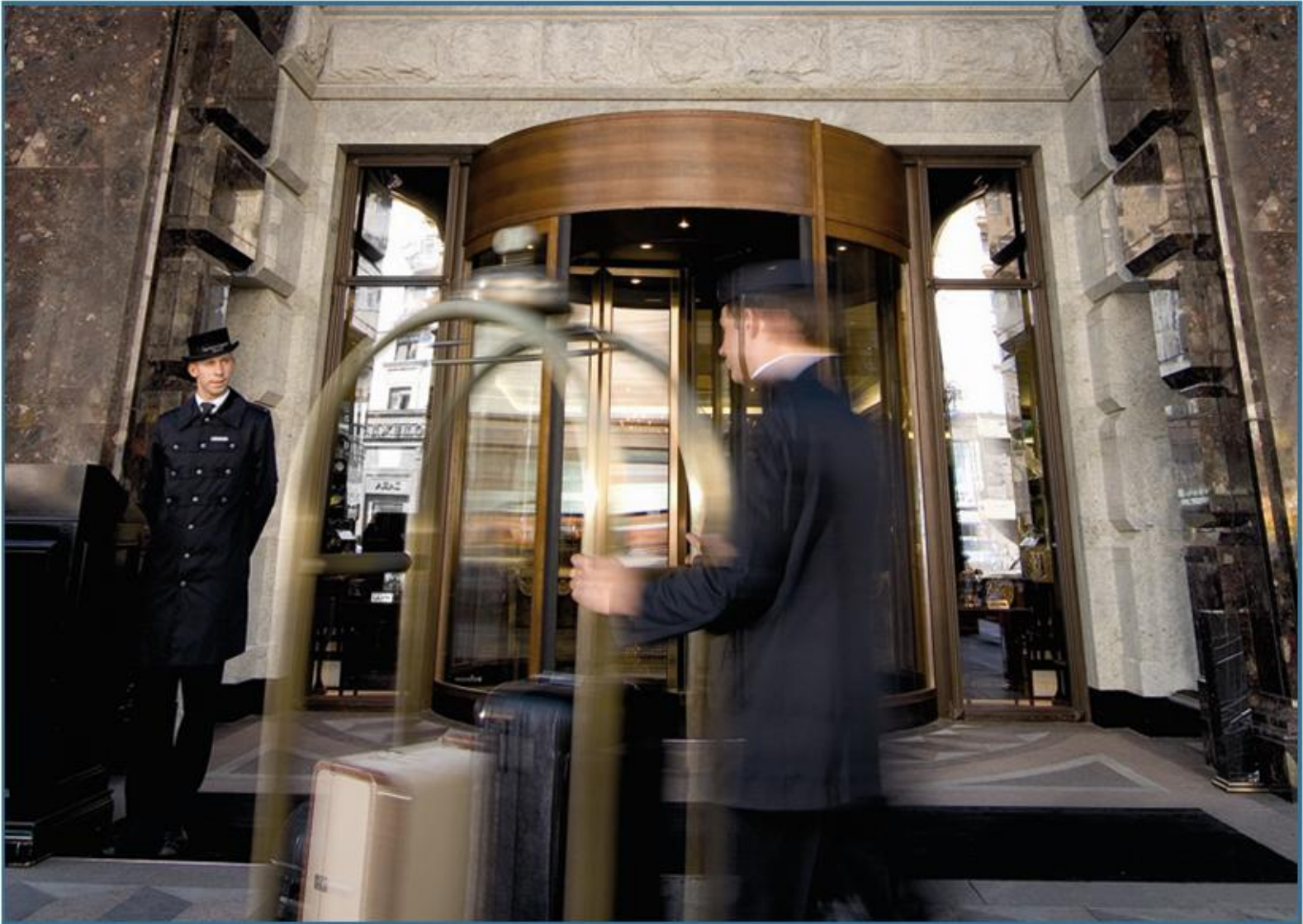


THE RITZ-CARLTON LEADERSHIP CENTER

"STRENGTHENING YOUR BUSINESS IS OUR PLEASURE"

CLASS AND ON-SITE INFORMATION



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

2010 CLASS SCHEDULE

February

The Ritz-Carlton, Pentagon City - Arlington, VA

- Legendary Service at The Ritz-Carlton February 24 Full Day
- "Radar On-Antenna Up" February 25 Full Day
- On-Boarding New Talent...Everything Matters February 26 Full Day

March

The Ritz-Carlton, Pentagon City - Arlington, VA

- It's All About Leadership March 11 Full Day

The Ritz-Carlton, Marina del Rey - Los Angeles, CA

- Legendary Service at The Ritz-Carlton March 22 Full Day
- "Radar On-Antenna Up" March 23 Full Day

April

The Ritz-Carlton, Pentagon City - Arlington, VA

- Executive Education Series April 19 - 22 4 Days

June

The Ritz-Carlton, Pentagon City - Arlington, VA

- Legendary Service at The Ritz-Carlton June 24 Full Day
- "Radar On-Antenna Up"* June 25 Full Day

July

The Ritz-Carlton, Pentagon City - Arlington, VA

- On-Boarding New Talent...Everything Matters July 20 Full Day

August

The Ritz-Carlton Orlando, Grande Lakes - Orlando, FL

- Legendary Service at The Ritz-Carlton August 5 Full Day
- "Radar On-Antenna Up"* August 6 Full Day

October

The Ritz-Carlton, Pentagon City - Arlington, VA

- Legendary Service at The Ritz-Carlton October 4 Full Day
- "Radar On-Antenna Up" October 5 Full Day
- Executive Education Series October 18 - 21 4 Days

November

The Ritz-Carlton, Pentagon City - Arlington, VA

- It's All About Leadership November 5 Full Day

*Class schedule may change without notice;
Please call to confirm class dates before making travel arrangements.*



THE RITZ-CARLTON LEADERSHIP CENTER

CLASS PRICING

2010

Legendary Service at The Ritz-Carlton	\$2,000	1 Day
“Radar On-Antenna Up”	\$1,800	1 Day
On-Boarding New Talent...Everything Matters	\$1,800	1 Day
It’s All About Leadership	\$1,800	1 Day
The Ritz-Carlton Executive Education Series	\$4,500	4 Days

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



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"/> It's All About Leadership	\$1,800	1 Day
<input type="checkbox"/> On-Boarding New Talent...Everything Matters	\$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

"STRENGTHENING YOUR BUSINESS IS OUR PLEASURE"

ON-SITE PRESENTATIONS



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 PRESENTATIONS (AT YOUR LOCATION)

Program Levels

Courses are designed to deliver maximum benefit by addressing specific issues and providing actionable strategies at varying levels of decision-making and responsibility.

Courses Appropriate for Senior Executives, Vice Presidents and Directors

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

Courses Appropriate for Managers

- Legendary Service at The Ritz-Carlton
- "Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes
- It's All About Leadership
- Adding Value Through Social Responsibility and Community Engagement

Courses Appropriate for Non-Managerial Staff

- Back to Basics: Ritz-Carlton Style
- "Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes

THE RITZ-CARLTON LEADERSHIP CENTER

ON-SITE PRESENTATIONS (AT YOUR LOCATION)

Legendary Service at The Ritz-Carlton

Full Day (5-6 hours)	10-30 people
Full Day (5-6 hours)	31-60 people
Half Day (3-4 hours)	up to 100 people
Keynote (1-2 hours)	up to 200 people
Keynote (1-2 hours)	up to 300 people
Keynote (1-2 hours)	up to 400 people

Back to Basics: Ritz-Carlton Style

Full Day (5-6 hours)	10-30 people
Full Day (5-6 hours)	31-60 people
Half Day (3-4 hours)	up to 100 people

"Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes

Full Day (5-6 hours)	10-30 people
Full Day (5-6 hours)	31-60 people
Half Day (3-4 hours)	up to 100 people
Keynote (1-2 hours)	up to 200 people
Keynote (1-2 hours)	up to 300 people
Keynote (1-2 hours)	up to 400 people

On-Boarding New Talent...Everything Matters

Full Day (5-6 hours)	10-30 people
Full Day (5-6 hours)	31-60 people

It's All About Leadership

Full Day (5-6 hours)	10-30 people
Full Day (5-6 hours)	31-60 people
Half Day (3-4 hours)	up to 100 people
Keynote (1-2 hours)	up to 200 people
Keynote (1-2 hours)	up to 300 people
Keynote (1-2 hours)	up to 400 people

Adding Value Through Social Responsibility and Community Engagement

Full Day (5-6 hours)	10-30 people
Full Day (5-6 hours)	31-60 people
Keynote (1-2 hours)	up to 200 people
Keynote (1-2 hours)	up to 300 people
Keynote (1-2 hours)	up to 400 people

*Please contact The Ritz-Carlton Leadership Center for pricing information
(301) 547-4806 or <http://corporate.ritzcarlton.com/en/LeadershipCenter>*

*On-Site Presentations
VIP Keynote Speakers
Weekend or Holiday Presentations
International Presentations
Groups Over 400 Attendees*



THE RITZ-CARLTON LEADERSHIP CENTER

ON-SITE/KEYNOTE 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>

