

# THE RITZ-CARLTON

## LIFE

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### Dear Member,

It is hard to believe 2017 has come and gone. In 2017, we had many challenges and opportunities from which to learn and grow. We said goodbye to some of our senior staff, while also welcoming new talent. We experienced a full soft goods renovation of all eleven Club residences. Our new design has been very popular with our Members, and it has been great to hear all of your positive feedback! There was also a nearly record breaking winter season that brought power outages and road closures. The year provided some great learning experiences for the whole team. Our new Residential Services Manager, Michelle Johnson, is very excited to further elevate our Front Office and Housekeeping teams. We are excited to begin a new year!

I have exciting staffing updates to share with you. You'll read more about these on page two, along with helpful transportation information and a Member storage update.

This winter, The Ritz-Carlton, Lake Tahoe Hotel will offer familiar events and activities such as Where is the Bear and Art of Mixology. Beer and Brats has been replaced with a champagne bar with lobster and caviar! Page three highlights new seasonal spa treatments and culinary offerings for this winter. I am excited about these additions!

I look forward to what 2018 will bring. May your New Year be full of laughter and joy! I hope to see you all in Lake Tahoe very soon.

Warm regards,

Jenni Lawler  
Director of Operations  
The Ritz-Carlton Club and Residences, Lake Tahoe



## Club News

### The Ritz-Carlton, Lake Tahoe Hotel Shuttle

Shuttle transportation connects guests to and from the resort to the historic town of Truckee. The shuttle is complimentary to all resort guests including hotel guests, Club Members, and Residence Owners. The shuttle departs from The Ritz-Carlton Hotel on the hour. For a full schedule of departure times, please contact the Member Experience Concierge desk at 530.562.3110.

### Ski Storage Update

As we are well into another busy ski season, efforts are being made to minimize lost items. Our ski valet will no longer accept ski accessories such as helmets, goggles, and gloves. The storage space for ski valet is limited to skis, snowboards, boots, and poles only. All other items should be taken to the Residence at the end of each ski day. We are also requesting that all ski and snowboard boots be placed inside Member storage bins to ensure your items are accounted for. Thank you for understanding and support to make our operations better.

### Residential Services Manager

Michelle Johnson, formerly a Member Experience Concierge and Administrative Assistant for The Ritz-Carlton Club and Residences, Lake Tahoe, will now manage The Ritz-Carlton Club and The Ritz-Carlton Residences under the direction of Jenni Lawler. Michelle and Jenni are actively recruiting for a Club Operations Manager to oversee the daily operations at The Ritz-Carlton Club, Lake Tahoe. Michelle will work with this new manager and Jenni to better serve our Members and guests. Michelle is very excited for her new role and would love to hear your feedback!

### Newest Member Experience Concierge

We are pleased to announce the newest member of our team, Heather Keister. Heather joined The Ritz-Carlton Club, Lake Tahoe in October 2017. Her previous position as a Guest Experience Expert at The Ritz-Carlton Hotel, Lake Tahoe provided her with a great deal of knowledge on resort operations. She is thrilled to be a part of our team and has proven to be a great asset. Her organization and eagerness to learn will continue to elevate our wonderful Concierge Team.

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## CONTACT US

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## Seasonal Spa Treatments

### Repair and Protect Facial

Nourish and soothe while you help your skin defend against the cumulative effects of the sun, wind, pollution and stress. This facial features the Nature Repair Complex, a powerful active blend that promotes faster cell regeneration to help treat damaged, sensitive skin that will leave you feeling refreshed and ready to enjoy the elements again.

80 Minutes | \$175.00

### Chai Spice Warmer

Wrap yourself in the warm scents of chai spice and vanilla in this restorative body treatment. Ginger, cardamom, black pepper and clove warm the body and support circulation while soothing muscle and joint discomfort. Renew your skin with a body polishing scrub, followed by a loose wrap to encourage your body's natural detoxification process with a chair body butter application. A soothing scalp and neck massage while wrapped will set your mind adrift and leave you feeling calm and cozy.

75 Minutes | \$235.00

### Twinkle Toes Manicure and Pedicure

Treat yourself to this soft, glowing treatment inclusive of super fine body polish, soothing honeydew lotion and hydrating calendula butter to protect the new layers of your soft skin. A truly gentle and nourishing way to care for hands and feet.

80 Minutes | \$175.00

## Culinary Delights

### The Apres-Ski Experience

Join us outside near the fire pit on the back terrace for a lively après-ski, featuring Moët & Chandon Ice Imperial, Blanc and Rose and a raw bar of chef favorites including chilled shrimp cocktail, oysters on the half shell and ceviche.

Weekends only | 11:00 a.m. to 5:00 p.m.

A La Carte Pricing

### Champagne Brunch in Manzanita

Enjoy a seasonally focused brunch menu featuring a chilled seafood display, a carving station, salads, cheese and charcuterie, along with breakfast favorites and desserts. Unlimited Moët & Chandon and Bloody Mary bar included.

Sundays | 12:00 p.m. to 2:30 p.m.

\$79.00 per adult | \$35.00 per child





## The Ritz-Carlton Hotel Company Update

### *Pacific Coastal Getaway*

### **The Ritz-Carlton Bacara, Santa Barbara**

The Ritz-Carlton Bacara, Santa Barbara recently opened following a multi-million-dollar renovation of the former Bacara Resort and Spa, which included all 358 guest rooms and suites as well as enhancements to the resort's six culinary venues.

Located on 78 acres of exclusive California coastline, The Ritz-Carlton Bacara, Santa Barbara immerses guests in the destination while inspiring them to discover the best of coastal living. The oceanfront resort offers direct beach access and three salt-water swimming pools, a 42,000-square foot luxury spa with 36 treatment rooms, a salon and a fitness center, as well as abundant indoor and outdoor event space. Six culinary venues, including Angel Oak, the resort's signature restaurant, offer guests a taste of Santa Barbara. Just minutes from the center of charming, historic Santa Barbara, the resort is nestled between the Pacific Ocean and the Santa Ynez Mountain, with close proximity to the region's best vineyards. The renovation includes a new Ritz-Carlton Club Lounge, with dedicated check-in, check-out and concierge service, and daily culinary presentations.

The Ladies and Gentlemen of The Ritz-Carlton Bacara, Santa Barbara look forward to welcoming guests and serving the local community, and are dedicated to a seamless transition. The property joins the brand's impressive portfolio of hotels in California, including properties such as The Ritz-Carlton, Los Angeles; The Ritz-Carlton, Marina del Rey; The Ritz-Carlton, Rancho Mirage; The Ritz-Carlton, San Francisco; The Ritz-Carlton, Lake Tahoe; The Ritz-Carlton, Laguna Niguel; and The Ritz-Carlton, Half Moon Bay.



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