

THE RITZ-CARLTON

LIFE



Dear Members,

I would like to report the 2015 Winter Season has been great on and off the slopes with an abundant amount of sunshine. We trust you have been enjoying many mountain memories and alpine adventures.

I am pleased to announce that the Club had a financially successful year in 2014, including a surplus in the Operating Fund. Financial reports will be shared with you after the official 2014 audit is completed. Other mentionable successes include Willow Creek Bistro and Caffe Siena exceeding their budget in 2014. Thank you to all of our Members and guests who have dined in Willow Creek Bistro and Caffe Siena.

The Ritz-Carlton Club, Aspen Highlands Engineering and Housekeeping Team will be busy keeping your home away from home looking new and up to date. During the upcoming "shoulder season" our engineers will be working on plans to redesign Caffe Siena in the spring or fall, depending on permits. We look forward to sharing new details of the design with you soon. New

fitness equipment will be installed in the Elkhorn Lodge gym and steam rooms will be retiled this year. In addition, two new wine coolers will be installed at the entrance of Willow Creek Bistro.

I would personally like to thank all of the Members who took the time to fill out the Owners Satisfaction Surveys after your stay. Your comments help us make vital improvements to our services and Member experiences. The 2014 surveys trended in a very positive direction and this momentum has carried into the 2015 winter season. In addition to the positive Owners surveys, our employee survey was at an all-time high.

Additionally, I would like to remind you to visit the Member website at myritzcarltonclub.com. You can make hotel reservations at the Member rates, view upcoming events and review Board meeting minutes. I look forward to welcoming you back home soon!

Warm regards,
Nicholas DiMeglio, General Manager



Yoga by the Pool

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"Thanks" Giving Program

Our "Thanks" Giving Program is designed to give an end-of-season gift to each of the more than 150 Ladies and Gentlemen. We would like to express our heartfelt thanks to the Members who have contributed to the "Thanks" Giving Program. We collected a over \$39,000 that will be distributed to our hourly Ladies and Gentlemen.

Concierge

During the shoulder season, many of Aspen's restaurants provide a prix fixe menu and spring specials. Please visit with your Member Experience Concierge to plan your next dining experience.

Willow Creek Bistro

Willow Creek Bistro and Caffe Siena will close after Sunday, April 12, 2015 and will reopen for the Memorial Day weekend.

Spa

Contemplating what massage to have during your next visit? Experience the High Altitude Adjustment Treatment to help ease the symptoms associated with high altitude. This 80 minute massage incorporates specific essential oils to encourage oxygenation of the tissues and help condition and nourish dry skin.

Transportation

We will provide transportation services on a designated route servicing Aspen's core downtown area and the Aspen Pitkin County Airport. Unfortunately, private rides are not available. Your Member Experience Concierge can provide you with transportation options, such as rental cars, High Mountain Taxi, limousine service, and complimentary Roaring Fork Transportation Authority (RFTA) bus schedules.

We have changed our route to ensure the safety of our Members and guests, to comply with local traffic laws and as requested by the Aspen Sheriff's office.

The shuttle service route has changed at the City Market and Hotel Jerome stops:

- Our pick up location for City Market will now be across the street from City Market on Spring Street. The Hotel Jerome stop will now be located across the street on Mill Street at the Aspen Public Library.

The transportation team is looking into adding a new shuttle stop in the West End of Aspen during the summer months, please contact your personal Member Experience Concierge for more details.

Press Reader

The Ritz-Carlton Club, Aspen Highlands has recently collaborated with Press Reader to give, our Members and guests, complimentary access to over 3,000+ newspapers and magazines when staying at the property. During your next visit contact the Member Experience Concierge for more information on how to download the application.



Golf The Snowmass Club

The Snowmass Club will extend daily Member privileges for up to eight guests for a preferred rate, after 10:00 a.m. Please see a Membership Experience Concierge for more information and to reserve your tee time.



Aspen Golf Course

This year, we are able to offer our Members special pricing at the Aspen Golf Course, ranked #1 Best Municipal Golf Course in Colorado by Golf Magazine four years in a row! The Ritz-Carlton Gold Golf Pass allows Members to play four full rounds of golf including cart and range balls. For more information or to purchase a pass please contact your Member Experience Concierge.



Rebecca Templeman

New Director of Human Resources: Rebecca Templeman

Rebecca entered the world of hospitality by joining The Ritz-Carlton Hotel Company, LLC. During her 10 year tenure, she rose from Concierge in Tysons Corner to Director of Human Resources in St. Louis, was an opening team member at both the Tysons Corner and St. Thomas properties, and was a certified speaker for The Ritz-Carlton Learning Institute. Rebecca ventured to Dublin, Ireland with her husband and worked for a financial services entrepreneur for six years focusing on Human Resources and Quality Management. She has held Director of Human Resources roles with The American Red Cross Missouri-Illinois Blood Services Region and the 5 Star, 5 Diamond L'Ermitage Hotel, Beverly Hills. Rebecca relocated to Colorado 4 1/2 years ago and was most recently the Director of Training and Development for Aspen Skiing Company supporting all aspects for the 5 Star, 5 Diamond Little Nell Hotel, The Limelight Lodge and Aspen Skiing Company's on mountain activities including food and beverage.



Sonya Haushalter



Concierge Corner

Sonya Haushalter, Member Experience Concierge Supervisor

- How long have you been in Aspen? Seven years
- Favorite Summer activity: Floating on a stand up paddleboard down the Stillwater River
- Favorite Restaurant: Pine Creek Cookhouse
- Aspen Insider Tip: Picnic on the lawn outside of the music tent every Sunday with world-class music

Aspen Events

Ride for the Pass

May 16, 2015

The 21st annual Ride for the Pass is a fundraiser for the Independence Pass Foundation. Cyclists race up to the top of Independence Pass, at 12,095 feet

Aspen Eco Fest

June 6-7, 2015

The Aspen Eco Fest is a must see must attend annual eco event. With more than 100 street vendors and demonstrations, all free to the public from 10:00a.m. - 5:00p.m. Shop and enjoy everything handmade, remade, natural, organic, up-cycled, or energy efficient!

Food & Wine Classic in Aspen

June 19-21, 2015

Each year, the world's most accomplished winemakers, celebrity chefs, and culinary experts come together in one breathtaking setting. Don't miss the opportunity to experience the pinnacle of good taste, mingle with stars, and enjoy a pleasure-packed weekend at the base of spectacular Aspen Mountain.

Live Here, Always.

