



Frequently Asked Questions

Where can I find the 2025 Conference Agenda?

[Click here](#) for the Executive Program and [click here](#) for the Spouse Program.

What is the hotel address, phone number and website?

The Ritz-Carlton, Naples
280 Vanderbilt Beach Road
Naples, FL 34108
Phone: (800) 542-8680
[The Ritz-Carlton, Naples](#)

How do I make a hotel reservation?

Reserve your room at the LTC 100 preferred rate of \$399 [online here](#) or call The Ritz-Carlton, Naples at (877) 590-8187 and reference "LTC 100."

*Rate expires on Friday, April 18, 2025 – or while inventory exists.

What time is Check-in, Check-out at the hotel?

Check-in is at 4:00 pm, Check-out is at 11:00 am.

What is the room cancellation policy at The Ritz-Carlton, Naples?

Any guest can cancel their hotel room up to three days prior to arrival, if cancelled after that date you will be charged a one-night room and tax penalty to the credit card on file.

How much should I tip hotel bell staff?

Each guest will be charged a \$12.00 per person, in and out (this is separate from your room rate). Additional tipping is at your discretion.

How much should I tip housekeeping?

A daily housekeeping gratuity of \$4.50 per room/per night is suggested.

Is there a hotel resort fee?

A daily charge of \$30.00 per room plus tax (reduced from \$45) will be applied for the hotel's resort fee. The daily resort fee includes:

- Two Beach Chairs and Towel Service for two at The Ritz-Carlton, Naples (Beach Resort)
- One Beach Umbrella
- Driving Range access at Tiburon Golf Club, daily for two guests
- One Fitness or Yoga class daily
- Two-hour rental of two Resort bicycles per day
- Basic Wireless Internet access in the meeting space up to 2Mbps (“Simple Wi-Fi”)
- Enhanced Wi-Fi access in guestroom
- Access to the Teen Lounge, VUE
- Reservoir water park access at The Ritz-Carlton Naples, Tiburon, up to four guests per room
- All guests also receive access to the complimentary shuttle to and from The Ritz-Carlton Naples, Tiburon

Where and when can I check into LTC 100?

When you arrive at LTC 100, please proceed as follows:

Welcome Desk Hours & Locations:

Saturday, May 17:	3:00 pm – 6:00 pm	Ritz-Carlton Ballroom Foyer
Sunday, May 18:	8:00 am – 5:00 pm	Ritz-Carlton Ballroom Foyer
Monday, May 19:	7:00 am – 5:00 pm	Ritz-Carlton Ballroom Foyer
Tuesday, May 20:	7:00 am – 3:00 pm	Ritz-Carlton Ballroom Foyer
Wednesday, May 21:	7:00 am – 10:00 am	Ritz-Carlton Ballroom Foyer

What ground transportation is provided to/from the hotel/airport?

Attendees traveling via Southwest Florida International Airport (RSW) will receive complimentary, pre-arranged car service on the following dates:

- Saturday, May 17 & Sunday, May 18 (arrivals)
- Wednesday, May 21 (departures)

Booking will be available in the fall.

What does the attendee fee include?

The attendee fee includes all education sessions, conference materials, conference meals, breaks, recreational experiences, and ground transportation to/from Southwest Florida International Airport (RSW) on May 17, 18 and 21 only.

**It does not include travel, lodging and personal incidental expenses.*

What does the spouse/significant other fee include?

The spouse fee includes all spouse activities, recreational experiences, hosted receptions and dinners, and ground transportation to/from Southwest Florida International Airport (RSW) on May 17, 18 and 21 only.

**It does not include travel, lodging and personal incidental expenses.*

What is the conference attire?

Meetings/Education:	Spouse Program:	Socials:
Business Casual	Resort Casual	Sunday & Monday – Resort Casual Tuesday – Cocktail Attire

What is the conference cancellation policy?

- Cancellations on or before April 18, 2025: You can appoint a substitute senior-level executive (of comparable rank), transfer your registration fee to 2026 LTC 100, or receive a refund less a \$250 service fee.
- Cancellations after April 18, 2025: You can appoint a substitute senior-level executive in your place. No refunds or transfers to future conferences will be allowed.

Experiences & Suggested Attire:

Sunday, May 18th

- Golf Tournament at Ritz-Carlton Tiburon: Golf attire, soft-spiked shoes, collared shirt, hat & sunglasses
- Pickleball Round Robin: Active attire, sneakers/tennis shoes
- Catamaran Excursion: Casual attire, footwear that may get wet
- Sporting Clays: Active attire, long pants or jeans, closed-toe shoes
- Poolside Hospitality: Pool attire, hat, sunglasses

Monday, May 19th

- Spouse NGALA Wildlife Preserve: Casual attire, comfortable walking shoes, hat, sunglasses, light jacket
- Spouse Life in the “Blue Zone” (The link between Lifestyle and Longevity): Casual attire

Tuesday, May 20th

- Spouse Book Club: Casual attire
- Spouse Relaxing on the Beach: Casual attire
- Refresh & Renew: Spa Massage: Casual attire
- Bocce Blast at Wyndemere Country Club: Casual attire, athletic shoes

- Collier Classic Car Collection (at Revs Institute): Casual attire, comfortable walking shoes
- Beachfront Hospitality: Beach attire, hat, sunglasses
- Cooking Class at Kitchen Social: Casual attire, closed-toe shoes

What is the average temperature during the conference?

High: 89° , Low: 68°

Please check the [weather](#) in advance and pack accordingly. Lunches and Sunday's Reception will be outside.

Does the hotel provide complimentary Wi-Fi?

Wi-Fi in guest rooms, public areas and meeting space is included.

Does the hotel offer room service?

In-room dining is available 24 hours daily.

What are the business center hours in the hotel?

For printing and computer usage:

Hours of Operation: Monday – Friday 8:00am – 5:00pm

What are the spa hours in the hotel?

The Spa is open 7 days a week, Monday-Sunday: 10:00am – 5:00pm

Call (239) 514-6100 to reserve a treatment and mention "LTC 100" to receive a 10% discount.

What are the fitness center hours?

The fitness center is accessible 24-hours-a-day with guestroom key card.

Where do I park at the hotel?

The resort offers on-site valet parking only for \$40 per night. Self-park is not available.