

# THE RITZ-CARLTON

## LIFE

- Taste of the City
- Upcoming Theatre Shows
- Member Exclusives
- The Ritz-Carlton Luxury Yachts
- The Ritz-Carlton App Re-Designed
- Concierge Corner



Dear Member,

There is no better time than summer in San Francisco, particularly in Union Square. If staying with us this summer, we hope you will take advantage of cooking classes, outdoor concerts and a very unique craft beer crawl, all just steps away from the property. The Member Experience Concierge team is ready to assist you in planning your summer activities.

When you check in, give The Ritz-Carlton Mobile App a try (it's not just for hotels). The enhanced digital features, customized travel content, and simple navigation make for a mobile experience personalized just for you. More details about recent upgrades to the App are included in this newsletter.

On Saturday, July 15, 2017 at 8:30 p.m., Film Night in the Park, San Francisco's premier outdoor film series, will present "Beauty and the Beast" in Union Square. Gather the family and enjoy the show!

Thank you to all Members who took the time to complete our Member Engagement Survey. The feedback from the survey helps us improve our performance, add amenities and services, and correct areas that need attention. It is also an important tool used to train and recognize our Ladies and Gentlemen. Our Overall Satisfaction Score is at an all-time high, and we lead the brand in receiving "Perfect 10s," achieving a score of 83.7%.

I hope you enjoy the newsletter and the summer!

With best regards,

Kevin Williams  
General Manager



## Concierge Corner

### *Credo*

360 Pine Street San Francisco, California 94610  
415.693.0360

In Latin, the word "credo" means "I believe." At Credo, diners will see that good food and good company go hand-in-hand. The establishment believes in the time-honored tradition of the dinner table debate and the value of impassioned points of view. Diners will enjoy the authentic ingredients, creative preparation and gracious hospitality of this fine eatery.

The restaurant's rustic, compelling dishes are served on tables hand-made by world-renowned Dutch craftsman Piet Hein Eek. Composed entirely of scrap wood, each table is one-of-a-kind, the product of hours of human labor and a keen devotion to sustainable design. The restaurant's original concept is borne of the experience of owner Clint Reilly.

### *China Live*

644 Broadway, San Francisco, California 94133  
415.788.8188

China Live is a massive 30,000-square-foot restaurant and retail space in the heart of Chinatown. There are multiple options for eating, including the Oolong Cafe with grab-and-go items, a bar, and the Market Restaurant with dim sum-style offerings.

### *Chateau Montelena San Francisco Tasting Room*

335 Powell Street San Francisco, California 94102  
415.677.4033

Can't make it to wine country? We invite you to enjoy a two-for-one\* tasting, and experience five wines from the world-class Chateau Montelena portfolio. The tasting room is located within the Westin St. Francis Hotel, in the heart of San Francisco on Union Square. Please see the Concierge for the two-for-one tasting cards. Tasting price is \$30 per person. Open daily, 1:00 - 8:00 p.m. Reservations are not required.

#### BOARD OF DIRECTORS

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## CONTACT US

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San Francisco, California 94104  
415.781.9000  
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## Upcoming Theater Shows

Members save on tickets by using promo code:

RITZ, with three ways to purchase:

[shnsf.com/online/article/corclub](http://shnsf.com/online/article/corclub);

at the Box Office; or at 888.746.1799.

For box office locations, hours, prices, calendars and video highlights, visit [shnsf.com](http://shnsf.com).

THE CURIOUS INCIDENT OF THE DOG IN THE NIGHT-TIME

SHN Golden Gate Theatre

June 27 - July 23, 2017

SOMETHING ROTTEN!

SHN Orpheum Theatre

August 15 - September 10, 2017

AN AMERICAN IN PARIS

SHN Orpheum Theatre

September 12 - October 8, 2017

DISNEY'S ALADDIN

SHN Orpheum Theatre

November 1, 2017 - January 7, 2018

\* Discounts not available for all performances. Extent of discount amount depends on day of the week and section within the theatre. Ticket price includes facility fee and per ticket fee. Tickets subject to availability. Other restrictions may apply. No refunds, cancellations or exchanges.





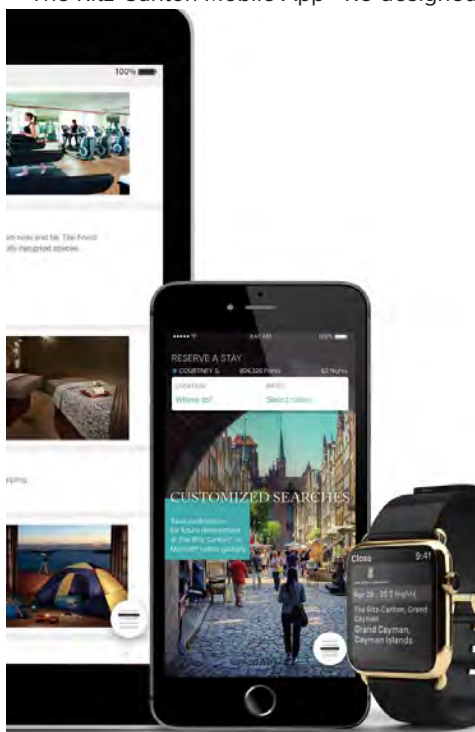


The Ritz-Carlton, Kapalua



The Ritz-Carlton, Cancun

The Ritz-Carlton Mobile App - Re-designed



## Member Exclusives

### *Complimentary Spa Treatment*

Relax and rejuvenate with two complimentary 50-minute spa treatments of your choice when you reserve a newly renovated one- or two-bedroom Residential Suite at The Ritz-Carlton, Kapalua on the beautiful island of Maui. Choose from an Hawaiian-inspired Lomilomi massage or revitalizing facial or much more. On the day of your scheduled treatment, you will also enjoy complimentary access to the spa facilities for the day, including a volcanic stone grotto, eucalyptus sauna and steam room.

Offer is valid for up to two 50-minute treatments per stay (up to two guests receive one treatment each). Only applicable to new bookings. Subject to availability. Must be 18 years or older. Valid only on select room categories June 14 through December 17, 2017.

### *Complimentary Beach Villa*

When you stay at The Ritz-Carlton, Cancun through November 30, 2017, reserve your exclusive complimentary Beach Villa for a relaxing day in a private atmosphere. The Beach Villas feature wooden floor, lounge chairs, hammock, the finest level of personalized service and a refreshing welcome amenity.

The complimentary Beach Villa is offered once per stay and is subject to availability. Additional days can be reserved at USD \$140 per day (subject to 16% federal tax + 15% service charge). Beach Villas are offered from 9:00 a.m. to 5:00 p.m. and accommodate four adults. The complimentary welcome amenity consists bottled water, a seasonal fruit plate and chips and salsa.

To reserve either offer, please contact Member Services at 888.220.2084. Mention either the Member/Owner's "Kapalua Complimentary Spa Treatments" offer or the Member/Owner's "Cancun Beach Villa" offer.

## Re-designed Ritz-Carlton Mobile App

Our recent re-design has added several digital features including compatibility with more devices--use the app on your iPhone, iPad, or Apple Watch, with the Android re-designed App coming soon; more languages; local hotel and destination information and guest services for your upcoming stay (like Mobile Check-In and Mobile Requests), ready for you when you open the app.

For more information go to:  
<https://itunes.apple.com/app/ritz-carlton-hotels-resorts/id519020361>.

## Taste of the City

Please join us in the 12th Floor Lounge for a weekly experience celebrating the unique flavor, diversity and bounty of San Francisco and beyond.

### July 7, 2017 - ST. SUPERY ESTATE VINEYARDS AND WINERY

A sustainably farmed winery located in the renowned Rutherford growing region in the heart of Napa Valley. The vineyards and winery are certified Napa Green and are recognized for exceptional Sauvignon Blanc, Cabernet Sauvignon and estate red and white blends. All wines are 100% estate grown, produced and bottled.

### July 14, 2017 - HONIG VINEYARD AND WINERY

The Honig family are leaders in sustainability, both in the vineyard and the winery. What began as a small “garage” winery has today become a successful family enterprise, with everyone working collaboratively to run an inspiring and socially responsible business. Winemaker Kristin Belair focuses production solely on Sauvignon Blanc and Cabernet Sauvignon. Honig wines can be found on the wine lists across the country.

### July 21, 2017 - ARROWOOD ESTATE

Arrowood is 100% Sonoma, and, since 1986, has been producing high-character wines from sustainably and organically farmed vineyards west of the Mayacamas Ridge. The winery is located in the historic Sonoma Valley, a small sub-appellation in the heart of the county. Often described as a warm pocket in a cool region, this area is particularly well suited to Cabernet Sauvignon, the signature wine. Arrowood also produces limited quantities of other noble varieties from some of Sonoma's acclaimed vineyards.

### July 28, 2017 - WHITEHALL LANE WINERY

A family-owned winery in Napa Valley's historic Rutherford appellation, owning approximately 140 acres of prime Valley-floor vineyards including the Leonardini Vineyard in St. Helena. The winery is committed to making the finest Napa Valley Cabernet Sauvignon, Merlot, Sauvignon Blanc, Chardonnay, Pinot Noir and Reserve wine.



## The Ritz-Carlton Yacht Collection

### *Taking to the Sea*

In 2019, The Ritz-Carlton will become the first luxury hotel brand to offer bespoke yacht experiences through its custom-built luxury yacht collection, bringing the iconic Ritz-Carlton service and timeless style to unique, distinguished seafaring destinations around the world. Named The Ritz-Carlton Yacht Collection, the first of three lavish cruising yachts in this series is scheduled to take to sea in the fall of 2019.



The Ritz-Carlton Yacht Collection

Itineraries are being developed, calling at intimate and signature destinations alike, and voyages will range from seven to ten days. The first ship will cruise a wide variety of destinations depending on the season, including the Mediterranean, Northern Europe, the Caribbean and Latin America. Due to the intimate size of the vessel, the yacht will call at unique locations typically not accessible to large cruise ships, from Capri and Portofino to St. Barths and the old town of Cartagena. With a relaxed pace, that includes both overnight and daytime ports of call, guests will be offered a uniquely curated destination experience.

The specially designed small capacity vessel will measure 190-meters, accommodate up to 298 passengers, and feature 149 suites, each with its own private balcony. The yacht will also feature two 138 square-meter lavish duplex penthouse suites, with modern craftsmanship and interior finishes jointly designed by The Ritz-Carlton and leading cruise ship design firm, Tillberg Design of Sweden.

The Ritz-Carlton yachts will feature a restaurant by Sven Elverfeld of Aqua, the three Michelin-starred restaurant at The Ritz-Carlton, Wolfsburg; a signature Ritz-Carlton Spa; and a Panorama Lounge and wine bar, offering a wide variety of on-board entertainment. Additionally, the yacht will offer one-of-a-kind curated destination journeys through collaborations with local chefs, musicians and artists, allowing guests to experience the locations in unique and experiential ways, both onboard and ashore.

Reservations will open in May 2018. The ships of The Ritz-Carlton Yacht Collection are also available for private charter.

For more information, please visit [ritzcarlton.com/en/yachts](http://ritzcarlton.com/en/yachts).

*Live Here, Always.®*

