

Frequently Asked Questions

Where and when can I check into Senior Living 100?

When you arrive at Senior Living 100, please proceed as follows:

Welcome Desk Hours & Locations:

Saturday, March 23:	3:00 pm – 6:00 pm	Ritz-Carlton Ballroom Foyer
Sunday, March 24:	7:00 am – 5:00 pm	Ritz-Carlton Ballroom Foyer
Monday, March 25:	7:00 am – 5:00 pm	Ritz-Carlton Ballroom Foyer
Tuesday, March 26:	7:00 am – 3:00 pm	Ritz-Carlton Ballroom Foyer
Wednesday, March 27:	7:00 am – 9:00 am	Ritz-Carlton Ballroom Foyer

Where can I find the 2024 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, Laguna Niguel
One Ritz-Carlton Drive
Dana Point, CA 92629
Phone: (949) 240-2000

[The Ritz-Carlton, Laguna Niguel Website](#)

How do I make a hotel reservation for the conference?

Reserve your room at the Senior Living 100 preferred rate of \$399 (Regular) or \$499 (Ocean View) [online here](#) or call The Ritz-Carlton, Laguna Niguel at (800) 930-5146 and reference "Senior Living 100". Rate expires on February 21st, 2024 – 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, Laguna Niguel?

If cancelled within 7 days of your arrival, 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 \$16.00 one-time portage service fee (this is separate from your room rate). Additional tipping is at your discretion.

How much should I tip housekeeping?

A daily housekeeping gratuity of \$5.00 per room/per night is suggested.

Is there a hotel resort fee?

A daily charge of \$20.00 per room plus tax (reduced from \$60) will be applied for the hotel’s resort fee. The daily resort fee includes:

- Complimentary general bandwidth in guest room and meeting space, public areas
- 24-hour computer access to the Private Business Centers
- Daily Yoga and Pilates classes
- Shuttle service to and from Salt Creek Beach upon request
- Access to resort’s Beach Butler Service and use of beach recreation equipment
- Tennis court access
- Preferred golf tee-times at Monarch Beach Golf Links; Includes shuttle service & bag storage
- Participation in resort’s daily scheduled Eco-Adventure Center Garden Tour

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

Senior Living 100 will provide complimentary transportation from John Wayne Airport (SNA) to The Ritz-Carlton, Laguna Niguel on Saturday, March 23 and Sunday, March 24. We will also provide complimentary transportation to John Wayne Airport (SNA) on Wednesday, March 27.

To reserve your ground transportation, please [click here](#).

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 John Wayne Airport (SNA) on March 23, 24 and 27 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 John Wayne Airport (SNA) on March 23, 24 and 27 only.

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

What is the conference attire?

Meetings/Education:

Business Casual

Spouse/Significant Other Program:

Resort Casual

Evenings:

Resort Casual

What is the conference cancellation policy?

- **Cancellations on or before March 8, 2024:** You can appoint a substitute senior-level executive, carry over your registration to 2025 Senior Living 100 or receive a refund less a \$100 service fee.
- **Cancellations after March 8, 2024:** Your registration fee will not be carried over and you will not receive a refund. You can appoint a substitute senior-level executive in your place.

Experiences & Suggested Attire:

Sunday, March 24th

- Spouse Relax & Restore: Casual attire
- Whale Watching: Casual attire, hat, sunglasses
- E-Bike Tour of Laguna Beach: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Hiking Strands Beach: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Sushi & Sake Class: Casual attire
- The Amazing Race at The Ritz-Carlton, Laguna Niguel: Casual attire, athletic shoes,

Monday, March 25th

- Spouse A Day in Laguna: Art Tour, Lunch & Shopping: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses

Tuesday, March 26th

- Spouse Books & Bubbles: Casual attire
- Spouse Poolside Cabanas: Pool attire, hat, sunglasses
- Sailing Regatta: Casual attire (clothes and shoes may get wet), comfortable shoes, light jacket, hat, sunglasses
- The Ritz-Carlton Spa: Casual attire
- Hiking Crystal Cove: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Pickleball Clinic: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Kitchen Showdown: Casual attire

What is the average temperature during the conference?

High: 70°, Low: 50°

Please check the [weather](#) in advance and pack accordingly. Our evening functions will be outside.

Does the hotel provide complimentary Wi-Fi?

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

Does the hotel offer room service?

In-room dining is available 24 hours a day.

What are the business center hours in the hotel?

There is not a full business center, however there are computers & printers to print your boarding pass.

What are the spa hours in the hotel?

The Spa is open 7 days a week, 9:00am – 5:00pm. Call (949) 573-2235 to reserve a treatment and mention “Senior Living 100” to receive a 10% discount.

What are the golf course hours?

The Ritz-Carlton, Laguna Niguel has partnered with Monarch Beach Golf Links for golf outings. Master golf architect Robert Trent Jones, Jr. has fashioned a one-of-a-kind golf course design – challenging and fair, with views of surf breaks on every holes.

Monarch Beach Golf Links
50 Monarch Beach Resort Drive North
Dana Point, CA 92629

[Click here](#) to reserve a tee time

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 for \$30 per day and \$70 overnight. They do not offer self-park.