



THE RITZ-CARLTON RESIDENCES®

## Frequently Asked Questions

### Q. What are The Ritz-Carlton Residences?

A: The Residences are private, whole-ownership real estate; they may be condominiums or estate homes. The Residences are *not* time-share real estate or fractional real estate.

### Q. Where are The Residences located?

A: The Residences are located in the United States, Canada, the Caribbean and Asia. The first Middle Eastern location is expected to open in 2013.

### Q. Does The Ritz-Carlton develop The Residences?

A: No, we do not develop The Residences. The Residences are developed, marketed and sold by real estate developers under license agreements with The Ritz-Carlton Hotel Company.

Our company manages The Residences. As property managers, we deliver **RITZ** services as one would experience in a Ritz-Carlton managed hotel.

### Q. Are the services that Residence owners receive performed by hotel staff?

A: Not typically. Residence properties employ a staff of Ritz-Carlton ladies and gentlemen who are dedicated to serving the residence owners at that site. This staff is not shared with hotel guests. Such dedicated staff includes a Director of Residences as well as concierges, valets, and others.

### Q. Are all services, such as housekeeping, complimentary as part of the residence owner's Association or Strata dues/fees?

A: Many **RITZ** services are included as part of the residence owner's Association or Strata dues. Some services are "a la carte," such as housekeeping and dog walking, and can be arranged by the residential staff.

### Q. In addition to The Ritz-Carlton Residences, do you also have Serviced Apartments? How are these different?

A: A few Ritz-Carlton hotels in Asia and the Middle East include for-lease Serviced Apartments, which go by the name of *The Ritz-Carlton Executive Residences* or a similar name. These are furnished apartments serviced by the adjacent hotel.

### Q. Why do people choose to live in a Ritz-Carlton Residence?

A: Residence owners appreciate the consistent level of service excellence for which our company is known. They enjoy knowing that the quality of service and maintenance of the common areas of the property will be executed to the exacting brand standards of The Ritz-Carlton, ensuring that owners live at a property that signifies prestige and sustained quality.

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