

Frequently Asked Questions

How do I check in at Home Care 100?

When you arrive at the hotel, please stop by our welcome desk located in Egret on the lobby level to pick up your conference materials.

Welcome Desk Hours: **Friday:** 3:00 – 9:00 p.m.
 Saturday: 12:00 – 5:15 p.m.; 7:00 – 8:00 p.m.
 Sunday: 7:00 a.m. – 5:00 p.m.

What is the hotel address, phone number and website?

Ritz-Carlton Orlando, Grand Lakes
4040 Central Florida Parkway
Orlando, FL 32837
407-206-2400
<http://the-ritz-carlton.grandelakes.com/>

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

Check-in is at 3:00 p.m., Check-out is at 12:00 p.m.

How much should I tip for housekeeping?

Hotel suggests \$4.00/day

Where can I smoke in the hotel?

Outside only

Are you providing ground transportation to/from the hotel/airport?

Home Care 100 will provide complimentary ground transportation to and from *Orlando International Airport (MCO)* only and only to those attendees that have filled out a Transportation Form. We will group attendees arriving within twenty minutes of each other.

Where can I find the Transportation Form?

[Transportation Form Link](#)

Where can I find the 2012 Conference Brochure and Agenda?

www.homecare100.com

What does the attendee fee include?

Attendee fees cover everything except flights, lodging and personal incidental expenses (i.e. mini-bar, in-room movies, etc.): All educational sessions, all conference materials, conference meals & receptions, coffee breaks, recreational outings and ground transportation to and from Orlando International Airport (MCO).

What does the spouse fee include?

All recreation, spouse activities, hosted receptions and dinners

Please note: All attending spouses must pay the full spouse fee if they plan to participate in any social or recreational events.

What is the conference attire?

Meetings/Education: Business Casual

Recreation (we will supply the sunscreen (and ponchos if case of inclement weather)):

- Kennedy Space Center: Comfortable clothes, walking shoes, sunglasses, cap
- Golf : Collared shirt, long pants, walking shorts (no t-shirts, tank tops, athletic shorts, cut-offs, denim or metal spikes), sunglasses, cap
- Zipline Safari: Closed toe shoes and pants no shorter than knee length. Long hair must be tied back into a pony tail. If bringing a camera a shoulder strap is required.
- Horseback Riding: Closed toe shoes and pants, sunglasses, cap
- Nature Biking: Comfortable clothes, sneakers, sunglasses, cap
- Charles H. Morse Museum of American Art: Comfortable clothes, walking shoes, sunglasses, cap
- Wine and Food Pairing: Comfortable clothes
- Airboat Everglades Adventure: Comfortable clothes and shoes, sunglasses, cap
- Canoeing Eco-Tour: Comfortable, quick drying clothes & shoes, windbreaker, sunglasses, cap
- Intro to Fly Fishing: Comfortable, quick drying clothes & shoes, windbreaker, sunglasses, cap
- Golf Clinic: Comfortable clothes and shoes, sunglasses, cap
- Richard Petty Ride Along: Comfortable clothes, closed toe shoes, socks
- iFLY: Comfortable clothes, athletic shoes

Socials

- Saturday Early Arrivals Reception - Casual
- Sunday Super Bowl Party - Casual
- Monday Reception, Dinner, After Dinner Social – Jacket for men and equivalent for women

What is the Average Temperature in Orlando during the conference?

High: 74°, Low: 51°

What are the restaurants in the hotel?

THE VINEYARD GRILL

Unwind in the relaxed surroundings of The Vineyard Grill, an excellent steakhouse featuring a selection of prime meats, mouth-watering side dishes and fresh seafood complemented by a selection of great American wines.

Open for breakfast, lunch, and dinner. Casual attire suggested. Indoor and outdoor seating.

NORMAN'S

Featuring chef Norman Van Aken's acclaimed "New World Cuisine" as the culinary centerpiece. Chef Van Aken's unique cuisine is the fusion of Latin and Caribbean recipes with traditional European technique and his own innovative spirit.

The restaurant follows the Colonial Italian Palazzo-inspired design of the hotel and features marble floors and walls in warm roses and tans, all completed by breathtaking views of the golf course.

NORMAN's...bringing a new era of sophisticated dining to Orlando.

BLEU

Dine al fresco at Bleu, the poolside restaurant and bar, featuring classic burgers and salads with fun twists. Take a break from the sun and try one of our frozen drinks, prepared only with the freshest ingredients to indulge and cool your palate.

THE LOBBY LOUNGE

The Lobby Lounge is set in a casual elegant atmosphere, perfect ambiance to enjoy Afternoon Tea, cocktails or light fare while enjoying views of the gardens, lakes and golf course.

FAIRWAYS PUB

The inspired clubhouse fare and great selection of draught beer and scotches at Fairways Pub provide the perfect finishing touch to a day on the links. The Turn, which features menu items to go - perfect for golfers on the run.

Below are restaurants at the connected **JW Marriott** that we can recommend to our attendees:

PRIMO

Experience sensible contemporary Italian cuisine at its best! Chef Melissa Kelly creates plates with her "home-grown" concept in mind, emphasizing the freshest local ingredients such as citrus and seafood to create imaginative and dazzling recipes. Vegetables and herbs are grown on-site in the organic garden. Primo offers indoor seating. Reservations are highly recommended. Open for dinner only.

Guests of Melissa Kelly's Primo at the JW Marriott Orlando, Grande Lakes, enjoy fresh produce that comes to their plates directly from Primo's organic garden and local farms. In order to guarantee that all dishes meet the highest standards, only the finest ingredients are used. Open for dinner.

CITRON, AN AMERICAN BRASSERIE

An American brasserie featuring contemporary and colorful cuisine. Signature items feature products that are truly American. Open for breakfast, lunch and dinner

QUENCH POOLSIDE BAR & GRILL

Hand-built tropical mixology to help you relax by the pool and refresh your soul. Fresh cut prime sirloin burgers are paired with fresh salads and refreshing drinks. Swim attire is accepted. Open for lunch.

LOBBY LOUNGE

This spacious lounge is perfect for afternoon or evening relaxation. Featuring classic personalized cocktails and New World wines. Re-energize at our eclectic sushi-raw bar, and enjoy the views of the gardens, lakes and golf course.

THE SUSHI BAR

Re-energize at our eclectic sushi-raw bar, and enjoy the views of the gardens, lakes and golf course.

CAFÉ BODEGA

An eco-friendly grab-and-go cafe, featuring grilled pizzas, sandwiches and alternative snacks. Open for breakfast and lunch.

What are the Business Center hours in the hotel?

Computers, printers, fax and internet are accessible 24-7 via credit card.
Open weekdays 7:00 a.m.-7:00 p.m., Sat-Sun 7:00 a.m.-4:00 p.m.
Located on the Lobby Level.

What are the Spa Hours?

Sunday – Thursday, 10:00 a.m. – 7:00 p.m.
Friday and Saturday, 9:00 a.m. – 7:00 p.m.
Located between The Ritz-Carlton and JW Marriott Conference Centers.

What are the Fitness Center hours?

Daily: 5:00 a.m. – 10:00 p.m.
Located between The Ritz-Carlton and JW Marriott Conference Centers.

Are there daily Fitness Classes?

Yes, please call 407-393-4200 for a full list and availability. \$15 per 50-minute class.

Where do I park at the hotel?

Valet parking *only* and it is \$16.00 per day, \$22 for overnight.

How is cell service in the hotel?

Good