

HOME CARE 100®

LEADERSHIP CONFERENCE

Frequently Asked Questions

Where and when can I check into Home Care 100?

When you arrive at Home Care 100, please proceed as follows:

Welcome Desk Hours & Locations:

Saturday, January 21:	3:00 pm – 7:00 pm	The Ritz-Carlton Ballroom Foyer
Sunday, January 22:	7:30 am – 6:00 pm	The Ritz-Carlton Ballroom Foyer
Monday, January 23:	7:00 am – 2:00 pm	Palazzo Ballroom Foyer (JW Side)
	2:00 pm – 5:00 pm	The Ritz-Carlton Ballroom Foyer
Tuesday, January 24:	7:00 am – 3:00 pm	Palazzo Ballroom Foyer (JW Side)
Wednesday, January 25:	7:00 am – 10:00 am	The Ritz-Carlton Ballroom Foyer

Where can I find the 2023 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 Orlando, Grande Lakes
4012 Central Florida Parkway
Orlando, FL 32837
Phone: (407) 206-2400

[The Ritz-Carlton, Grande Lakes Website](#)

How do I make a hotel reservation for the conference?

Reserve your room at the Home Care 100 preferred rate of \$389 [online here](#) or call The Ritz-Carlton Orlando, Grande Lakes at (888) 707-9325 and mention "Home Care 100."

Rate expires on December 19 – 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 Orlando, Grande Lakes?

If cancelled within 5 days to your arrival, you will be charged a two 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 \$14.00 one-time portage service fee (this is separate from your room rate). Additional tipping is at your discretion.

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How much should I tip housekeeping?

A daily housekeeping gratuity of \$5.00 per room/per night plus tax will be added to your room rate.

Is there a hotel resort fee?

A daily charge of \$25.00 per room plus tax (reduced from \$40) will be applied for the hotel's resort fee. The daily resort fee includes:

- Complimentary general bandwidth in guest room and meeting space
- Enhanced in-room wireless internet for up to 6 devices
- Daily bike rental (two bikes, one hour)
- Pool floats at JW Marriott Lazy River (two)
- Driving range privileges
- Tennis court access for two (2) guests (one hour per day)
- Fitness Center Class for two (2) guests (one class per day)
- Daily recreational activities
- Transportation to SeaWorld, Universal Studios and Disney theme parks

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

Home Care 100 will provide complimentary transportation from Orlando International Airport (MCO) to The Ritz-Carlton, Grande Lakes on Saturday, January 21 and Sunday, January 22. We will also provide complimentary transportation to Orlando International Airport (MCO) on Wednesday, January 25.

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 Orlando International Airport (MCO) on January 21, 22 and 25 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 Orlando International Airport (MCO) on January 21, 22 and 25 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

Socials:

Sunday/Monday - Resort Casual

Tuesday – Cocktail Attire

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What is the conference cancellation policy?

- Cancellations on and before December 22, 2022: You can appoint a substitute senior-level executive, carry over your registration to 2024 Home Care 100 or receive a refund less a \$100 service fee.
- Cancellations between December 23, 2022 and January 16, 2023: 60% of your registration fee will be carried over to a credit toward the 2024 conference.*
- Cancellations on or after January 17, 2023: Your registration fee will not be carried over and you will not receive a refund.

**Carry over registrations can only be applied to the 2024 Home Care 100 Conference*

Recreation & Suggested Attire:

Sunday, January 22

- Kennedy Space Center: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses
- The Amazing Race at Disney Springs: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Tranquil Cruise & Brews: Casual attire, walking shoes, light jacket, hat, sunglasses
- Golf Tournament (Executives Only): Golf attire, soft spiked shoes, collared shirt, hat, sunglasses, no jeans, shorts must be at least mid-thigh in length
- iFLY & ICEBAR: Casual attire (pants preferred), well-fitting, lace-up sneakers, or running shoes, light jacket
- Reel in the Fun at Disney's Bass Fishing: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Death by Chocolate: Casual attire

Monday, January 23

- Spouse Around the World Epcot Adventure: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses

Tuesday, January 24

- Spouse Fiction Addiction Book Club: Casual attire
- Spouse Private Cabanas: Pool attire, hat, sunglasses
- The Spa: Casual attire
- Life is Better by the Pool! (private cabanas): Pool attire, hat sunglasses
- Kayaking at Shingle Creek: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Pedal Back in Time: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Art of BBQ: Casual attire
- Birds of Prey & Bourbon: Casual attire
- Gone Fishin': Casual attire, athletic shoes, light jacket, hat, sunglasses
- Iron Chef: Casual attire

What is the average temperature during the conference?

High: 72°, Low: 51°

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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 from 6:00am – 11:00pm daily.

What are the business center hours in the hotel?

The FedEx Office Print & Ship Center is located at the JW Marriott Grande Lakes.

Hours of Operation: Monday-Friday 7:00am-6:00pm, Saturday-Sunday 7:00am-4:00pm

Phone: (407) 226-0305

What are the spa hours in the hotel?

The Spa is open 7 days a week, Monday-Friday: 9:00am – 5:00pm, Saturday-Sunday: 9:00am – 7:00pm.

Call (407) 393-4200 to reserve a treatment and mention “Home Care 100” to receive a 10% discount

What are the golf course hours?

The Ritz-Carlton Golf Club, Orlando: The 18-hole championship course, designed by Greg Norman, is a Certified Audubon Cooperative Sanctuary and tests the abilities of every skill level.

Call (407) 393-4900 to reserve a tee time and mention “Home Care 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 for \$47 per day/overnight.