

# HOME CARE 100<sup>®</sup>

## **Frequently Asked Questions**

Where can I find the 2024 Summer Conference Agenda?

[Click here](#) for the executive program and [click here](#) for the Spouse Program.

What is the hotel address, phone number and website?

Waldorf Astoria Monarch Beach Resort & Club

1 Monarch Beach Resort

Dana Point, CA 92629

Phone: (949) 234-3200

[Waldorf Astoria Monarch Beach Resort & Club Website](#)

How do I make a hotel reservation for the conference?

Reserve your room at the Home Care 100 preferred rate of \$419

[Book Online](#) or call Waldorf Astoria Monarch Beach at (949) 234-3200 and mention "Home Care 100."

Rate expires on April 26, 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 hotel room cancellation policy at Waldorf Astoria Monarch Beach Resort & Club?

If cancelled within 7 days prior your arrival after 6pm, you will be charged a penalty of one-night room and tax to the credit card on file.

Early Departure Fee - Guests wishing to avoid a charge of 1 night Room and Tax Early Check-out Fee, should advise the Front Desk at least 24 hours in advance

How much should I tip hotel bell staff?

Each guest will be charged a \$15.00 one-time portage service fee (this is separate from your room rate). Additional tipping is at your discretion.

How much should I tip housekeeping?

Each room will be charged a housekeeping gratuity of \$5.00 per day (this is separate from your room rate). Additional tipping is at your discretion.

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## Is there a hotel resort fee?

A daily charge of \$30.00 per room plus tax (reduced from \$63) will be applied for the hotel's resort fee. The daily resort fee includes:

- Digital access to over 3,000 newspaper and magazine publications worldwide
- Access to in-room high speed internet for four devices up to 5MB
- Woody tram to the exclusive Monarch Bay Beach Club
- Tram rides to Salt Creek Beach
- Beach host service with towels chairs and umbrellas
- Beach games and activities
- Waldorf Astoria Spa Signature Fitness Classes
- Laundering of limited workout gear, anticipated 24-hour turnaround.
- House bikes with self-guided local tours on a first-come, first-served basis
- Discounted green fees, savings on Flex Set rentals, & preferred tee times at Monarch Beach Golf Links
- In-room coffee & tea, two bottles of water per day, refreshed at turn down.
- Overnight shoeshine
- Local & toll-free calls, 24-hour business kiosk with free boarding pass printing

## 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:

Sunday, June 2:	3:00 pm – 6:00 pm	Monarch Ballroom Foyer
Monday, June 3:	7:00 am – 5:00 pm	Pacific Ballroom Foyer
Tuesday, June 4:	7:00 am – 5:00 pm	Pacific Ballroom Foyer
Wednesday, June 5:	7:00 am – 3:00 pm	Pacific Ballroom Foyer
Thursday, June 6:	7:00 am – 9:00 am	Pacific Ballroom Foyer

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

Home Care 100 will provide complimentary transportation from John Wayne/Orange County Airport (SNA) to Waldorf Astoria Monarch Beach Resort & Club on Sunday, June 2 and Monday, June 3 and to John Wayne/Orange County Airport (SNA) on Thursday, June 6.

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

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## 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/Orange County Airport (SNA) on June 2, 3 and 6 only.

*\*It does not include travel, lodging and personal 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/Orange County Airport (SNA) on June 2, 3 and 6 only.

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

## What is the conference attire?

Meetings/Education:	Spouse Program:	Socials:
Business Casual	Resort Casual	All Evenings - Resort Casual

## What is the conference cancellation policy?

- Cancellations on or before May 17, 2024: You can appoint a substitute senior-level executive, carry over your registration to the 2025 Home Care 100 or receive a refund less a \$100 service fee.
- Cancellations after May 17, 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.

## Recreation & Suggested Attire:

### Monday, June 3

- Golf Tournament (Executives Only): Golf attire, soft spiked shoes, collared shirt, hat, sunglasses, no jeans, shorts must be at least mid-thigh in length
- Mixology 101: Casual attire
- Newport Beach Duffy Boat Sightseeing Tour: Casual attire, walking shoes, light jacket, hat, sunglasses
- Poolside Paradise (private cabanas): Pool attire, hat, sunglasses
- Dolphin Cruise: Casual attire, walking shoes, light jacket, hat, sunglasses

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## Tuesday, June 4

- Spouse Day in San Juan Capistrano – Mission Tour, Shopping, Lunch: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses

## Wednesday, June 5

- Spouse Book Club: Casual attire
- Spouse Private Cabana: Pool attire, hat, sunglasses
- Beach Bash: Beach attire, hat, sunglasses
- Dana Point Electric Bike Tour: Casual attire, athletic closed-toe shoes, light jacket, hat, sunglasses
- San Juan Capistrano Mission Tour & Wine Tasting: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses
- Stand Up Paddleboarding: Beach attire, athletic shoes, light jacket, hat, sunglasses
- The Spa: Casual attire

What is the average temperature during the conference?

High: 80°, Low: 60°

Does the hotel provide complimentary Wi-Fi?

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

Does the hotel offer room service?

In-room dining is available daily, 24 hours.

What are the business center hours in the hotel?

They do not have a business center, but you can print items at the front desk.

What are the spa hours in the hotel?

The Spa is open daily from 6:00 am – 8:00 pm, Services are from 10:00 am – 5:00 pm. Call (949) 234-3368 to reserve a treatment and mention “Home Care 100” to receive a 10% discount.

Where can I play golf?

Monarch Beach Golf Links, one of Golf Digest’s “Best Places to Play” and a GOLF Magazine “Gold Medal Resort.”

Call (949) 248.3002 to reserve a tee time.

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What are the fitness center hours?

The fitness center is accessible 5:00 am to 10:00 pm daily with guestroom key card.

Where do I park at the hotel?

The resort offers on-site valet parking for \$35 per day and \$50 overnight.