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A business card with a city in the background

Description automatically generated

**Terre-Blanche Hotel, Spa and Golf Resort**

**Provence, France**

**The Hermitage**

**Monte Carlo, Monaco**

Program Dates: October 14-21, 2023

Project ID: 0063514

Activity ID: 1043514

Product Code: 0050

# Of Participants: 164

81 couples

2 singles

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| **BIW TEAM** | | | |
| **NAME** | **TITLE** | **EXTENSION**  **CELL PHONE #** | **EMAIL ADDRESS** |
| Laura Rettinger | Sr. Account Manager | 952-844-4436 (O)  952-237-6433 (M) | Laura.rettinger@biworldwide.com |
| Gretchen Anderson | Design Manager | 952-844-4571 | Gretchen.Anderson@biworldwide.com |
| Dawn Van Haaften | Event Registration Manager | 952-844-4251 | Dawn.VanHaaften@biworldwide.com |
| Jill Jordan | Sr. Group Air Management | 962-844-4387  763-614-9832 | [Jill.Jordan@biworldwide.com](mailto:Jill.Jordan@biworldwide.com) |
| Deb Kes | Sr. Event Communications Manager | 952-844-43268 | [Deb.Kes@biworldwide.com](mailto:Deb.Kes@biworldwide.com) |
| Amy Kroll | Technology Implementation Manager  App | 605-610-7740 | [Amy.Kroll@biworldwide.com](mailto:Amy.Kroll@biworldwide.com) |
| Kara Peterson | Travel Accounting Contact | 952-844-4571 | [Kara.S.Peterson@biworldwide.com](mailto:Kara.S.Peterson@biworldwide.com) |
| Betsy Schneider | VP Marketing Services | 952-221-1761 | [Betsy.Schneider@biworldwide.com](mailto:Betsy.Schneider@biworldwide.com) |
| Ranita Quale | Event Director  Safety & Security, VIPs | 612-490-3319 | Ranita.Quale@biworldwide.com |
| Hewot Getachew | Event Staff  Ground & Activities (non-spa or golf), Assist VIPs | 319-800-8014 | Hewot.Getachew@biworldwide.com |
| Christa Rheingans | Event Staff  Hospitality Desk, Spa, Rooms/Accounting | 651-363-8055 | Christa.Rheingans@biworldwide.com |
| Jenna Swenson | Event Staff  F&B, $10MM Club, Golf | 651-350-8457 | Jenna.Swenson@biworldwide.com |
| Nancy Chrismer | Participant Management  After Hours Primary | 651-253-8236 | [Nancy.chrismer@biworldwide.com](mailto:Nancy.chrismer@biworldwide.com) |

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| **CON****TACTS** |

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| **BI WORLWIDE**  **7630 Bush Lake Road**  **Minneapolis, MN 55439** | | | | | |
| **Name** | **Title** | **Direct Phone** | **Cell Phone** | **Email** | **Traveling On-Site** |
| Betsy Schneider | VP Marketing | 952-844-4655 | 952-221-1761 | Betsy.schneider@biworldwide.com | No |
| Norm Williams | Senior Vice President  Clients and Brands |  |  |  | Yes |
| Special Information: | | *Note information specific to client here*   * *Master signers: Norm Williams/Larry Schoenecker* | | | |

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| **HOTEL – Terre Blanche Hotel Spa Golf Resort**  **3100 route de Bagnols-en-Foret**  **83440 Tourette’s France**  **33 4 94 39 90 00** | | | | |
| **Name** | **Title** | **Direct Phone** | **Cell Phone** | **Email** |
| Sophie Bisiaux | Sales Executive | 33 4 94 39 36 07 | 33 6 45 73 67 43 | sbisiaux@terre-blanche.com |
| Julia Aldon | Groups & Banqueting Coordination | 33 (0) 4 94 39 36 60 |  | jaldon@terre-blanche.com |

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| **HOTEL – Hotel Hermitage Monte-Carlo**  **Square Beaumarchais**  **Monte Carlo 98000 Monaco**  **Main Phone Number** | | | | |
| **Name** | **Title** | **Direct Phone** | **Cell Phone** | **Email** |
| Lea Veyres | Project Manager | 377 98 06 17 45 |  | l.veyres@sbm.com |
| Marine Andrieux Gajero | Banqueting & Convention Coordinator | 377 980 6 98 05 |  | M.AndrieuxGajero@sbm.mc |
| Manon Cavassino | Spa |  |  | M.CavassinoDalest@sbm.mc |
| Marine Andrieux Gajeo | Golf | 377 980 6 98 05 |  | M.AndrieuxGajero@sbm.mc |

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| **DMC – Raising Stones Events**  **Le Winter Palace**  **4 bd des Moulins 98000 Monaco**  *377 97 97 19 40* | | | | | |
| **BIW Approved Vendor?** | | YES | | | |
| **If NO, why?** | | <Explain reason for using non-approved vendor> | | | |
|  | | | | | |
| **Name** | **Title** | | **Direct Phone** | **Cell Phone** | **Email** |
| Jonathan Monnet | Project Manager | | 377 97 97 19 40 | 33 7 84 59 02 70 | jonathan@raising-stones-events.com |
| Rosemarie Merlo Pompenig | Managing Director/ Co Founder | |  | 33 6 12 04 50 13 | rosemarie@raising-stones-events.com |
| Pierre Oudine | Managing Director/ Co Founder | |  | 33 6 18 03 03 09 | pierre@raising-stones-events.com |

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| **ADDITIONAL VENDORS – Grand-Hotel du Cap-Ferrat, a Four Seasons Hotel**  **71 Boulevard du General de Gaulle**  **Saint-Jean Cap-Ferrat 06230 France**  **33 4 93 76 50 50** | | | | |
| **BIW Approved Vendor?** | YES | | | |
| **Name** | **Title** | **Direct Phone** | **Cell Phone** | **Email** |
| Carolina Santos Campino | Director Catering & Events | 33 6 30 11 44 07 |  | Carolina.campino@fourseasons.com |
| Célia Desmet | Junior Events Sales Executive | 33 (0)4 93 76 50 49 |  | celia.desmet@fourseasons.com |

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| **CLIENT INFO****RMATION** |

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| **Company Website:** | [www.biworldwide.com](http://www.biworldwide.com) |
| **Future Programs/Business:** | 2022 Presidents Club – Florence and Rome |
| **Client History:** | 2024 Switzerland  2023 Monte Carlo/Provence  2022 Rome/Florence (PID: 59197)  2021 Kona, Hawaii (PID: 60643)  2020 None  2019 New Zealand (PID 57539)  2018 Ireland (PID 52567)  2017 Maui (PID 54510)  2016 Rhine River Cruise  2015 Madrid/Barcelona  2014 Montreal/Quebec City  2013 Lanai  2012 China  2011 Switzerland  2010 Costa Rica  2009 Med Cruise  2008 Sydney  2007 Florence/Venice  2006 Portugal  2005 Alaskan Cruise  2004 San Diego  2003 Costa del Sol  2002 Kauai  2001 Munich  2000 Los Cabos  1999 Ireland  1998 Maui  1997 London  1996 Cancun  1995 Rome  1994 Madrid  1993 Rhine River Cruise  1992 Puerto Vallarta  1991 Hong Kong  1990 Austria |
| **Debrief Notes:** | Send prior year debrief notes to ED |

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| **PARTICIPA****NT PROFILE** |

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| **Purpose of Incentive:** | Yearly President’s Club to award top performers |
| **Age Range:** | 23-70. with majority in their 40s and 50s (both youngest and oldest are guests) |
| **Income Level:** | High |
| **Travel/Technical Background:** | Well-traveled and technically savvy |
| **Couples or Singles:** | Couples (and 1 single) |
| **Who’s Attending/Invited:** | Winners and guest |

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| **DESIGN** |

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| **Master Services Agreement (MSA):** | No |
| **Concessions/Budget Decisions:** | None |
| **Client Sensitivities:** | None |

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| **VI****P/HOSTS** |

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| **Larry SchoeneckerA person smiling for the camera  Description automatically generated with medium confidence** | **Guest Name:** | Amy O’Donnell |
| **In Date:** | October 13, 2023 |
| **Arrival Flight:** | DL 8247 on AF 7310  Arrives Nice: 5:20 pm |
| **Transfer:** | Yes Sedan, met with name sign |
| **Out Date:** | October 21, 2023 |
| **Departure Flight:** | DL 29 Departs Nice at 2:15 pm  Departs Hotel: 11:00 am |
| **Transfer:** | Yes |
| **Room Type:** | Terre Blanche: Villa Premier King  Hermitage: 1 Bedroom Suite, Sea View |
| **Room and Incidental Billing:** | To master for both hotels |
| **Amenity Provided By:** | Hotel |
| **Activities:** | 10/16: Village Discovery Tour  10/17: Golf – Larry  Hike - Amy  10/19: Monaco Historical Tour  10/20: Eze and Perfume Workshop |
| **VIP Notes:** |  |

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| **Norm Williams**  **Senior Vice President**  **Clients and Brands**  A person smiling for the camera  Description automatically generated with medium confidence | **Guest Name:** | Leisa Zigman |
| **In Date:** | 10/13/23 Pre extending on own  Arriving at Terre Blanche on 10/15 |
| **Arrival Flight:** | DL 9309 |
| **Transfer:** | On own |
| **Out Date:** | 20/25/23 |
| **Departure Flight:** | DL 9597 |
| **Transfer:** | On own |
| **Room Type:** | Terre Blanche: Villa Premier King  Hermitage: 1 Bedroom Site, Sea View |
| **Room and Incidental Billing:** | Room and tax to the master  Incidentals on own |
| **Amenity Provided By:** | Hotel |
| **Activities:** | 10/16: Golf at Terre Blanche  10/17: Hiking in the Esterel  10/19: Monaco Historical Tour  10/20: Golf |
| **VIP Notes:** |  |

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| **LIVE EVENT CO****MMUNICATIONS** |

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| **Invitation to Register Date** | 8/14/23 | | | | | |
| **Final Event Mailing Date** | Sent Date | 9/27/23 | | | | |
| Format | **Hard Copy** | | | | |
| **Final Event Mailing Inclusions** | Bring samples to briefing or email to Event Director | | | | | |
| **Item:** | | | | | **Extras Sent Onsite** |
| * Mailing Enclosure | | | | |  |
| * Letter | | | | |  |
| * Bag Tags (2 per person) | | | | |  |
| * Daily Program Itinerary/Agenda | | | | |  |
| **Welcome Packet Inclusions** | * Name Badges | | | | | |
| **Samples** |  | | | | | |
| **Onsite Materials** | Copy of mock deck is saved in shared directory | | | | | |
| Item | | | Quantity or List | | |
| Airport Signs | | | Quantity: 6 | | |
| Eurofit Sign | | | Quantity: 1 | | |
| Tabletop Hospitality Desk Sign | | | Quantity: 1 | | |
| App Code Sign | | | Quantity: 1 | | |
| Menus | | | 3 versions | | |
|  | | |  | | |
| **Onsite Client Specific EC Requirements** | Font(s):  *Must be installed by CTech at BIW prior to operation* | | | Primary: | Berthold Akzidenz Grotesk | |
| Secondary: | Helvetica | |
|  | PMS: | | | 166 | | |
|  | RGB: | | | 240/100/36 | | |
| **Templates Saved in ED Manual** | 1. Name Badge 2. Letterhead 3. Logos/artwork   *Additional Templates List all that apply to program* | | | | | |
| **Tracking Information** | ***MUST USE MICROSOFT EDGE BROWSER!*** *Go to BI WORLDWIDE Insider/Shipping-Track Package. Click on “Search Shipments”. Click one of the shipment items at the bottom and it will display Selected Shipment Details. Click on Packages within Shipment for tracking information.* | | | | | |
| Work Order Number: | | 2020916 | | | |
| FedEx or UPS Numbers:  *If available at briefing* | |  | | | |
| Staff or Name on Boxes shipped: | |  | | | |
| Est. Number of Packages: | |  | | | |
|  | Hand Carry: | | Yes  Estimated quantity: 2 (1 suitcase & 1 banner | | | |
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| **GA****M – EMERGENCY** |

**WHO DO YOU CALL FOR HELP WHILE ON A PROGRAM?**

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| **Topic/Issue** | **Assistance** |
| Airline changes or standby request after business hours | Airline Direct  Airline Website |
| Airline changes or standby request during business hours | GAM Consultant  Airline Direct  Airline Website |
| Flight re-accommodations/upgrades | GAM Consultant  Airline Direct  Airline Website  Agent 24 |
| Major mechanical/weather issue that affects 20+ travelers | Business Hours  GAM Consultant  Evenings and Weekends  1st contact - Kim Schmidt: 612-991-3814  2nd contact – Nancy Chrismer 651-253-8236 |
| Meeting time change that greatly affects departure time | Business Hours  GAM Consultant  Evenings and Weekends  1st contact - Kim Schmidt: 612-991-3814  2nd contact – Nancy Chrismer 651-253-8236 |
| Participant is a no-show on site | Airline Direct  Airline Website |
| Participant missed flight/need reschedule information | Business Hours  GAM Consultant  Evenings and Weekends  Agent 24 |
| Participant needs to leave early due to emergency or illness | GAM Consultant  Agent 24 |
| Reconfirming a return reservation. | GAM Consultant  Airline Direct  Airline Website |
| Seat assignment assistance | GAM Consultant  Airline Direct  Airline Website |

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| **Safety & Security** | |
| Federal Aviation Administration | <http://www.fly.faa.gov/flyfaa/usmap.jsp>  The most up-to-date requirements and information for U.S. airports. |
| Transportation Security Administration | <http://www.tsa.gov/>  Utilizing the Travel link, you will find information regarding security procedures, permitted and prohibited items, personal travel preparation, and special consideration. |

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| **GAM** |

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| **Agent 24**  **Phone:** Domestic: 800-442-2700  International: 303-801-2197  **ID:** MSP1S212W  *Note: $15.00 per call* |

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| **Air Itineraries** | | |
| **Did BIW do air?** | Yes  *If yes, continue to Airline Information*  *For no, continue to Special Transfers* | |
| **Client Travel Company** | Contact Name: |  |
| Phone Number: |  |
| Email: |  |
| **Did BIW collect itineraries?** | Yes | |
| Yes: | Skylog  All international participants did their air on their own but have been added to A/D if they provided their itinerary. |
| No: | Indicate who is providing manifests:  Client, Travel Company, etc. |
| Partial: | Indicate if non-BIW itineraries are collected and entered |

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| **Airline Information** | | |
| **BIW IATA Number:** | 24 813 504 | |
| **Airport Name(s) as appears in Registration** | 1.Nice - Cote D Azur  2. | |
| **Airlines used**  ***Refer to phone list for published and negotiated fares*** | 1. American  2. Air Canada  3. Air France  4. Alitalia  5. British Air  6. Delta  7. Iberia  8. KLM  9. Lufthansa  10, Scandinavian  11. United | |
| **Change Fee/Penalty** | Domestic: | Airline: $200 -$250  GAM Reissue Fee: $100  *Does not include ticket price differential* |
| International: | Airline: $300 -$350  GAM Reissue Fee: $100  *Does not include ticket price differential* |

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| **GAM** |

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| **Airline Information** | |
| **Blocked Space** | None |

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| **Ticketing** | |
| **Corporate Guidelines/Restrictions** | None |
| **VIP Challenges** | Larry Schoenecker and Amy O’Donnell. They are not flying with any other associates inbound, but they will have several associates on their return flights.  Norm Williams and Leisa Zigman asked not to be on flights with other BIW associates and I was able to accommodate this request. |
| **Have Seat Purchases been budgeted?** | No  **Note:** |
| **Seat Assignments Concerns:**  *Completed only if seat purchases are budgeted* | None |
| **Ticket Numbers** | If no ticket number is noted on Arrival/Departure schedules, participant booked air on own.  All international participants did their air on their own and their itinerary was added to Skylog and AD list if they provided it to me. |
| **Miscellaneous** | None |
| **No Shows** | Staff to advise GAM of no shows as soon as possible |

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| **Exceptions** | | |
|  | **Participants** | **Notes** |
| **Open Jaw** | Grevler/Russell (no guest) | Flying home from Frankfurt (FRA) |
| Krysten Baligian and son Jack Baligian | Flying home from Paris (CDG) |
| Cindy Conway Kitchen and Greg Kitchen | Flying home from Milan (MXP) |
|  | Kathleen and Andrew Sheehan | Flying into Paris (CDG) |
|  | Casey and Frederick Armanino | Flying home from Dublin (DUB) |
|  | Mark and Heather Dillon | Flying home from Milan (MXP) |

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| **Overnights** | | | | | |
| **HOTEL NAME – Westin Denver International Airport**  **Address 8300 Pena Boulevard**  **City, State Zip Denver CO 80249**  **Telephone Number 303-317-1800** | | | | | |
| **Name** | **In Date** | **Out Date** | **Confirmation #** | **Transfers** | **Inclusions (per client)** |
| John Pierson | *10/21/23* | *10/22/23* | *4242231507* | *Yes* | *Room, Tax, Breakfast* |
|  |  |  |  |  |  |
| **Form of Payment:** | | Pre-Paid and nonrefundable to Kim Schmidt GAM credit card | | | |
| **Deposits Made:** | | None | | | |
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| **PARTICIPA****NT INFORMATION** |

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| **Group Counts** | |
| **Total Group Count:** | *164* |
| **$10MM Club Winner:** | 18 |
| **Winner Guests:** | 18 |
| **Participant (includes Hosts):** | 65 |
| **Guest:** | 63 |

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| **Special Participant Information** |

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| **Participant:** | **Name** | **Information** | **Notes** |
| 1. Jeff Beegle | Has ADA Mobile- Requires seat in shower. | Terre Blanche has confirmed they will have chair in shower as they are quite large. Hermitage has also confirmed chair in shower. |
| 1. Rhon Tranberg and guest Lori Tranberg | Departing early on 10/19 | Approved- will be transferring on departure day |
| 1. Lea Sorrentino and guest Josephine Lapetina | Departing early on 10/20 due to a prior commitment | Approved- will be transferring on departure day |
| 1. Sheryl Cronin | Guest (husband) is departing with group on 10/21. She is post extending in Cannes and will meet her son there for her extension. |  |
| 1. David Litteken | Booked additional spa for him and guest. This is IPO.  Confirming two appointments on October 15th at 4:00.   1. David Litteken- Deep Tissue 2. Rosa Litteken- Signature Provence | Copy of the communication email and confirmation from spa are saved in the Terre Blanche spa folder |

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| **Waitlists:** | Yes |
| **Waitlist Detail:** | Activities |
| **Waitlist Data Reports:** | **Location**: EO Manual  **Name**: Activity Waitlist  \*Waitlist activity not noted in Cvent |

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| **Special Transfers** | | |
|  | **Participants** | **Notes/Detail** |
| **Exceptions** | 1. Rhon Tranberg and guest Lori Tranberg | Departing early on 10/19 |
| 2. Lea Sorrentino and guest Josephine Lapetina | Departing early on 10/20 due to a prior commitment |
| 3. Rohani De Beger and guest Neil De Beger | Are pre-extending at an alt property in NCE. Will be at airport for transfer to group hotel on arrival day 10/15.  -**Minicoach 11h25 at Terminal 2** |
|  | 4. Barry Danielson and guest Heidi Danielson | Are pre-extending at an alt property in NCE. Will be at airport for transfer to group hotel on arrival day 10/15.  -**Minicoach 11h25 at Terminal 2** |

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| **PARTICIPANT INFORMATION** |

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| **EngageNGo** |

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| **Website Link:** | https://www.engagengo.com/biw63514/site/index.php?id=1 |
| **Tester Login:** | N/A |
| **Tester Password:** | N/A |

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| **Registration** | |
| Registration System: | Cvent |

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| **Account Type:** | Cvent: BIWORLD02 |
| **Event Name:** | 63514 BIW President's Club 2023 |
| **Reg Close Date:** | 8/21/23 |

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| **Tracking** | | |
| **Tracking/Field** | **Name/Location** | **Usage** |
| **Extension Rate** | CVENT – Internal Information | Communicate extension rate to pax |
| **Arrival Transportation Notes** | CVENT – Internal Information | transfer notes |
| **Departure Transportation Notes:** | CVENT – Internal Information | transfer notes |
| **Non-Spouse GRS Received:** | CVENT – Internal Information | GRS received tracking |
| **Air Upgrades/Points** | CVENT – Internal Information | If Winners were to take points or upgraded air |
| **Pre/Post Extension Offer** | CVENT – Internal Information | Tracked Cannes extension offer |
| **Cannes Check In:** | CVENT – Internal Information | Cannes Check in date |
| **Cannes Check Out:** | CVENT – Internal Information | Cannes Check out date |
| **$10M Club:** | CVENT – Internal Information | Client provided |
| **Plus $2M:** | CVENT – Internal Information | Client provided |
| **Rally Car Number** | CVENT – Internal Information | Rally car number will have all sharing a car. (Sample: All four participants will have #7 in this field if all are sharing car 7) |
| **Rally Car Sharing With:** | CVENT – Internal Information | Names of who the car will be shared with (if any) |
| **Terre Blanche HTL Confo #** | CVENT – Internal Information | Terre Blanch hotel confirmation number |
| **Golf Assigned Times** | CVENT – Internal Information |  |
| **Spa Assigned Times** | CVENT – Internal Information |  |

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| **Reports**  *NOTE: Standard is for Event Staff to pull all reports onsite* |

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| **Report Name:** | **Location:** | **Usage:** |
| **Dietary.ADA** | CVENT – Saved Reports |  |
| **Transfer Notes\_per hotel request with check in/out dates** | CVENT – Saved Reports | **\*Both transfer reports need to be pulled to show both hotel requests and guest’s transfer notes.** |
| **Transfer Notes\_ with guest** | CVENT – Saved Reports |  |
| **Registration Status Report** | CVENT – Saved Reports | Reg all- Including declines and cancels |
| **Activity Report** | CVENT – Saved Reports | All activities |
| **Hotel Room List - Extensions Billing Information** | CVENT – Saved Reports | Best to sort this report by room type as the room type also shows the hotel. |
| **Golf Report** | CVENT – Saved Reports |  |
| **Spa Report** | CVENT – Saved Reports |  |
| **French Rally Car report** | CVENT – Saved Reports |  |
| **Passport Details** | CVENT – Saved Reports |  |
| **Emergency Contact Information** | CVENT – Saved Reports |  |
| **Onsite Status Report** | CVENT – Saved Reports |  |
| **Registration All Report** | CVENT – Saved Reports | Reg all- will not show declines and cancels |

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| **Miscellaneous Reporting** | |
| **Dine around:** | Yes |
| **Dine around selection process:** | Monday Oct 16th- Client Assigned (No changes allowed)  Friday Oct 20th - Pax selected in Mobile App  Friday Oct 20th – Group organized by Mike Davies (mostly international) for Buddha Bar restaurant. Preassigned in app, will not be able to change |
| **Data Location:** | Cvent: Dine Arounds (Will not include mobile app selection)  Report Saved in EO Folder: |
| **Change process:** | Pax will be able to change in Mobile App |
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| **PARTICIPANT INFORMATION** |

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| **Program Dietary Requests**  **ADA Assistance Needs** |

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| **Report Name:** | **Location: EO Manual**  **Name: ADA\_DIETARY BIW PC\_63514** |

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| **Dietary:** | See report for all lifestyle and allergy dietary notes |
| **ADA:** | |  |  |  |  | | --- | --- | --- | --- | | **Badge First** | **Badge Last** | **ADA**  **Assistance needs** | **ADA clarification** | | Jeff | Beegle | ADA Mobile | I have two prosthetic legs. I can walk but stairs and long walks will be a little taxing. | | Kathy | Beegle | ADA Visual | Kathy has low eyesight. | |  |  |  |  | |
| **Dietary Notes:** | 1. All dietary notes have been sent to DMC.   1. DMC confirmed the dietary needs for the participants who have selected Food tasting tour would be noted and are OK to attend activity |
| **ADA Notes:** | 1. Jeff Beegle was reached out to regarding his ADA needs. He has confirmed the only arrangements he requires is a seat in the shower at the hotels. He also confirmed no arrangements are needed for his wife’s visual impairment. This has been confirmed with both hotels. |

Possible dietary restrictions not noted in registration:

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| --- | --- | --- |
| **First Name** | **Last Name** | **Dietary/ADA needs** |
| Bree | Meredith | None |
| Linda | Van Ry | None |
| Jennine | Vann | None |

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| **Guest Responsibility Statements** |

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| **GRS Form:** | Template saved in EO Manual |
| **Report Name:** | N/A – All GRS have been collected |

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| **Group Tracking** | |
| **Walk ins Allowed:** | No |
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| **Replacements Allowed:** | No |
|  |  |
| **Extra Guests allowed:** | No |

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| **PARTICIPANT MANAGEMENT INFORMATION** |

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| **Program Email Box** |

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| **Email Address:** | BIWPC@events.biworldwide.com |
| **Name in Salesforce:** | BIW President’s Club Event Mail |
| **Login Method:** | Licenses required for Salesforce; Sara Carpenter can provide if necessary |
| **Event Staff to Monitor Emails:** | Event Director – Ranita Quale  Event Lead Hospitality Desk- Christa Rheingans  Event Lead Ground- Hewot Getachew  ***(Discussion during briefing)*** |
| **Event Staff Monitor Date:** | TBD – Discussion during briefing |

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| **Was/Is Process** | |
| **Process/Document** | EO Manual  1 version for program information  1 version for Mobile App information |
| **Was/Is** | Start Date:10/9 EOD  Document Process: Laura Rettinger to send to staff determined at briefing EOD |
| **Event Staff to be copied** | Ranita Quale  Others TBD |

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| **Discuss Day of Travel Email** |

Ok to have Lead ground cell number in Day of Travel email? .

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| **Participant Survey** |

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| **Is a survey planned:** | No |

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| **RO****OM BLOCK & INFORMATION** |

**Terre Blanche** (Sun. 10/15 – Wed. 10/18)

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| **TERRE BLANCHE** | | EXTENSIONS | | | | GROUP DATES | | |
| **Wed** | **Thu** | **Fri** | **Sat** | **Sun** | **Mon** | **Tues** |
| **Room Type** | **Rate** | **11-Oct** | **12-Oct** | **13-Oct** | **14-Oct** | **15-Oct** | **16-Oct** | **17-Oct** |
| **Terre Blanche Suite** | € 360.00 |  | 2 | 3 | 22 | 80 | 80 | 80 |
| **Terre Blanche-Premier Villa** | € 360.00 |  |  | 1 | 1 | 3 | 3 | 3 |
| **Staff - Terre Blanche** | € 330.00 | 2 | 4 | 5 | 5 | 5 | 5 | 3 |
| **Total** |  | **2** | **6** | **9** | **28** | **88** | **88** | **86** |

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| --- | --- |
| **Attrition:** | None |
| **Contract:** | Location: Hotelà Contract |
| **Room Rates:** | |  |  | | --- | --- | | **Room Type** | **Rate** | | **Terre Blanche Suite** | € 360.00 | | **Terre Blanche-Premier Villa** | € 360.00 | | **Staff - Terre Blanche** | € 330.00 | |
| **Check In Time:** | 3:00PM |
| **Check Out Time:** | 12:00PM |
| **Late Check Out:** | N/A |
| **Guest Room Rate Inclusions** | * Housekeeping (1 per day, anymore will be charged extra) * Internet |
| **Sleeping Rooms – Individual Cancellation Policy** | Please cancel extension prior to October 2, 2023 to avoid any cancellation fees. |
| **Extension Rate:** | 360€ per Suite per night excluding breakfast.  Service and VAT are included in the given rate. The city tax of 4,32€ per person, per day. |
| **Placeholder Names:** | No place holder names |
| **Concessions:** |  |
| **Room Type Key:** | **VPK** = Villa Premier King  **SPT** = Suite Premier Twin  **SDK & SPK** are the Suites with King size beds – They have 2 different names for our individual guests but they are the same. |

**Hermitage** (Wed. 10/18 – Sat. 10/21)

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| **HERMITAGE** | |  |  |  | GROUP DATES | | | EXTENSIONS | | |
| **Sun** | **Mon** | **Tues** | **Wed** | **Thu** | **Fri** | **Sat** | **Sun** | **Mon** |
| **Room Type** | **Rate** | **15-Oct** | **16-Oct** | **17-Oct** | **18-Oct** | **19-Oct** | **20-Oct** | **21-Oct** | **22-Oct** | **23-Oct** |
| **Hermitage - ROH** | € 325.00 |  |  |  | 64 | 64 | 63 | 6 | 1 |  |
| **Hermitage - 1 bedroom suite Sea View (Listed as Simple Suite Seaview on RL)** | € 2,100.00 |  |  |  | 2 | 2 | 2 |  |  |  |
| **Hermitage - Junior Suite (In concessions)** | € 325.00 |  |  |  | 7 | 7 | 7 | 2 |  |  |
| **Hermitage - Junior Suite (added via email by LR)** | € 625.00 |  |  |  | 3 | 3 | 3 |  |  |  |
| **Hermitage Exclusive Room - Sea View (In concessions)** | € 325.00 |  |  |  | 7 | 6 | 6 |  |  |  |
| **Staff - Hermitage** | € 300.00 |  |  | 2 | 5 | 5 | 5 | 2 |  |  |
| **Total** |  |  |  | **2** | **88** | **87** | **86** | **10** | **1** |  |

|  |  |
| --- | --- |
| **Attrition:** | None |
| **Contract:** | Location: Hotelà Contract |
| **Room Rates:** | |  |  | | --- | --- | | **Room Type** | **Rate** | | **Hermitage - ROH** | € 325.00 | | **Hermitage - 1 bedroom suite Sea View** | € 2,100.00 | | **Hermitage - Junior Suite (In concessions)** | € 325.00 | | **Hermitage - Junior Suite (added via email by LR)** | € 625.00 | | **Hermitage Exclusive Room - Sea View (In concessions)** | € 325.00 | | **Staff - Hermitage** | € 300.00 | |
| **Check In Time:** | 3:00PM |
| **Check Out Time:** | 12:00PM |
| **Late Check Out:** | 50% of room rate up to 4:00 pm. After 4:00 pm, full room rate applies.  \*The hotel will provide one complimentary late check out. If more than one participant requests late check out, they will all pay the fee to keep fair  -Omar H. has requested late check out and this has been secured by hotel. He understands the fee and should be the recipient of the complimentary check out if no others request it |
| **Guest Room Rate Inclusions** |  |
| **Sleeping Rooms – Individual Cancellation Policy** | Cancel prior to 10/15 to avoid penalty |
| **Extension Rate:** | Extension rates will be honored as the group rate 3 days post group dates |
| **Placeholder Names:** | No placeholder names |

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| **Concessions:** | **ACCOMMODATION**  - Staff room : 300 € / single occupancy room / night, American breakfast included, instead of 345 €  - Run of the House rooms : 325 € / single or double occupancy room / night, American breakfast included, instead of 345 €  - One Bedroom Suites – Sea view : 2 100 € / single or double occupancy room / night, American breakfast included, instead of  2 200 €  - The following upgrades will be granted:  o 7 Exclusive rooms – Sea view  o 7 Junior Suites – City or courtyard view  - Hotel represents that no lower group rate or special promotion rate is available for similar or better Hotel rooms during the  program dates for any other groups, i.e. for a minimum of 21 rooms x 2 peak nights – N/A for individual clients.  - Hotel guarantees group room rate will be offered to the program guests three (3) days before and three (3) days after program  dates based on availability and upon request; and guarantees that Hotel will not cancel, downgrade or release rooms because  of late arrivals(s) without BIW’s consent.  **MEETING ROOMS**  - Office – August room – From October 17th until October 21st 2023 included  Rental fees: 400 € / day instead of 800 €  **F&B FUNCTIONS**  - Welcome Dinner – Belle Epoque ballroom – October 18th 2023  Rental fees : 4 250 € / dinner instead of 8 500 € |
| **Room Type Key:** | |  | | --- | | **HEREMITAGE ROOM TYPE KEY:** | |  | | SSEM : simple suite sea view | | SJT : Junior suite terrace | | SJM : Junior suite sea view | | SSE : Simple suite city or courtyard | | SJ : junior suite  city or courtyard | | EMS : Exclusive sea view room | | LXS : Deluxe city view | | EMT : Exclusive sea view with terrace | | LX : king superior city or courtyard view | |

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| **GROU****P HOTEL EXTENSIONS / EVENT STAFF** |

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| --- | --- |
| **Hotel and On Own Extension Information** | |
| **Extension Information:** | **Cvent** |
| **Report Name:** | [Hotel Room List - Extensions Billing Information](https://app.cvent.com/Subscribers/Events2/EventReports/EventStandardReports?evtstub=964d75c1-4b8c-44a5-a440-327d5505f85f#/reports/ZXZlbnRTdGFuZGFyZEhvdGVsR3JvdXArY2JkYWE0NGUtOWNjMi00N2U0LTkxM2MtYmU2NTAxOGZlYjhk)  Location:Saved Reports  \*Master Report saved in Hotel Folder (tabbed per hotel) |
| **Fields:** | Fields included in report – hotel, billing, bed type, special information, etc.  **Review report for all fields**  **\*Every participant with have 2 different hotel requests** |

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| **Event Staff Hotel Information** | | | | |
| **Hotel** | **First Name:** | **Last Name:** | **Arrival Date:** | **Departure Date:** |
| Terre Blanche | Hewot | Getachew | 10/12/2023 | 10/18/2023 |
| Hermitage | Hewot | Getachew | 10/18/2023 | 10/22/2023 |
| Terre Blanche | Amy | Kroll | 10/13/2023 | 10/17/2023 |
| Hermitage | Amy | Kroll | 10/17/2023 | 10/21/2023 |
| Terre Blanche | Ranita | Quale | 10/11/2023 | 10/18/2023 |
| Hermitage | Ranita | Quale | 10/18/2023 | 10/22/2023 |
| Terre Blanche | Christa | Rheingans | 10/11/2023 | 10/17/2023 |
| Hermitage | Christa | Rheingans | 10/17/2023 | 10/21/2023 |
| Terre Blanche | Jenna | Swenson | 10/12/2023 | 10/18/2023 |
| Hermitage | Jenna | Swenson | 10/18/2023 | 10/21/2023 |

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| **LIVE EVENT TE****CHNOLOGY** |

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| **Mobile App** | | |
| **App on site:** | Yes | |
| **App creation:** | Event Solutions App | |
| **Event Solutions Created:** | TIM Name Built App: | Amy Kroll |
| TIM Onsite: | Yes |
| TIM Onsite Dates: | In Date: 10/12 Out Date: 10/21 |
| App Icon Name: | @event |
| App Store Search Name: | @event biworldwide |
| **Meetings & Shows Created:** | Point of Contact: | **N/A** |
| **Reporting** | After launch, Backstage reports are most up to date.  **Do not use the following Cvent Reports once app is live**   * Dietary & ADA * Activity Session reporting – They are able to make their own changes through the app so Cvent will be irrelevant * **Dine Arounds – was not included on registration so will not have reports there** | |

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| **Onsite Discussion**  *TIM and EDs to discuss at briefing* |
| Reporting to pull from Cvent or Backstage? Backstage – ask Amy to pull |
| Any pax missing email and unable to download?  *No missing or duplicated emails. A few unable to download but I’m working with them in the App Support inbox* |
| Activity Cutoff Times *– Currently ser for 12:00 PM the day prior to activity day. Can adjust as needed and Amy will start pulling reports next week (Day?) so you have the latest numbers* |
| Activity/Dine around Meeting Reports – see above |
| Departure Manifest Requirements/Fields – Cvent Confirmation Number, Flight Info, Departure location. Will also need bag pull info for Provence to MC and final departure notice |
| Departure Notice App Send Date – 10/17 for Provence to MC, 10/20 for majority of attendees (can send one-offs to early departures) |
| Miscellaneous Program App information – Would like to do a short tutorial of the in-app activity changing after the briefing |

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| --- | --- | --- | --- | --- |
| **Push Notifications**  *Copy and paste program messages for ETM and EDs to discuss at briefing* | | | | |
| |  |  |  | | --- | --- | --- | | Message: | Scheduled to send at: | Link to (in app): | | Welcome to Provence! We are excited to see you for this year's BI WORLDWIDE President's Club! Please stop by the Hospitality Desk upon check-in to pick up your name badges and welcome packets. Don't forget to make a restaurant selection for dinner on October 20 on the app! Event Staff will be available to assist you with any questions. | 2023/10/15 09:00 |  | | Join us at 7:00 PM on the patio as we toast Provence at our welcome event! Name badges are required. | 2023/10/15 18:30 |  | | Breakfast is available in the Gaudina Lounge. In-room dining and alcohol at breakfast is not included. | 2023/10/16 07:00 |  | | You are scheduled for a spa appointment today at the Terre Blanche Spa. Click here to see your personalized spa information. | 2023/10/16 08:00 | Spa Page | | You are scheduled for golf at the Chateau course today. Click here for your personalized golf information. | 2023/10/16 08:05 | Golf Page | | Click here to view your personalized activity information for today. | 2023/10/16 08:30 | Agenda | | Make your way to the lobby for your transfer to dinner this evening. Your assigned restaurant is available in your agenda or by clicking this message. | 2023/10/16 17:30 |  | | Breakfast is available in the Gaudina Lounge. In-room dining and alcohol at breakfast is not included. | 2023/10/17 07:00 |  | | You are scheduled for a spa appointment today at the Terre Blanche Spa. Click here to see your personalized spa information. | 2023/10/17 08:00 | Spa Page | | You are scheduled for golf at the Le Riou course today. Click here for your personalized golf information. | 2023/10/17 08:05 | Golf Page | | Click here to view your personalized activity information for today. | 2023/10/17 08:30 | Agenda | | Information regarding tomorrow's transfer from Provence to Monaco is now available in the app! Click here for more details. | 2023/10/17 14:30 | Transfer from Provence to Monte Carlo Page | | Transfer to Chateau St. Roseline Vinyard will depart from the Hotel Lobby at 6:00 PM. See you soon! | 2023/10/17 17:30 |  | | Breakfast is available in the Gaudina Lounge. In-room dining and alcohol at breakfast is not included. | 2023/10/18 07:00 |  | | Time to check out! Make sure to settle your incidental account with the front desk. Transfer to St. Honorat Island will leave the Hotel Lobby at 8:30 AM. | 2023/10/18 08:00 |  | | Please make your way to\_\_\_\_ for lunch. | 2023/10/18 08:00 |  | | The boat will be departing in 30 min for Monte Carlo. | 2023/10/18 14:00 |  | | Welcome to Monaco! Join us in the Belle Epoque Salon at 7:00 PM for dinner this evening. | 2023/10/18 18:30 |  | | A private group breakfast the Belle Epoque Salon from 7:00 AM - 10:00 AM. | 2023/10/19 07:00 |  | | You are scheduled for a spa appointment today at the Thermes Spa. Click here to see your personalized spa information. | 2023/10/19 08:00 | Spa Page | | Click here to view your personalized activity information for today. | 2023/10/19 08:30 | Agenda | | You are scheduled for golf at the Monte Carlo Golf Club today. Departure will be at 8:55 AM from the Winter Garden Lobby. Click here for your personalized golf information. | 2023/10/19 09:00 | Golf Page | | We look forward to seeing you tonight at the Yacht Club de Monaco for a Royal Evening! Group departure will be leaving from the Winter Garden Lobby at 7:00 PM. | 2023/10/19 18:30 |  | | A private group breakfast the Belle Epoque Salon from 7:00 AM - 10:30 AM. | 2023/10/20 07:00 |  | | You are scheduled for a spa appointment today at the Thermes Spa. Click here to see your personalized spa information. | 2023/10/20 08:00 | Spa Page | | Click here to view your personalized activity information for today. | 2023/10/20 08:30 | Agenda | | You are scheduled for golf at the Monte Carlo Golf Club today. Departure will be at 9:45 AM from the Winter Garden Lobby. Click here for your personalized golf information. | 2023/10/20 09:00 | Golf Page | | Your departure information is now available in the app! Click here to view your personalized details | 2023/10/20 14:30 | Departure Information Page | | Congrats to our $10 Million Dollar Club! We will celebrate your achievements tonight with a private group dinner with your fellow $10 Million Dollar Club members. Transfer to dinner will leave from the Winter Garden Lobby at 5:00 PM. | 2023/10/20 16:30 |  | | Make your way to the Midi Terrace for a private reception starting at 6:00 PM. Then head to the Winter Garden Lobby for your transfer to dinner this evening. Your selected restaurant is available in your agenda. | 2023/10/20 17:30 | Agenda | | A private group breakfast the Belle Epoque Salon from 7:00 AM - 10:30 AM. | 2023/10/21 07:00 |  | | Thank you for joining us for this year's BI WORLDWIDE President's Club! We hope you had a wonderful trip and wish you a safe journey home! | 2023/10/21 09:00 |  | | Thank you for joining us for this year's BI WORLDWIDE President's Club! Information regarding your extension in Cannes is included on your departure information page (click this message to view). | 2023/10/21 10:00 |  | |  |  |  |  |

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| **TRA****VEL ACCOUNTING** |

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| **General Information** | |
| **ED Manual:** | OneDrive - BI Worldwide\0063737\1. EO Manual |
| **Event Type:** | ESG Only  Who is accounting DRI? Laura Rettinger |
| **Type of Program:** | Line Item |
| **Is this a no-keep program?** | Yes |
| **Final Change Order Status** | In Progress  If in progress, expected completion date: 10/9/23  **Final Change order to be saved in ED Manual and sent to Travel Accounting** |
| **Banquet Event Orders** | Signed: No  If no, expected date complete: 10/10/23  Saved location/file name: <enter>  Send copy of final signed BEO’s to Event Director and F&B Lead Event Staff |
| **BDD on site** | No  : |

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| **Hotel Information** | |
| **Hotel Reward Points:** | Yes  *Information is within hotel contract* |
| **Attrition:** | Penalties: No |
| **Bell & Maid Gratuities** | Included in Room Rate: Yes  Staff included? Yes |
| **Meals at Leisure** | Yes |
| Billing: For golfers and Spa and specific activities  ***Pax to sign their name, room number and BIW to the guest check.*** |
| List Exclusions (if applicable):   1. <enter> 2. <enter> |
| **Cash Payout** | |  |  |  | | --- | --- | --- | | Denomination | Amount | Total | | $100 |  |  | | $50 |  |  | | $20 |  |  | | $10 |  |  | | $5 |  |  | | Grand Total: |  |  |   *Ranita is requesting the cash and will bring it with her.* |
| Cash calculated for:   1. Gratuities   Cash Calculation spreadsheet: *Enter file name and location* |

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| **TRAVEL ACCOUNTING** |

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| **Additional Program Expenses Anticipated** | | |
| **Vendor** | **Item** | **Estimated or Quoted Amount** |
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| **ACTIVITY D****ESCRIPTIONS** |

**Activities – Fayence**

**October 16**

**Village Discovery: Fayence**

This walking tour takes you to the delightful village of Fayence. Tour the cobblestone streets, have lunch in a vineyard and do a little wine and olive oil tasting. Experience the true Provence area!

Duration: 6 hours

**Chateau de Berne Winery Tour**

Set in the middle of a luxuriant vineyard, the Chateau de Berne enjoys a protected estate where 500,000 bottles of wine are produced every year. This wine-growing temple boasts a range or reputed original wines that age in oak casks. Visit the cellar, taste these unique wines and then stay for lunch!

Duration: 6 ½ hours

**E-Bike Provence Tour**

Equipped with an electric bike, helmet, rucksack and snacks be ready to discover what makes Provence unique. While on your tour, you will be able to participate in wine and olive oil tasting.

Duration: 4 ½ hours

**Cooking Class at Le Castellaras**

Spend your morning around delicacies coming directly from the market in this rich and varied region. Learn how to prepare your own dish and dessert along with the help of a culinary expert! Then sit back, relax and savor your achievements with wine from the surrounding region.

Duration: 5 1/2 hours   
Note: There is extremely limited availability on this activity.

**50 minute Spa Treatment (Massage or Facial)**

*Massage Signature De La Ruche (Massage with Honey From Provence)*

Let yourself be transported within the Provencal Terre Blanche nature for a trip to the heart of the hive thanks to this beeswax with the sweet scent of honey. This heated wax turns into a nourishing body oil. The massage techniques from foot to shoulders will envelop you in softness

*Énergie Des Glaciers (Energy of The Glaciers)*

This stimulating treatment boosts cellular renewal. Wrinkles and fine lines fade away; leaving complexion radiant and toned.

Duration: 1 hour service

**Golf at Terre Blanche Le Riou Course**

For the past 8 years, Terre Blanche has been ranked in the top three of the Best Golf Resorts in Continental Europe. Set on a hillside overlooking the hilltop villages of the Pays de Fayence, Le Riou is a technical 18-hole, 6,005 meter long golf course which rewards strategy and precision. Every year it hosts the 1st stage of the Ladies European Tour Access Series (LETAS): Terre Blanche Ladies Open.

Duration: 4 + hours

**October 17**

**Cooking Class at Le Castellaras**

Spend your morning around delicacies coming directly from the market in this rich and varied region. Learn how to prepare your own dish and dessert along with the help of a culinary expert! Then sit back, relax and savour your achievements with wine from the surrounding region.

Duration: 5 ½ hours

Note: There is extremely limited availability on this activity.

**Hiking in Esterel**

The most ecological way to discover your surroundings is step by step at your own speed. You will be provided with a backpack, water and snacks as your guide takes you from the footpaths in the countryside to the village streets where you will appreciate the breathtaking scenery and peaceful moments. The scenery is particularly exotic and not frequent in France: deep red cliffs covered with lush Mediterranean vegetation stand in front of the immensity of the blue sea. The terrain is rugged, rocky, and characterized by deep ravine, cliffs, and local vegetation such as cork oaks, olive and carob trees, mimosas, and Alep pines. Enjoy hiking this beautiful area.

Duration: 4 hours

**Frenchy Rally via Citroen (4 persons per car)**

Aspecially designed itinerary will allow you to navigate the most “Frenchy’ and mythical car – the Citroen 2CV! You will appreciate the jewels of Provence as your roadbook guides you through the countryside. During the experience, you will be able to discover the famous ‘roads of the wines’ and do different stops along the way. Lunch would be served in a restaurant en route before returning back to the hotel continuing to discover this Provence area.

Duration: 7 hours

Note: A valid driver’s license is required.

**E-Bike Provence Tour**

Equipped with an electric bike, helmet, rucksack and snacks be ready to discover what makes Provence unique. While on your tour, you will be able to participate in wine and olive oil tasting.

Duration: 4 ½ hours

**50 minute Spa Treatment (Massage or Facial)**

*Massage Signature De La Ruche (Massage With Honey From Provence)*

Let yourself be transported within the Provencal Terre Blanche nature for a trip to the heart of the hive thanks to this beeswax with the sweet scent of honey. This heated wax turns into a nourishing body oil. The massage techniques from foot to shoulders will envelop you in softness

*Énergie Des Glaciers (Energy Of The Glaciers)*

This stimulating treatment boosts cellular renewal. Wrinkles and fine lines fade away; leaving complexion radiant and toned.

Duration: 1 hour service

**Golf at Terre Blanche Le Riou Course**

For the past 8 years, Terre Blanche has been ranked in the top three of the Best Golf Resorts in Continental Europe. Set on a hillside overlooking the hilltop villages of the Pays de Fayence, Le Riou is a technical 18-hole, 6,005 meter long golf course which rewards strategy and precision. Every year it hosts the 1st stage of the Ladies European Tour Access Series (LETAS): Terre Blanche Ladies Open.

**Activities – Monte Carlo**

**October 19**

**Monaco Historical Tour**

Discover the beauty and history of Monaco. Then you are off the Oceanographic Museum which is known throughout the world for its collection of aquariums including the famous ‘Shark Lagoon’. Many other highlights will be noted along the way including the Grand Prix of Monaco racecourse that runs through the center of town. Enjoy lunch at a local restaurant.

Duration 6 hours

**Italian Riviera Shopping in San Remo**

San Remo is famous for its location on the Italian Riviera and its flower production. Spend time finding leather goods, clothing, scarfs and more. The main shopping streets are filled with designer shops and exclusive boutiques such as Gucci, Fendi and Max Mara just to name a few. Then you are off to Erio’s Restaurant. Owned by the famous opera singer, this is the place where celebrities and world leaders would enjoy a relaxing lunch!

Duration: 7 hours

(Note the transfer time to San Remo is 75 minutes)

**The Medieval Village of Eze and Perfume Workshop**

This beautiful village dates back to the middle ages and clings impressively to the mountainside above the Mediterranean Sea, between St Jean Cap Ferrat and Monaco. Panoramic views, ancient façades, and an unbelievable attention to detail are some of the most memorable features of this lovely village! Walk around on the narrow pedestrian streets and visit the art galleries and the beautiful botanical gardens. Lunch is included before you stop at the 2nd largest perfumery in Fragonard Perfumery before heading back to the hotel.

Duration: 7 hours

**Mediterranean Catamaran Sail**

What better way to see the Mediterranean Sea than from the water. Swim, snorkel, or relax on the deck or trampoline and catch a little sun as you take in the Riviera Coast. A DJ will bring things some energy after lunch as you head back to the harbor.

Duration: 7 hours

**E Bike Cap-Ferrat**

Saint Jean Cap Ferrat is a peninsula located next to Nice and Villefranche-sur-Mer. And what better way to experience this breathtaking scenery than via an E-bike or Mountain Bike. With provided gloves, helmet, backpack and snacks, your guide will take you along the path at the edge of the sea all the way to Beaulieu Harbor where you will be transferred back to the hotel.

Duration 4 hours

**Nice Old Town Tasting Tour**

This tasting tour in the old town of Nice combines a discovery of the history, traditions and local culinary specialties from the South of France. You will discover a maze of narrow and interesting streets full of little shops and bistros. You will participate in stops along the way to taste socca, different kinds of olive oils, ice creams, typical Provencal biscuits and more!

Duration: 7 hours

**50 Minute Treatment at The Thermes Marins Spa (Massage or Facial)**

*Pinda Sweda Massage 60’ €180*

Practiced with bags of hot spices, relieves muscular pain, dissipates tension, stimulates the internal organs and eliminates toxins

*La Prairie Signature Facial Treatment.*

Detoxifies and rebalances the skin.

**Golf at Monte Carlo Golf Club**

Overlooking the Principality of Monaco, at an altitude of 900 meters, the course will offer players technical and varied difficulties. The golf course was created in 1911 and remodeled by the committee in 1983. Take in the beautiful views of the mountains and the sea on this 18 hole course,

Duration: 5 hours

**October 20**

**The Medieval Village of Eze and Perfume Workshop**

This beautiful village dates back to the middle ages and clings impressively to the mountainside above the Mediterranean Sea, between St Jean Cap Ferrat and Monaco. Panoramic views, ancient façades, and an unbelievable attention to detail are some of the most memorable features of this lovely village! Walk around on the narrow pedestrian streets and visit the art galleries and the beautiful botanical gardens. Lunch is included before you stop at the 2nd largest perfumery in Fragonard Perfumery before heading back to the hotel.

Duration: 7 hours

**St. Paul de Vence Exploration**

The Medieval village of Saint Paul de Vence appears from the distance whole, noble and proud like a long stone ship fixed on the crest of a wave. The small medieval village of Saint Paul de Vence itself is one of the jewels of the Cote d Azur and charms visitors with its authenticity, history, artistic and cultural heritage. In this charming village, you can choose to take a guided tour, explore the village on your own, spend time shopping in the boutiques or relax in a café and enjoy a glass of wine.

Duration: 7 Hours

**Menton and its Gardens**

The colorful city of Menton on the French Riviera is famous for its lush gardens and pleasant Mediterranean climate. With perfect conditions for growing citrus fruits, it is home to the annual Lemon Festival (Fête du Citron), a huge two-week celebration of the citrus industry. Located in the Provence-Alpes-Cote d’Azur region, it is very close to the Italian border. Only 20 minutes from Monaco, Menton is a lovely smaller town that is well worth a visit. Not to miss: The Val Rahmeh Botanic Gardens is a green slice of paradise on the slopes above Menton. Built by an old Governor of Malta, Lord Radcliffe, it is full of tropical and subtropical plants imported from South America and Asia. Radcliffe was fond of tropical fruit so there is plenty of kiwis, avocados and bananas, as well as the rare toromiro tree, a now extinct in the wild tree from Easter Island. Enjoy lunch in a local restaurant in Monaco.

Duration: 4 hours

**Hiking in Cap Martin**

Take in one of the most scenic walks on the Riviera. The coastal path known as Sentier Touristique extends between the eastern frontier of Monaco and Point du Cap Martin. On the way you will visit Cabanon de Corbusier. Built by the famous architect as an exercise in minimal habitation, and as a birthday present for his wife, he designed the structure in 60 minutes and it was built with pre-fabricated pieces of oak.

Duration: 4 hours

**50 Minute Treatment at The Thermes Marins Spa (Massage or Facial)**

*Pinda Sweda Massage 60’ €180*

Practiced with bags of hot spices, relieves muscular pain, dissipates tension, stimulates the internal organs and eliminates toxins

*La Prairie Signature Facial Treatment.*

Detoxifies and rebalances the skin

**Golf at Monte Carlo Golf Club**

Overlooking the Principality of Monaco, at an altitude of 900 meters, the course will offer players technical and varied difficulties. The golf course was created in 1911 and remodeled by the committee in 1983. Take in the beautiful views of the mountains and the sea on this 18 hole course,

Duration: 5 hours

**At Leisure**

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| **HO****TEL MAP** |

**Insert Hotel Map(s)**

*Note: Function/Event specific diagrams to be with corresponding function in day by day*

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| **ON-SITE EMERGENCY INFORMATION** |

***TERRE BLANCHE, PROVENCE***

|  |  |
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| **Hotel Security;** | |
| Security Name: | Phone: 0 |
| Mobile: |
| Email: |
|  |
| Security Manual / Evacuation Procedure: |  |
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| **Emergency Medical Resources** |

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| **COVID-19** | |
| Destination Department of Health Services: | <https://www.ecdc.europa.eu/en/french-public-health-agency> |
| Hotel and/or Venue Standards & Protocols: | <https://www.terre-blanche.com/en/pages-landing/terre-blanche-golf-rouvre-portes_cpa351_f6b0.htm> |
| Client Protocol: | None – Event Staff will have Covid tests avilable |
| Travel Interruption Statement: |  |
| **Local Testing Information:** | Phone:  Address:  Information: <Price, Hours, etc. as known> |

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| **CONTINGENCY PLAN** | |
| Does hotel allow COVID positive guests to stay? | Yes |
| **Sample Contingency Plan:** | The pax will alert our event staff of a positive COVID-19 test  Event staff will notify client contact  Discuss the attendee’s symptoms and next steps  Hotels will allow for the guest to quarantine in their guest room  Attendee can order food and beverage.  Event staff can have the hotel deliver water to their guest room  Client to discuss with event staff next steps |
| **SAMPLE COMMUNICATION EMAIL:**  To be approved by client  HR/Legal/Security | Thank you so much for joining us at [event]. From the very beginning, we organized [event] with your health, safety, and well-being as our top priority.  We implemented comprehensive safety and accountability measures including [event protocols here: example: all associates attending Cvent CONNECT to be vaccinated, daily health screenings for all in-person attendees through a third-party provider, and heightened on-site mask policies as recommended by the CDC and Las Vegas’ Clark County, among other cleanliness and safety precautions.]  Despite these best efforts, we were made aware of [#] fully vaccinated attendees who tested positive for COVID-19 after returning home from [destination].  As part of our ongoing health & safety commitment, we will continue to monitor attendee health through the CDC recommended 14-day window, which expires on [date]; and will communicate any relevant updates promptly. Should you test positive prior to [date], please let us know immediately by contacting [program mailbox].  For additional information regarding COVID-19 please visit the CDC website at [www.cdc.gov.](https://www.cdc.gov./)  If you have any questions regarding this update, please feel free to contact us at [program mailbox]. |

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| **Emergency/Natural Disasters/Disease Outbreaks** | |
| Communications to Participants | Via Mobile App |
| Designated Meeting Location | Terre Blanche: Hotel Lobby  Hermitage: Winter Garden Lobby |
| Hotel/DMC Precautions | See above |
| FEMA | <https://www.fema.gov> |
| Environmental Protection Agency (EPA) | <https://www.epa.gov/> |
| Center for Disease Control (CDC) | Hotline: 1-877-394-8747  Website: [www.cdc.gov](http://www.cdc.gov) |
| Poison Control (USA) | Phone: 1-800-222-1222 |
| U.S. Department of State Travel Pages | <http://www.travel.state.gov/>  U.S. Department of State Travel Pages – The most current information on travel safety issues. |
| World Health Organization | <http://www.who.int/en/>  Information on health risks, diseases, and potential health emergencies around the world. |

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| **ON-SITE EMERGENCY INFORMATION** |

**Hotel / Ship**

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| **On Property Doctor**  NO | Doctor Name: |
| Phone: |
| Information: <Hours, Cost, anything pertinent> |
| **On Property Defibrillator** Resource  TBD | Phone: |
| Location: |
| MedVac | Phone: 8066-402-5682 |
| Information: <https://www.airambulanceworldwide.com/medevac?matchtype=p&network=g&device=c&adposition=&keyword=medevac%20france&gclid=EAIaIQobChMI0sbMnv7hgQMVMYZaBR0L9QOtEAAYAiAAEgJKa_D_BwE>> |

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| **Emergency Numbers in France** | |
| **European Emergency Number** | **112** **114** for text emergency number |
| **SAMU (medical emergencies)** | **15** |
| **Police** | **17** |
| **Firefighters (also paramedics)** | **18** |
| **SAMU Social (domestic violence & care for homeless in winter)** | **115** |
| **Missing Children** | **116000** |
| **Social Services** | **119** |
| **Aeronautical Emergency** | **191** |
| **Maritime Emergency & Coastguard** | **196** |
| **Terror & Kidnapping Hotline (only accessible when an alert is in place)** | **197** |

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| **Fire, Emergency Medical** | |
| **Local Clinic**  Quartier Fourques Ouest, 2 Rte de la Calade, 13510 Éguilles, France | Phone: +33 4 42 28 28 28 |
| Information: 9:00 am – 6;00 pm |
| **Local Hospital**  Address: Av. des Tamaris, 13100 Aix-en-Provence, France | Phone: 33 4 42 33 50 00 |
| Information: 24 hours |
| Accepts possible COVID patients? Select |
| **Pharmacy**  Address: 14 Av. René Cassin, 83440 Fayence, France | Phone: +33 4 94 76 00 61 |
| Information: Call for hours |
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***THE HERMITAGE, MONTE CARLO***

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| **Hotel Security;** | |
| Security Name: | Phone: |
| Mobile: |
| Email: |
| Emergency Procedures: <Insert link to hotel supplied documents> |
| Security Manual / Evacuation Procedure: | <Insert link to security manual if different from Emergency Procedures above> |
| <Insert link to Evacuation Procedures if different from above> |

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| **Emergency Medical Resources** |

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| **COVID-19** | |
| Destination Department of Health Services: | <Insert link to local DHS website> |
| Hotel and/or Venue Standards & Protocols: | <Insert link to hotel chain or specific hotel protocols>  <Masks required?> |
| Client Protocol: | <Vaccinations required? Masks?> |
| Travel Interruption Statement: | <Discussion with client and decision made if a participant were to get ill onsite. Paste Travel Interruption Statement on ENG!> |
| Testing onsite and/or prior to travel: | <Client or BIW providing? Provide Details and Insert link to agreement > |
| **Local Testing Information:** | Phone:  Address:  Information: <Price, Hours, etc. as known> |

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| **CONTINGENCY PLAN** | |
| Does hotel allow COVID positive guests to stay? |  |
| If not, where do guests go? |  |
| **Sample Contingency Plan:** | The medical staff will alert our event staff of a positive COVID-19 test  Event staff will notify client(s)  Discuss the attendee’s symptoms and next steps  Hilton will allow for the guest to quarantine in their guest room  If a guest is covid positive they are currently required to quarantine in their room for 10 days.  HHV security would also need to be advised at which time the Department of Health is notified and provide HHV and the guest with specific instructions.  Attendee can order food and beverage from Uber Eats, Door Dash etc.  Event staff can have the hotel deliver a case of water to their guest room  Client to discuss with medical staff next steps  Telehealth doctor stays in contact with patient to monitor their symptoms and how they are feeling  Communication plan to the attendees in regard to contact tracing |
| **SAMPLE COMMUNICATION EMAIL:**  To be approved by client  HR/Legal/Security | Thank you so much for joining us at [event]. From the very beginning, we organized [event] with your health, safety, and well-being as our top priority.  We implemented comprehensive safety and accountability measures including [event protocols here: example: all associates attending Cvent CONNECT to be vaccinated, daily health screenings for all in-person attendees through a third-party provider, and heightened on-site mask policies as recommended by the CDC and Las Vegas’ Clark County, among other cleanliness and safety precautions.]  Despite these best efforts, we were made aware of [#] fully vaccinated attendees who tested positive for COVID-19 after returning home from [destination].  As part of our ongoing health & safety commitment, we will continue to monitor attendee health through the CDC recommended 14-day window, which expires on [date]; and will communicate any relevant updates promptly. Should you test positive prior to [date], please let us know immediately by contacting [program mailbox].  For additional information regarding COVID-19 please visit the CDC website at [www.cdc.gov.](https://www.cdc.gov./)  If you have any questions regarding this update, please feel free to contact us at [program mailbox]. |

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| **Emergency/Natural Disasters/Disease Outbreaks** | |
| Communications to Participants | Via Mobile App |
| Designated Meeting Location | Terre Blanche: Hotel Lobby  Hermitage: Winter Garden Lobby |
| Hotel/DMC Precautions | <Insert any information known> |
| Convention & Visitors Bureau (CVB) | <Insert link to local CVB> |
| FEMA | <https://www.fema.gov> |
| Environmental Protection Agency (EPA) | <https://www.epa.gov/> |
| Center for Disease Control (CDC) | Hotline: 1-877-394-8747  Website: [www.cdc.gov](http://www.cdc.gov) |
| Poison Control (USA) | Phone: 1-800-222-1222 |
| U.S. Department of State Travel Pages | <http://www.travel.state.gov/>  U.S. Department of State Travel Pages – The most current information on travel safety issues. |
| World Health Organization | <http://www.who.int/en/>  Information on health risks, diseases, and potential health emergencies around the world. |

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| **ON-SITE EMERGENCY INFORMATION** |

**Hotel**

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| **On Property Doctor**  Location | Phone: |
| Information: <Hours, Cost, anything pertinent> |
| Phone: 0 |
| **On Property Defibrillator**  TBD | Phone: 0 |
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| **Fire, Emergency Medical** | |
| **Local Clinic**  TBD | Phone: |
| Information: <Hours, etc. as known> |
| **Princess Grace Hospital**  1 Av. Pasteur, 98000 Monaco | Phone: +377 97 98 99 00 |
| Information: 4 hours |
| Accepts possible COVID patients? Yes |
| **Pharmacy**  4 Bd des Moulins, 98000 Monaco  Hours: | Phone: +377 93 30 83 10 |
| Information: closes at 8:00 pm |
| **Local Police**  Address | Phone: See above |
|  |
| **Local Fire**  Address | Phone: See above |
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| **International Traveler Resources** | |
| Smart Traveler Enrollment Program (STEP) | <https://step.state.gov/step>  STEP is a free service for US citizens traveling abroad to enroll with the local U.S. Embassy or Consulate |
| US Embassy/Consulate   * Stolen Passports * Arrests * Victims of Crime | <http://www.usembassy.gov/>  <Insert local embassy info – can be found by country on website above>  *Contact embassy prior to group travel*  In the event of a major crisis, the embassy or consulate cannot handle large volumes of calls. Call the Task Force Alert line for crisis emergencies. Within US: 1-888-407-4747  Overseas: 1-202-501-4444 |
| Bureau of Consular Affairs | <https://travel.state.gov/content/passports/en/emergencies.html> |
| Medical Emergencies | <https://travel.state.gov/content/passports/en/go/health.html> |
| Passport Data | Access to passport data will be granted to the Event Director for the program duration. Nancy is responsible to set access and notify ED when available. |

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| **ON-SITE EMERGENCY INFORMATION** |

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| **BIW Internal Resources** | |
| Sara Carpenter | 612-490-1355 |
| David Litteken | 952-288-5703 |
| Claudia Nixon | 952-210-4982 |
| Kate Sorenson | 763-222-9810 |
| Kim Schmidt | 612-991-3814 |
| Nancy Chrismer | 651-253-8236 |

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| **UnitedHealthcare Global Assistance Resources**  **Policy Number: 902844895**  **Company Name: Schoeneckers, Inc., dba BI WORLDWIDE** |
| ***UnitedHealthcare Global Assistance***  ***Main phone: +1-410-453-6330 (collect calls accepted) / 1-800-527-0218***  ***Email: Assistance@uhcglobal.com*** |

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| **VI****SA/PASSPORTS**  **CREDIT CARD** |

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| **Passport** | |
| Nearest Embassy and Passport | Website: <http://travel.state.gov/travel/tips/embassies/embassies_1214.html>   * Obtain a copy of passport from ERM * Ask DMC for onsite assistance |
| National Passport Information Center:  Phone: 877-487-2778  Email: [NPIC@state.gov](mailto:NPIC@state.gov)  Hours: Monday–Friday 8:00 a.m. – 10:00 p.m. ET  Saturday 10:00 a.m. - 3:00 p.m. ET |

**Visa Consultant**

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| **Washington DC Office** | Website: [www.cibtvisas.com](http://www.cibtvisas.com) |
| Contact: |
| Address: 4301 Connecticut Avenue NW  Suite 250  Washington, DC 20009 |
| Phone: 202-337-2442 |
| Fax: |
| **San Francisco Office** | Website: [www.cibtvisas.com](http://www.cibt.com) |
| Contact: |
| Address: 555 Montgomery Street  Suite 700  San Francisco, CA 94111 |
| Phone: 415-356-3660 |
| Fax: 415-495-4491 |

**Credit Card Assistance**

|  |  |  |
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|  | **Within U.S.** | **Outside U.S.** |
| **American Express** | 800-528-2122 | + 336-393-1111 (Collect Call) |
| **MasterCard** | 800-627-8372 | 636-722-7111 |
| **Visa** | 800-847-2911 | 303-967-1096 |
| **Discover Card** | 800-347-2683 | 801-902-3100 |

**State Department**

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| **U.S. Department of State** | Website: <http://travel.state.gov/content/passports/en/country.html> |
| **Emergencies Abroad** | U.S. Citizens Services (Emergency): 888-407-4747 |
| International Citizens Services (Emergency): 201-501-4444 |

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| **PR****OGRAM GRID** |

**PID 63514**

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| **Pre Day**  **Saturday**  **October 14, 2023** | **DAY 1**  **Sunday**  **October 15, 2023** | **DAY 2**  **Monday**  **October 16, 2023** | **DAY 3**  **Tuesday**  **October 17, 2023** |
| **daytime** | | | |
| Flights from home cities to Nice for US participants  Meals served in flight | Arrive Nice  Event staff to meet & greet at airport  Deluxe air-conditioned transfer to Fayence  Water on transfer  Luggage truck *(if required)*  Check-in to Terre Blanche (rooms not held night prior)  Buffet lunch available  *Free time to relax in the property upon arrival* | Breakfast at leisure in hotel restaurants  **Experience Provence**  Village discovery: Fayence / Seillans /optional wine tasting and visit of a vineyard  Chateau de Berne Winery tour  e-Bike Provence tour  Cooking class  Spa treatment  Golf at Terre Blanche Le Riou Course  Lunch at leisure in hotel or included in tours | Breakfast at leisure in hotel restaurants  **Experience Provence**  Cooking class  Hiking  Taste of Provence tour  Frenchy Rally via Citroen (4 pax per car)  e-Bike Provence tour  Spa treatment  Golf at Terre Blanche Le Riou Course  Lunch at leisure in hotel or included in tours |
| **evening** | | | |
| Flights from home cities to Nice for international participants  **OVERNIGHT TERRE BLANCHE** | **Bienvenue À Provence**  Location: Central Patio  Backup: Fayence Salon  Food stations featuring local specialties  Open bar for two hours  String quartet  Provençal décor  Provencal welcome gift stalls  **OVERNIGHT TERRE BLANCHE** | **Mougins Village Party & Dine-Around**  Welcome cocktail and hors d’oeuvres in Village Center  Dine-Around featuring Shared/a la carte menu and ½ bottle of wine per person  Restaurants assigned,  Roundtrip transfers (45 minutes)  **OVERNIGHT TERRE BLANCHE** | **Le Grande Table**  Château Ste-Roseline Vineyard  Wine tasting and tours in the Garden (as cocktail)  3 courses dinner with ½ btl of wine from the vineyard in the Barrique room  Roundtrip transfers (40 minutes)  **OVERNIGHT TERRE BLANCHE** |

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| **DAY 4**  **Wednesday**  **October 18, 2023** | **DAY 5**  **Thursday**  **October 19, 2023** | **DAY 6**  **Friday**  **October 20, 2023** | **DAY 7**  **Saturday**  **October 21, 2023** |
| **daytime** | | | |
| Breakfast at leisure in hotel  Check-out of hotel  Deluxe air-conditioned transfer to Cannes Harbor *(luggage transferred separately by truck – directly to Monaco)*  Boat transfer to St. Honorat Island  Guided island and monastery tour  Wine tasting  Lunch at La Tonnelle with wine  Motorcoach transfer to Monte-Carlo  Check-in at Hotel Hermitage | Breakfast at leisure in hotel  **Experience the French Riviera**  Monaco historical tour with lunch  Italian Riviera shopping and open-air market in San Remo  Bike Cap-Ferrat  Discover Nice Tasting Tour  Discover medieval village of Eze with Perfume workshop (lunch incl.)  Mediterranean catamaran sail with lunch & water sports  Spa treatment at Thermes Spa  Golf at Monte Carlo Golf Club  Lunch included in tours or at leisure | Breakfast at leisure in hotel  **Experience the French Riviera**  Discover medieval village of Eze with Perfume workshop (lunch incl.)  St. Paul de Vence exploration  Rothschild Foundation historical monument and gardens tour  Hiking in Cap Martin  Menton Gardens  Spa treatment at Thermes Spa  Golf at Monte Carlo Golf Club  Lunch included in tours or at leisure | Note: there will be early return flights to US  Breakfast at leisure in hotel for later flights  Check-out of hotel  Deluxe air-conditioned transfer to Nice airport  Return flights to home cities |
| **evening** | | | |
| **Monaco Welcome**  Location: Belle Époque Salon  Food stations featuring local specialties  Open bar for two hours  Strolling semi-classical trio  Centerpieces  **OVERNIGHT HERMITAGE** | **A Royal Evening at the Yacht Club de Monaco**  Location : Ballroom and its terrace  Exclusive use of third floor  One-hour cocktail reception with passed canapes  Three-course dinner with ½ bottle of wine per person  Elegant floral centerpieces  Candles and up-lighting throughout  Performers between courses  Five-piece band following dinner (The Goldsingers)  Stage, lighting, sounds  Roundtrip transfers (five minutes)  **OVERNIGHT HERMITAGE** | **Au Revoir Monte Carlo**  Location: Midi Terrace overlooking Monte Carlo Harbor (126 pax)  1hour open bar & passed canapés  Trio to entertain  **Dine-Around Hercules Harbor**  Dinner with pre set/shared menu  Sign-up in the Mobile App.  Roundtrip transfers (10 minutes)  **$10M Club: La Côte d’Azur (**38 pax)  Maxi-catamaran sunset cruise transfer to Saint-Jean-Cap-Ferrat *(cruise to Villefranche, then coach transfer to venue*  *Plated Dinner, champagne wall, entertainment*  **OVERNIGHT HERMITAGE** |  |