

YOUR AMENITIES

LOBBY LEVEL THREE

DOOR ATTENDANT + VALET

Our staff is ready to open your car doors, summon a valet attendant, assist with your groceries or packages, and open lobby doors for you and your guests. You will experience a warm welcome and a fond farewell from our Door Attendants/Valets. They will always offer their assistance to you. Our Door Attendants/Valets, located at the Entry Lobby, are staffed 24/7.

CONCIERGE

The Ritz-Carlton Residences, Sunny Isles Beach provides worldwide concierge service and the concierge will be happy to arrange for you a number of services that make living here unique. Please contact the Concierge for assistance with tours, local attractions, entertainment and restaurant reservations including:

- Transportation & Travel Arrangements
- Business Services
- Courier Services
- Dry Cleaning
- Floral Services
- Golf Tee Times
- Housekeeping
- In-Residence Catering
- IT Personal Support
- Beauty Services
- Nanny Services
- Party Planning
- Personal Chef
- Pet Services
- Theater, Concert & Sporting Events
- À la carte Services

LOUNGE + LIBRARY

If you feel like getting lost in your favorite book or enjoy a cup of coffee or tea, you will find a Reading Lounge and the Library at your disposal on the lobby level.

MAIL ROOM

Incoming mail is delivered to the mailroom located on the lobby level. As applicable, oversized packages and courier deliveries will be delivered to the Receiving Department and then delivered to your residence.



DINING

One-of-a-kind culinary experience in our first-rate restaurant featuring seasonal menus, featuring freshest ingredients and gastronomic techniques.

Located on level 1, the indoor and outdoor dining areas are open for lunch service Wednesday and Thursday from 12:00 p.m. - 4:00 p.m. Friday, Saturday, and Sunday from 12:00 p.m. – 5:00 p.m. Hours of operation are subject to change as the property's occupancy evolves.

Dining is also available at the Level 4 Sunset Pool and for in-unit delivery during the restaurant's hours of operation.

POOL & BEACH EXPERIENCE

Enjoy relaxing on the landscaped beachfront gardens dressed with hammocks and lounge seating or journey along the beachfront path and enjoy the private beach amenities including chaise lounges, umbrellas, water, and cabana coordination.

The beachfront resort deck features an organic free-form swimming pool surrounded by nature. Share the splendor of your daily lifestyle while also offering exceptional privacy and convenience.

The pool deck is open 24 hours a day, every day. However, swimming is only allowed from sunrise to sunset. Beach and Pool Service attendants are available to arrange your amenity selections.

Appropriate bathing attire must be worn at the pools. All other areas of the property require appropriate cover-up shirts and foot coverings to be worn. Improperly dressed swimmers will be asked to change before using the facilities. It is expected that residents will advise their guests of the dress requirements.



KIDS CLUB

The Sunny Isles Beach neighborhood has long been known as an upscale family-friendly destination. The Ritz-Carlton Residences, Sunny Isles Beach are no exception.

Here we aim to celebrate youthful energy and independence in a whole new way. The Kids Club is an engaging home away from home for children and teens to laugh, play, learn, and make new friends all under the watchful supervision of a caring, professional staff.

Indoor and outdoor play, arts and crafts, music, songs, games, and discovery happen often here. And with the ocean right in your backyard, children can count on beach events, an aqua playground, supervised swimming, and sunny memories made daily.



WELLNESS LEVEL

PRIVATE SPA SANCTUARY

Awaken. Renew. Self-Discover. These are the hallmarks of a truly restorative spa experience. Sophisticated and chic, yet welcoming and unpretentious, we artfully merge timeless service with contemporary comfort. Relax in treatments areas that celebrate the beauty and perfection nature. Indulge in spa treatments that blend ancient healing techniques with one of the world's best skincare lines. Soothe tired minds and muscles with a visit to the outdoor massage garden. Feel the rest of the world fade away as chromotherapy and the sounds of the experience showers gently embrace you in calm. Experiment with the refreshing sensations of the Ice Fountain or the nurturing heat of the sauna. Immerse yourself in the waters of the Thermal Vitality Pool or lap pool lit by the afternoon sun. Located just steps from your front door, these are indulgences you can experience any time.

Spa services include massages, aromatherapy and facials. Our salon offers nail care and hair treatments for Ladies and Gentlemen. Residents can also enjoy the yoga deck, exercise and spin studio, Pilates studio or relaxation zone daily 24 hours a day with fob access. Treatments are available daily from 9:30 a.m. – 6:00 p.m. with the last appointment scheduled at 5:00 p.m. through approved third-party vendors; please contact the Concierge for reservations at least

48 hours in advance.

For treatments utilizing your personal therapist, insurance approval may be required.

FITNESS CENTER

Our beachfront state-of-the-art Fitness Center features free weights and cardio equipment with fully appointed training areas.

For your convenience the Fitness Center is open 24 hours a day, 7 days a week.



LEVEL 33 LOUNGE

The centerpiece is the breathtaking 33rd floor Club Level, a retreat where residents come to entertain or relax with ease. Here is an opportunity to meet up with friends and neighbors to toast the sunset nightly from the outdoor terrace area. Featuring craft mixology cocktails, and premium liquors.

Residents can also host a dinner party with their closest friends in the private dining room and kitchen. Envisioned by Michele Bönan as a retreat within a retreat, the Club's walnut wood walls, custom furnishings, and contemporary artwork elevate any occasion.

- Butler available Daily from 10:00 a.m. – 6:00 p.m.
- Daily complementary continental breakfast items from 7:30 a.m. - 10:30 a.m.
- On Thursday, Friday and Saturday evenings, beverage service with lite bites will be available from 6:00 p.m. – 10:00 p.m.
- Preferred cocktails are crafted with anticipatory service
- A la carte offerings can include espresso beverages, soft drinks, cocktail service and lite snacks.



GUEST SUITES

The 33rd floor Club Level includes eight individual guest suites, exclusive to owners for their own personal visitors. Friends, family, and loved ones delight in these large studio-style spaces that offer ample room to sleep, unwind, and relax. Let guests feel completely at home thanks to separate bedroom, living, and dining areas. Allow them to make your views their own with ocean-view balconies.

Treat your guests to a taste of The Ritz-Carlton standard of service with daily housekeeping and more. You will soon be the most-sought-after invitation in your social circle.

*Guest suites are offered to owners only on a first-come, first-served basis at established rates and conditions of the owners' association. All Guest Rooms and Suites are Smoke Free

SOCIAL CALENDAR

At The Ritz-Carlton Residences, Sunny Isles Beach, we are committed to curating experiences that enliven the senses and instill well-being.

Each year, a Social Calendar is published outlining exciting events and activities hosted throughout the property. These experiences are each focused on one of five concepts around the theme "WAVES" Wellness, Appetite, Vintages, Environment, and Social Gatherings.

We hope that you will explore the upcoming events, build new relationships with your neighbors, kindle current friendships and continue to be part of the fabric of our community.

AMENITY USAGE AND PRIVATE RESIDENCE EVENTS

As a Resident at The Ritz-Carlton Residences, Sunny Isles Beach, several amenity spaces may be reserved for your exclusive use and private events as well as hosted within your residence. Please contact the Concierge for further information and requirements if you plan on reserving one of the amenity spaces or plan on hosting a private events within your residence of more than 6 guests. Private residence events require a guest list to be provided 48 hours in advance to the Management Office. Your Residential Services Team, also serves as your Special Events Coordinators. We are happy to assist with all private events, big and small. From coordinating catering, to designing floral centerpieces and printing custom menus, all your private event needs can be coordinated through us. We ask that all exclusive private amenity events be scheduled with a minimum of a two-week notice.

ROOMS AVAILABLE FOR PRIVATE RENTAL WITH FULL CATERING MENUS AVAILABLE

Level 3 Library	\$100 Room Rental Fee
Level 33 Private Dining Room	\$100 Room Rental Fee
Media Room	\$50 Room Rental Fee
Kids Club	\$250 Room Rental Fee
Beach or Garden Cabanas	\$500 Room Rental Fee
Pool Bar & Restaurant with Board Approval	\$2,000 Wed.-Sun. \$500 Mon & Tues.
Level 33 Lounge & Terrace with Board Approval	\$2,000 Room Rental Fee

IN-HOME CHEF EXPERIENCE*

With one week's notice, the Concierge can coordinate and execute a beautiful in-home chef experience to the level you desire.

- Full Service
 - Chef and two servers prepare and serve the meal for you and your guests. Our team will also handle the kitchen clean-up so all you need to do is sit back and relax.
- Chef Experience
 - Your guests will be impressed with your private Chef taking care of your culinary desires in a relaxed atmosphere.
- Interactive Experience
 - Learn some tricks of the trade as you work closely with the Chef to create a delicious meal together.

HOLIDAY FUND/TIPPING POLICY

This is a Residential Community and not a Hotel; Residents are not expected to tip the staff daily for their services. However, if a Lady or Gentleman provides exceptional service, gratuity can be accepted. The Board offers our Residents the option to participate in our end of the year Holiday Gift Fund which will ease the burden of daily tipping, to create a harmonious, cohesive work environment for our Ladies and Gentlemen, and to insure we recognize all staff

members for their hard work. The Holiday Fund Gifts are determined by length of service within that current calendar year.

ADDITIONAL SERVICES

SERVICE	DETAILS
Shipping Services	Shipping charges based on selected courier will apply
Additional Unit Keys	\$50.00 Per Key
New Unit Lock and Keys	Contact Management
Additional Proximity Fob for elevator and exterior door access control	\$50.00 Per Fob
Replacement of mailbox lock	\$50.00
Emergency Assistance from a Housekeeper i.e. broken glass clean up, small spill clean-up	Service Available Daily from 9:00 a.m. - 5:00 p.m. at no charge
Basic Engineering Hourly Assistance, i.e. light bulb change, air filter change, basic in-unit repairs, item assembly	Service Available Daily from 8:00 a.m. - 4:00 p.m. \$55.00 per hour, per engineer, minimum of one hour, plus the cost of parts
Car Washing/Detailing *Third Party Service, authorization to remove vehicle from property form must be signed.	This can be coordinated with 48-hour advance notice. Pricing based on Car Wash/Detail Menu
Faxes & Copies, 50 pages or less	Available at the Management Office at no charge
Notary Public	Available Monday - Friday 9:00 a.m. – 5:00 p.m. at no charge
