

**From:** Daphne Wallace <[REDACTED]>  
**To:** "Lettsome, Kellyah" <[REDACTED]>, Lesley Groff <[REDACTED]>, ann rodriguez <[REDACTED]>  
**Subject:** Re: [REDACTED]  
**Date:** Mon, 03 Jun 2019 19:09:19 +0000

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Greetings Kellyah,

We wanted to update you that Mr. James Cooper and his guest will be a late check-in today. They arrive on St. Thomas at 5 pm and will visit with a friend before they arrive to the Ritz-Carlton Club.

Thank you and kind regards,

Anna [REDACTED] and Daphne [REDACTED]

On Sun, Jun 2, 2019 at 12:36 PM Lettsome, Kellyah <[REDACTED]> wrote:

Good afternoon Mr. Cooper,

My name is Kellyah Lettsome and I will be your Member Experience Concierge. I will assist with all your reservation needs, both at the Club and off-site.

We are excited to welcome you home to The Ritz-Carlton Club, St. Thomas! The Ritz-Carlton Club, St. Thomas has recovered from extensive damaged caused by Hurricanes Irma and Maria in 2017. Amenities and offerings previously available on the island, as well as amenities previously offered at the adjacent Ritz-Carlton Hotel may not yet have fully recovered due to the 2017 storms. Please see the below for current resort and island information.

#### **The Ritz-Carlton Club, St. Thomas Current Resort Information**

- The Grand Palazzo Club restaurant is open for dinner five nights a week.
- Coconut Cove, located near the Club pool, is open for breakfast, lunch and dinner.
- The beach suffered severe erosion, but we have been able to return a limited number of chairs to the beach. We are hopeful Mother Nature will continue to improve the beach.
- All swimming pools and hot tubs at the Club have been restored.
- Non-motorized watersports and daytrip excursions are available through third-party vendors.
- The Club has a robust daily activity schedule.

#### **The Ritz-Carlton, St Thomas Hotel Information**

- The hotel is closed until restoration is complete and expected to re-open as The Ritz-Carlton, St. Thomas in late 2019.
- The following hotel amenities will be closed until further notice: **Bleuwater, Sails, Essenza, In-Room Dining, Zest, Pool, the Spa, Tennis Courts, the Boutique, Ambassadors of the Environment and the Fitness Center.** In the interim the Club will be hosting fitness classes. Please see the Concierge for the schedule.

- Lady Lyndsey, The Ritz-Carlton, St. Thomas hotel's signature catamaran was destroyed in Hurricane Irma. An interim catamaran is available offering a wide variety of excursions until the new Lady Lyndsey is debuted in the fall of 2019.

### St. Thomas Island Information

- Restaurants around the island continue to re-open. Be sure to check with the concierge for the most current openings.
- Island favorites such as ZoZo's Sugar Mill at Caneel Bay, Havana Blue, Room With a View, The Grille Room, and Mahogany Run Golf Course are currently closed for the foreseeable future.
- The hospital is currently open.
- Many buildings and residential homes continue to show signs of recovery throughout the island.

Tourism on island increases as cruise ships continue to come into port, hotels and resorts re-open and recovery efforts continue in the British Virgin Islands.

### Reservation Details

I have you arriving on **June 3<sup>rd</sup>, 2019 for 2 nights in a two-bedroom Suite.**

Check-in begins at 4:00 p.m. If your travel itinerary brings you in before that, plan to have your swimwear readily available so you can change and start your vacation experience right away. We will notify you when your **Suite** is available.

I will assist with all your reservation needs to ensure we have everything set up for you prior to your arrival. In order to do this, please allow me to gather some information from you:

- What time do you anticipate arriving at the Club?
- Will you be celebrating a special occasion during your stay with us?
- Who will be traveling with you?

In-Residence groceries are being offered through [Moe's Marketplace](#). Click on *My Resort* at the top of the page then click on *Start Shopping*, just underneath the store phone number. You will have to create an account to complete the order. Please let me know if I can assist with placing your grocery order.

I look forward to sharing with you the best of what the Virgin Islands have to offer. Below is a sample of events and activities taking place on property and in the area during your stay.

- Join us Monday evening at 5:00 p.m. for our Club Reception featuring local vendors and a complimentary cocktail bar.
- For a nominal fee, rental snorkel gear and non-motorized watersports are available on property through Cruz Bay Watersports.
- Cruz Bay Watersports, located near the Club pool, is offering non-motorized watersports items for rent as well as day excursions. Please visit [Cruz Bay Watersports](#) for more information and available excursions.
- Charter a boat and embark on an island hopping adventure throughout the US Virgin Islands and British Virgin Islands (passport required).

Here are a few key property details for you to be aware of:

- Airport transports are available through both private and public taxis.
  - Private taxis are available through Kelly's Taxi at \$100.00 up to 4 guests each way; each additional guest is \$18.00. Due to local litigation, we are unable to arrange transportation from the airport to The Ritz-Carlton Club. If you would like to move forward with pre-arranged transportation, please contact [Kelly's Taxi](#).
  - Multi-passenger taxis are available at the airport for \$18.00 per person plus \$2.00-\$5.00 per bag. Please expect multiple stops.
- The airport does have several car rental agencies. Please be aware we do drive on the left hand side of the road.
- St Thomas and the Virgin Islands offer world class beaches, boating and ocean adventures. What local knowledge may I provide you?

Mr. Cooper, I am excited to assist in creating wonderful memories for you and your family. Please respond via email or call me directly when you are ready to begin working on your itinerary.

Warm Regards,

Kellyah Lettsome

Member Experience Concierge  
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