

LUXURY TRAVEL ADVISOR'S
ULTRA
SUMMIT

July 25-27, 2021

La Cantera Resort & Spa, San Antonio, TX

Supplier Services Manual

Host Venue

Wood beams, a roaring stone fireplace in the lobby, and soaring Texas views all come together in La Cantera Resort & Spa, Inspired by world-famous King Ranch in South Texas.

One of the premier luxury resorts in San Antonio, La Cantera reimagines its ranch roots through 496 rooms, which overlook 550 acres of The Texas Hill Country. La Cantera has become one of the most sought-after San Antonio resorts. At La Cantera, sophistication meets relaxation. Every experience provides the opportunity to discover something new. From our 25,000 sq. ft destination spa, Loma de Vida Spa & Wellness, to two championship golf courses, guests can immerse themselves in the San Antonio scenery.

These San Antonio accommodations embrace the intimacy of a boutique resort while still nodding to their Texas setting. Spacious living areas, cozy beds, and thoughtful amenities set these rooms apart from other San Antonio Hill Country suites. Each of these San Antonio suites and rooms encourages rest and relaxation so guests leave feeling renewed.

Resort Amenities and Services

- Loma de Vida Spa & Wellness
- Two championship 18-hole courses (The Resort Course & The Palmer Course)
- Resort Pool, Adult Only Pool & Kids Pool, *each with cabanas*
- Arcade Room & Kids Club Camp
- 3-mile or 5-mile running maps
- Tennis Court

More information on each provided

here: https://www.lacanteraresort.com/things_to_do_san_antonio/activities/

Restaurants on site

- Signature Restaurant
- SweetFire Kitchen
- Primero Cantina
- Grille 254
- Bocado
- Sire Bar
- Henrietta's Market
- In-Room Dining
- Palmer Grille
- Quenche Juicery
- Vista Grille
- Topaz

More information on each provided here: https://www.lacanteraresort.com/san_antonio_restaurants/

Reserve Your Room

Luxury Travel Advisor's ULTRA is pleased to offer you a special room rate of **\$*** USD per night**, resort fee is waived (plus taxes and fees) at the La Cantera Resort and Spa. Ask Brie McDonald for the nightly rate.

Brie McDonald will book your reservation, so nothing needs to be done on your end. **You will pay for your stay at the time of check in.**

Transportation

The closest airport is San Antonio International Airport (SAT) and is serviced by both domestic and international carriers. La Cantera Resort and Spa is about 15 miles away and will take about 25 minutes in travel time. Taxi, shuttles and ride share services (Lyft, Uber) are available from the airport to the hotel.

Meeting Space

Your company will have a designated tabletop to conduct your one-to-one meetings with ULTRA SUMMIT Advisors. We encourage you to bring table signage, marketing collateral, gifts and décor for your meeting space. Please note that banners / free-standing signs will not be permitted. Electrical outlets for laptops will not be available.

Suggestions:

- Bring enough business cards and collateral to meet with approximately 75 people, since you will also be meeting industry colleagues outside of the appointments.
- Customize your discussion to the specific advisors' needs prior to your meetings

- Consider this an opportunity for a relationship-building meeting more than a sales presentation.

Resort Fee

We have negotiated that the daily resort fee of \$34 be waived for all ULTRA Summit attendees. This resort fee covers:

- Daily bottled water
- Complimentary wireless internet in guest rooms
- Wi-Fi in all public space
- Use of 24-hour fitness facility
- Complimentary self-parking at the resort
- Complimentary shuttle service within the Resort, Palmer Golf Course, Six Flags Fiesta Texas theme park, The Shops at La Cantera and the Rim shopping center

Business Center

The UPS Store business center can be found on the lobby level just past the front desk. Guests will be able to use computers and print large and small print jobs. They are open Monday – Friday 9:00 AM to 4:00 PM. For our event, they will extend their hours. TBD on the hours. Please refer to their information and pricing here <https://locations.theupsstore.com/tx/san-antonio/16641-la-cantera-pkwy>

Shipping Details / Package Handling Charges

Extra Storage

The UPS Store at La Cantera Resort and Spa will accept shipments without storage fees up to 5 days before the event. Any shipment arriving greater than 5 days in advance will be charged \$25 USD per package received.

Shipping Details

All packages may be shipped to the following address to the attention of the individual who will be signing receipt of the package. Once the packages arrive to the hotel, recipients may contact the business center for package retrieval and delivery.

For any inbound boxes, all charges will be charged to the hotel room.

La Cantera Resort & Spa
ULTRA Summit/Gayle Wolfe
ATTN: Company Name/ Your Name
16641 La Cantera Parkway
San Antonio, TX 78256

Outbound Shipping

After the event has ended, if you wish to send any shipment back to your office you will need to affix a shipping label to your packages and leave them at your appointment table for pickup. The business center staff will pick up all shipments and bring them to the business center for pickup by your carrier. Pickup of out-bound shipments by any carrier other than UPS or FedEx must be coordinated with The

UPS Store Business Center. Outbound fees are in addition to standard shipping Rates. Fees can be applied to a guest room or paid in the UPS Store with a credit card or cash.

There will be handling fees for all incoming and outgoing shipments. Handling fees are based on the weight of the box/package. Handling fees may be charged to guest room, credit card or master account (*authorized signers only*). The UPS Store Business Center does not accept liability for equipment, goods, displays, or other materials, which arrive or fail to arrive at the hotel. The group is responsible for insuring its property for loss and/or damage.

Handling Fees:

1-9 lbs	\$5.00	Crates<149lbs	\$150.00
10-19lbs	\$10.00	Crates>150lbs	\$200.00
20-29lbs	\$15.00	Pallets Shrink Wrapped	\$150.00
30-49lbs	\$20.00	Display tube/poster	\$30.00
50-74lbs	\$35.00	Display box/table	\$60.00
75-100lbs	\$60.00		
100lbs+	\$90.00		

Meeting Schedule

It is a simple process and allows you to build your schedule. Be sure to list us as a safe sender to avoid communications generated from the appointment system from getting caught in spam or junk folders. You will be receiving emails from Brie McDonald – bmcdonald@questex.com.

You will receive your FINAL SCHEDULE OF APPOINTMENTS ON SITE. Your advance copy may be changed on the arrival day if there are Advisor/Owners who miss their flights. Its therefore best to wait for the final copy to be distributed at breakfast on July 26. Appointments take place on July 26 & 27. We suggest you make no plans to depart the property before 2:45pm on July 27, 2021.

Badges and Registration

All materials are distributed on site. Badges will be created based upon the name(s) submitted on your contract documents. On-site registration is open from 1pm to 5pm on July 25, 2021. Should your flight be delayed, we will bring badges to the Welcome Reception.

Dress Code

Business Casual Attire is recommended for all daytime functions and the Welcome Reception.