

The
Hanover
Insurance Group®

Transforming the Experience



PRESIDENT'S
Club

THE RITZ-CARLTON BACARA,
SANTA BARBARA

Travel Information

APRIL 22 – 25, 2020



Congratulations

on your 2019 results!

We are honored to have you as a guest at our upcoming President's Club conference.

The following information will help you plan your travel to the Santa Barbara, California area.

Register for this event at pctrip.hanover.com. Your airline arrangements and travel registration form should be completed no later than Friday, March 6, 2020.

When completing your registration, please be sure to note any special travel arrangements (e.g., medical considerations such as wheelchair accessibility, dietary requirements, pregnancy, etc.)

Once you have completed your registration information, a CWT travel consultant, our corporate travel agency, will call you within 48 hours to verify your air travel requirements. Your itinerary and electronic ticket will be delivered via email. Please note: We request that all flight arrangements be coordinated through The Hanover's travel department.

ABOUT SANTA BARBARA

Bougainvillea twining across red-tiled rooftops, birdsong mingling with the ocean breeze, islands and whale spouts on the horizon—Santa Barbara's charms tempt at every turn. Perfect getaways don't get much more perfect.

The charmingly small city, 90 miles north of Los Angeles, hugs both the beaches and Highway 101. Don't miss sandy stretches such as Refugio State Beach, Summerland County State Park, or Butterfly Beach. Step across the 101 and the city is comprised of Spanish-style architecture and rolling hills that stretch east into the Santa Ynez Mountains and wine country.

But Santa Barbara has a new energy too—leafy streets lined with designer boutiques, buzz-worthy food and wine tasting rooms, and a waterfront teeming with sailboats, kayaks and stand-up paddle-boarders.

Welcome

BACARA

Travel

IDENTIFICATION REQUIREMENTS

All persons traveling by air to Santa Barbara will be required to present a valid, government issued, identification at the airport checkpoint in order to travel. Approved forms of identification would include: driver's license or other state photo identity cards issued by Department of Motor Vehicles (or equivalent), U.S. passport, or military ID.

Please note: When completing your electronic registration form, you must list first, middle, and last name EXACTLY as it appears on your government issued identification. This also applies to guests.

AIRLINE INFORMATION

The Hanover's corporate travel team will coordinate airline reservations for each attendee and guest. Once your online travel registration form is complete, we will contact you to discuss and secure your travel arrangements.

Please note the following:

- All flights are based on President's Club program fare and guidelines.
- Upon receipt of your completed form, we will do our best to accommodate your air requests. Please be aware that our airline carriers are pre-selected with non-refundable and non-transferable tickets, and may include travel on a connecting flight. We will always review your flight options with you prior to ticketing. Once your flight is arranged, any changes you make thereafter will be considered a personal expense.
- If you are part of a frequent flyer program and would like to request an upgrade, please fax a copy of your certificates (front and back) to CWT at 508-855-4780, so we can expedite your request. For mileage credit, list your name on the online travel registration form exactly as it appears on your frequent flyer membership.
- Remember to pick up your boarding passes at a ticket counter or kiosk prior to going through security. You may also print your boarding pass online, or download an electronic boarding pass, within 24 hours of your flight departure time.
- In all cases, electronic tickets will be issued and your itinerary will serve as confirmation.
- At check-in, be sure to present your valid, government issued, photo ID and a copy of your itinerary.



Travel

GROUND TRANSPORTATION TO AND FROM THE RITZ-CARLTON BACARA, SANTA BARBARA

The Ritz-Carlton Bacara, Santa Barbara is located approximately seven miles or 15 minutes from Santa Barbara Municipal Airport (SBA) and 109 miles, or approximately two hours and 15 minutes from Los Angeles International Airport (LAX), depending upon arrival/departure times. We will provide transportation to/from either airport to the hotel on Wednesday, April 22. Upon your arrival, a uniformed representative will be located outside the baggage claim area with signage for "The Hanover Insurance Group President's Club." Transportation will also be provided from the hotel to either airport on Saturday, April 25. When confirming your flights, please note that returns from the hotel to Santa Barbara Municipal Airport will be approximately two hours prior to your flight departure time. Departures to Los Angeles International Airport (LAX) from the hotel will be approximately four hours prior to your flight departure time. Actual departure times will be communicated to you on-site.

Helpful Reminders

WE'RE COMMITTED TO MAKING YOUR STAY A MEMORABLE ONE!

As an honored guest of The Hanover, we will arrange your hotel accommodations, airfare, activities, designated meals, hotel baggage handling, applicable taxes, gratuities and airport transportation as outlined here and as specified on your online travel registration form. Prior to completing your form, please review the following helpful information.

HOSPITALITY AREA

During your stay, travel directors from The Hanover will be available at the hospitality desk located on the ballroom level. At this location, travel directors will post updated information such as schedules, bulletins, and activity information. You may stop by to have a director assist you with arranging personal plans, provide answers to your travel questions, and to confirm your daily schedule.




HOSPITALITY AREA — HOURS OF OPERATION

Wednesday, April 22	10 a.m. – 6 p.m.
Thursday, April 23	7 a.m. – 5 p.m.
Friday, April 24	7 a.m. – 5 p.m.
Saturday, April 25	7 a.m. – noon

NAME BADGES

We respectfully ask that you wear your name badge to all group activities. This badge identifies you as a guest of The Hanover.

NAME BADGE COLOR KEY

	President's Club Member
	Guest
	Hanover Representative

GRATUITIES

The Hanover will provide all gratuities for events sponsored throughout this program to include: drivers, housekeeping, tour guides and bellman for those nights being paid by The Hanover.

TAX REPORTING

As a reminder, IRS regulations require that certain expenses for attendees and guests at conferences are reported as taxable income. For this conference, expenses that will be reported as taxable income will be the value of your guest's airfare and optional activities for you and your guest. For tax reporting purposes, it will be necessary to select either your agency tax identification number or Social Security Number (SSN) when you register. If selecting your agency tax identification number, it will be necessary to provide the last four digits of that number when you register. If you would like to use your SSN, we will ask for this information at the time of airline booking. For security purposes, please do not enter your SSN when registering.

PERSONAL EXPENSES

You may wish to use additional services not offered as part of this program. As a result, these charges will be considered a personal expense. Examples include valet and laundry service, fitness center service, personal bar bills, and personal calls.

For your convenience, The Ritz-Carlton Bacara, Santa Barbara accepts major credit cards including American Express, Visa, Diners Club, and MasterCard. **Please note:** The hotel does not accept personal checks.

MEDICAL INFORMATION/ EMERGENCIES

To ensure your safety and comfort as our guest, The Ritz-Carlton Bacara, Santa Barbara provides internal and external security on a 24-hour basis.

In the event of an injury, illness, or any other emergency, you may summon immediate assistance by dialing 0 on any house telephone. We ask that you promptly notify a member of The Hanover's event team or security representative as well.

CHILDREN

Please note: This program has not been designed for children. In the event that a child is traveling with you to California, we ask that you please make alternative arrangements for air/ground expenses, meals, and activities. In addition, based on the limited amount of guest rooms, we may not be able to confirm availability of an additional room to accommodate children. Maximum occupancy of each guest room is restricted to four people. Thank you for your cooperation and understanding.

VALUABLES

Safe deposit boxes are located at the front desk of the hotel. Please consider using these for jewelry, excess cash and valuable items. In-room safes are provided in each guest room.

CHECK-IN/CHECK-OUT

Upon your arrival at the hotel, please proceed to the front desk to handle your registration. **Please note:** Check-in time is 4 p.m. Should you arrive before that time, guestrooms may not be immediately available. The hotel will make every effort to accommodate you regardless of your time of arrival. In the event that your room is not ready when you arrive, the hotel will gladly store your luggage and will direct you to The Hanover hospitality area, where you may relax until your room becomes available.

On your day of departure, check-out time is 11 a.m. In the event you extend your check-out time, any charge incurred would be considered a personal expense.

TIME ZONE

The time zone in California is Pacific Standard Time (PST).

CLIMATE

April is a great time of year to visit Santa Barbara. Temperatures range from a daytime high of 69 degrees to an evening low of 52 degrees. Average rainfall in Santa Barbara, CA in April is approximately 1.22 inches, making it one of the driest months of the year and perfect for enjoying outdoor activities.



Helpful Reminders

DRESS CODE

Please refer to the following dress code guidelines during this program. The entire event is designed to be “comfortably casual.”

DAYTIME EVENTS

BUSINESS PROGRAM We recommend business casual attire.

OPTIONAL ACTIVITIES Appropriate attire based on the chosen activity; please refer to the optional activities section for details.

EVENING EVENTS

Wednesday, April 22
WELCOME RECEPTION
Cabana Pool & Resort Pool
Casual resort attire, light jacket or sweater is recommended.

Thursday, April 23
PARTNERSHIP DINNER
Arrivals Courtyard
Consider wearing business casual attire with a sweater or jacket and comfortable flat sole shoes.

Friday, April 24
FINAL NIGHT EVENT
Oval Lawn & Ocean Lawn
Casual resort attire, light jacket or sweater is recommended and comfortable, flat sole shoes.

If you have additional questions regarding dress code, please consult with The Hanover travel directors.



Activities

You and your guest may each enjoy one activity or spa treatment per day (Thursday and Friday), compliments of The Hanover Insurance Group.

Our travel experts have made special arrangements to accommodate all interests, from a peaceful and rejuvenating spa treatment, to various recreational activities or tours of the surrounding area.

Boxed lunch will be provided for all guests on Thursday and Friday, unless lunch is included as part of your selected activity. Optional activities are listed on the following pages.

GOLF

An inspiring combination of challenge and beauty as championship golf brings you to the edge of the Pacific Ocean. With breathtaking ocean and mountain views from every hole, Sandpiper is truly a memorable experience.

The championship golf course at Sandpiper has been rated by *Golf Digest* in the top 25 public golf courses in the country. It was designed by William F. Bell and opened in 1972 featuring beautiful rolling fairways and challenging greens in a seaside links style layout. Sandpiper's dynamic design attracts players of all skill levels including players of the highest caliber.

Measuring over 7000 yards, with championship rating of 74.5, Sandpiper has challenged the abilities of the PGA and LPGA players alike, playing host to several professional tournaments.

TOURNAMENT PLAY — SANDPIPER GOLF CLUB

THURSDAY, APRIL 23

- 12:00 p.m. Departure from Ritz-Carlton (five-minute transfer)
- 12:30 p.m. Shotgun tournament, best ball—
Scramble format (box lunch will be served)
- 5:30 p.m. Approximate conclusion of tournament

INDIVIDUAL PLAY — SANDPIPER GOLF CLUB

FRIDAY, APRIL 24

- 12:00 p.m. Departure from Ritz-Carlton
(five minute transfer)
- 12:30 p.m. Shotgun—individual play (box lunch will
be served)
- 5:30 p.m. Approximate conclusion



SPA

RELAX AND LET YOUR SENSES UNWIND AT THE SPA AND SALON AT THE RITZ-CARLTON BACARA, SANTA BARBARA

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

Welcome to the Spa at The Ritz-Carlton Bacara, Santa Barbara. Overlooking the calming waves of the Pacific, this renowned day spa draws inspiration from the elements of the ocean below. Rejuvenating treatments to heal body and mind await your arrival. Indulge in experiences designed to transform the moment—and days ahead.

For a complete list of services offered, visit <https://www.ritzcarlton.com/en/hotels/california/santa-barbara/spa>.

Please indicate your desired treatment and therapist preference within The Hanover's online registration system. Your actual appointment time(s) will be confirmed upon arrival at The Hanover registration desk. The Hanover will pay for one standard service of up to 50 minutes in duration as your sponsored activity. Any additional charge beyond this, or service add-ons, would be considered a personal expense.

While we will attempt to accommodate all requests, it may be necessary to restrict registrations based upon the spa's ability to service requested appointments.

TOURS AND ACTIVITIES

CHANNEL CAT CATAMARAN

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

12:15–3:15 p.m.

Experience the vitality of California's crystal blue sea and refreshing cool ocean breezes. What more could you ask for as you board the luxurious Channel Cat 50-foot catamaran, and set sail for an afternoon on the coast of Southern California.

Marvel at the sea, dolphins, whales and coast while lounging on the deck. Relax inside the cabin complete with elegant leather and teak furnishings for an unforgettable experience in Santa Barbara.

Notes:

- Activity transfer time: Approximately 15 minutes
- Activity will be approximately three hours door-to-door
- Attire and what to bring: casual clothing that may get wet, sun protection, hat and comfortable non-slip shoes
- Inclusions: professional, licensed captain; crew gratuities and refreshments



MOUNTAIN JEEP TOUR AND HIKE

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

12:30–4:30 p.m.

Climb aboard a custom canopy covered Jeep for a unique tour through the back-country roads of beautiful Santa Barbara. Travel from the valley floor into the breathtaking Santa Ynez Mountain range and along portions of the Old Stage Coach Route. This tour offers spectacular scenic views of the pristine Santa Ynez Valley, Pacific Ocean and Channel Islands beyond.

Take an invigorating, short hike along sand and stone cliffs to the top of “Lizard’s Mouth” for a bird’s eye view of over 80 miles of the most pristine and protected coastline on the central coast. Guides will share colorful insights on the local history and geography as you learn about the area’s native plants and wildlife, as well as, a stop at “Painted Caves” for a close-up look at some Chumash cave paintings, over 350 years old.

Notes:

- Activity transfer time: Jeeps will depart directly from The Ritz-Carlton
- Attire and what to bring: Casual clothing, sun protection, hat, comfortable walking shoes

SANTA BARBARA WINE COUNTRY

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

12:00–5:00 p.m.

With the many micro-climates of the Santa Ynez Valley region, it's no wonder every classic varietal of grape can be found here. From family-operated artisanal wineries to state-of-the-art large-scale producers, the Santa Barbara wine country offers a diverse experience in one of the most picturesque settings in California. A cozy community set in the lush hills just outside downtown Santa Barbara's historic center offers visitors an experience in all parts of the wine-making process. Guests will learn to use all of their senses to taste and appreciate the complexity of each vintage and the intricacies of each bottle.

Experience a couple of select vineyards as guests traverse through wine country on a "Sideways" trip of their own. This popular movie starring Paul Giamatti was based on, and filmed, primarily in the Santa Ynez Valley. Wineries to be visited include Sunstone and Gainey.

Notes:

- Activity transfer time: Approximately 45 minutes
- Attire and what to bring: Casual clothing, sun protection, hat and comfortable non-slip shoes
- Inclusions: Wine tastings, refreshments, gratuities



AFTERNOON AT THE POLO FIELD

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

1–4 p.m.

Welcome to the Polo Fields! Surrounded by the lush valley mountain range, this club is the premiere destination in the area. From royalty, including a recent visit from Prince William and Harry, to distinguished riders, this polo club offers top notch service in a first-class setting. Founded over 100 years ago, this venue continues the rich traditions of the sport to a new generation.

Today, you will enjoy a polo demonstration followed by The Hanover's very own, fun-filled golf cart polo match.

Notes:

- Activity transfer time: Approximately 20 minutes
- Attire and what to bring: Athletic attire (collared "polo" style shirt for the men), sun protection, hat and shoes that may get wet. There may be a reward for the individual who has the greatest "polo" style for men and women.



BIKING

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

12:30–3:30 p.m.

Professional guides will outfit you with mountain bikes, helmets and gloves. Following the safety overview, you'll ride downhill on Gibraltar Road, a paved mountain road that winds its way into the heart of downtown Santa Barbara. Along the way, guides will discuss the natural and cultural history as you journey past the Santa Barbara Historic Mission, Courthouse, State Street and Stearns Wharf, ending at the waterfront.

Notes:

- Activity transfer time: Approximately 20 minutes
- Attire and what to bring: Casual clothing, sun protection, hat and comfortable biking/walking shoes



THURSDAY, APRIL 23

1–3 p.m.

Santa Barbara's architecture is one of the city's defining features. There's a deliberate consistency to the aesthetic that's been cultivated by city leaders since the early 1920's. Guests will get to meet the visionary local architect who turned the traditional Santa Barbara architecture and design on its head when he began to introduce an imaginative, modernized interpretation of Santa Barbara's Spanish Colonial Revival look. For over the past 15 years, this renowned architect has given new life to the Santa Barbara cityscape—with a playful wink and a nod to remind us there's absolutely nothing stuffy or staid about The American Riviera. Working with a diverse team of local artisans, builders and craftspeople, the native Santa Barbaran has designed more than 60 residential, commercial and mixed-use projects. Eight of his most noteworthy designs are located in a 10-block area of the downtown core, and guests will have the chance to visit and enter some of his most famous buildings and homes and meet local artisans all alongside the architect himself.

Notes:

- Activity transfer time: Approximately 15 minutes
- Attire and what to bring: Athletic attire, sun protection, hat and comfortable walking shoes

SANTA BARBARA SHUTTLE

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

Departure times from hotel—12:00 p.m., 1:00 p.m. and 2:00 p.m.

Return times from Santa Barbara—2:30 p.m., 3:30 p.m. and 4:30 p.m.

Explore, at your leisure, the leafy streets lined with designer boutiques, buzz-worthy food and wine tasting rooms and a waterfront teeming with sailboats, kayaks and stand-up paddle boarders. Spend time exploring the Funk Zone. The Funk Zone is a unique Santa Barbara arts, culture, business and industrial district. Over the years, many artists have found creative freedom by carving out studio spaces in this “funky” area of Santa Barbara, and so have wineries, restaurants, art galleries and shops.

Notes:

- Activity transfer time: Approximately 15 minutes
- Attire and what to bring: Casual clothing, sun protection, hat and comfortable non-slip shoes
- Pre-registration is not required. Space may be limited.



CULINARY COOKING CLASS

FRIDAY, APRIL 24

12:15–3:15 p.m.

The Santa Barbara county viticulture area has not only attracted great winemakers, and wine enthusiasts, but also a growing community of chefs dedicated to great farm to table experiences. What better way to experience the bounty of the region, and the skill of the culinary wizard, than with a culinary class! Sit down for a cooking class with a local chef and prepare a meal using farm fresh local ingredients.

Notes:

- Activity transfer time: Approximately 15 minutes
- Attire and what to bring: Casual clothing and comfortable walking shoes

SPOUSE/GUEST OPTIONAL NETWORKING OPPORTUNITIES

Wondering what to do while your spouse/guest is attending The Hanover's business sessions? Enjoy networking with others while benefiting from Santa Barbara's beautiful climate or testing your creative abilities.

Pre-registration for the activities outlined below will be handled on Wednesday, April 22, at The Hanover registration area. Participation may be limited based on activity capacities.

RECREATIONAL BIKE TOUR

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

8–10 a.m.

Santa Barbara's diversified landscape offers a route for all skill levels and modes of two wheeled transportation. Get your morning work-out in as you enjoy the sun and view of the coast while biking along in a guided tour. Departs directly from the The Ritz-Carlton Bacara, Santa Barbara.





NATURE WALK

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

8–10 a.m.

This easy going 2-hour walk uses The Ritz-Carlton Bacara's Nature Trail to explore indigenous plant and bird life. Discover how climate and topography combine to create the unique environment of the California Riviera, and look at the adaptations that have developed in living in this very particular place.

YOGA ON THE BLUFF

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

8–9 a.m.

A stimulating and energizing, yet physically restorative class on a beautiful bluff overlooking the coastline. Designed for all level yoga students who want to increase their stamina, deepen their practice, and be one with nature.



SPIN CLASS

THURSDAY, APRIL 23

8–9 a.m.

Indoor cycling that provides a fun and challenging cardiovascular workout for all ages and fitness levels. Adjust level to work at the pace that is right for you, and get a great sweaty butt-kicking workout!

SOUND BATH WITH SHAMAN

THURSDAY, APRIL 23

8–9 a.m.

Sound healing, an ancient wellness practice dating back thousands of years, has been linked to reductions in stress and anxiety, and been shown to decrease blood pressure more than traditional meditation. Through the use of gongs, bells, bowls, flutes, chimes and other instruments, practitioners take students on a sonic journey of healing, one that resonates long after the session ends. The perfect way to unplug from daily stress and recharge your inner self.

PILATES MAT

THURSDAY, APRIL 23 AND FRIDAY, APRIL 24

8–9 a.m.

The basics of Pilates are broken down to help isolate, stabilize and tone your core muscles. Stretch and strengthen your way to better posture and well-being.

360 POWER BLAST

FRIDAY, APRIL 24

9–10 a.m.

Fast-paced functional training work out that combines dynamic flexibility, strength training, power, agility, core strengthening, and cardio. Class is held indoors.

SCENIC PAINTING AT BACARA

FRIDAY, APRIL 24

8–10 a.m.

Experience a unique art class to enjoy without leaving the property!

A professional artist will teach you how to create your very own masterpiece, and will be guiding the class step by step. Beginners and more experienced artists alike will enjoy the class, and each painting will come out uniquely beautiful based on the artist's style and preference.

We are committed

to making your trip to Santa Barbara, California a trip to remember!

If there is anything we can do to make your travel as comfortable as possible,
please contact Michael Burke at mburke@hanover.com or 508-855-2344 or
Katelyn Campbell at kacampbell@hanover.com or 508-855-4850.

*We look forward to seeing you in
Santa Barbara and wish you safe travels.*





PRESIDENT'S
Club

APRIL 22 – 25, 2020

The
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www.hanover.com