

Attendee Guide

2021 GLOBAL VIRTUAL COLLECTION REVIEW:
ELEVATING EXPECTATIONS
JANUARY 28

ROSEWOOD

HOTEL GROUP

GETTING STARTED

ROSEWOOD
HOTEL GROUP



Welcome

2021 GLOBAL VIRTUAL COLLECTION REVIEW: ELEVATING EXPECTATIONS

Rosewood Hotel Group encompasses three brands: ultra-luxury Rosewood Hotels & Resorts® in some of the world's most desired destinations; contemporary deluxe New World® Hotels & Resorts in China and Southeast Asia; and KHOSTM, a dynamic global business lifestyle hotel brand. Its combined portfolio consists of more than 40 hotels in 19 countries, all dedicated to elevating expectations worldwide. The group's foundation is committed to relationship hospitality, a belief that true hospitality springs from the nurturing and building of strong and lasting relationships with fellow associates, guests, partners and the communities.

We invite you to explore our collection across all three brands and create everlasting connections with hotel partners from around the world.

[VIEW PROGRAM AGENDA >>](#)

Not Registered?

[Click Here to Register](#)

Already Registered?

If you have already registered, please log in.

Email*

[Login](#)

[System Check](#)

REGISTER

If you have not yet registered for the event, please click the “Click Here to Register” button and complete the registration form. After registering, follow the instructions in the “Log In” box below.

LOG IN

In the ‘Already Registered’ box, you will enter the email address you initially registered with.

SYSTEM CHECK

We recommend testing this prior to entering the event. Testing will ensure you're able to enjoy the full virtual experience.

LOBBY

After logging into the event, you will be taken into the event's Lobby. From the Lobby, you can visit the main areas of the event by clicking either on the room signs in the Lobby or the icon on the navigation bar at the bottom of the screen.

NETWORKING LOUNGE:

Connect with other event attendees and global sales representatives or take a moment to share valuable feedback.

CONTENT LIBRARY:

Browse information on Rosewood Raise and gift cards with the option to download shareable hotel fact sheets, floor plans, videos, and more.

PAVILION:

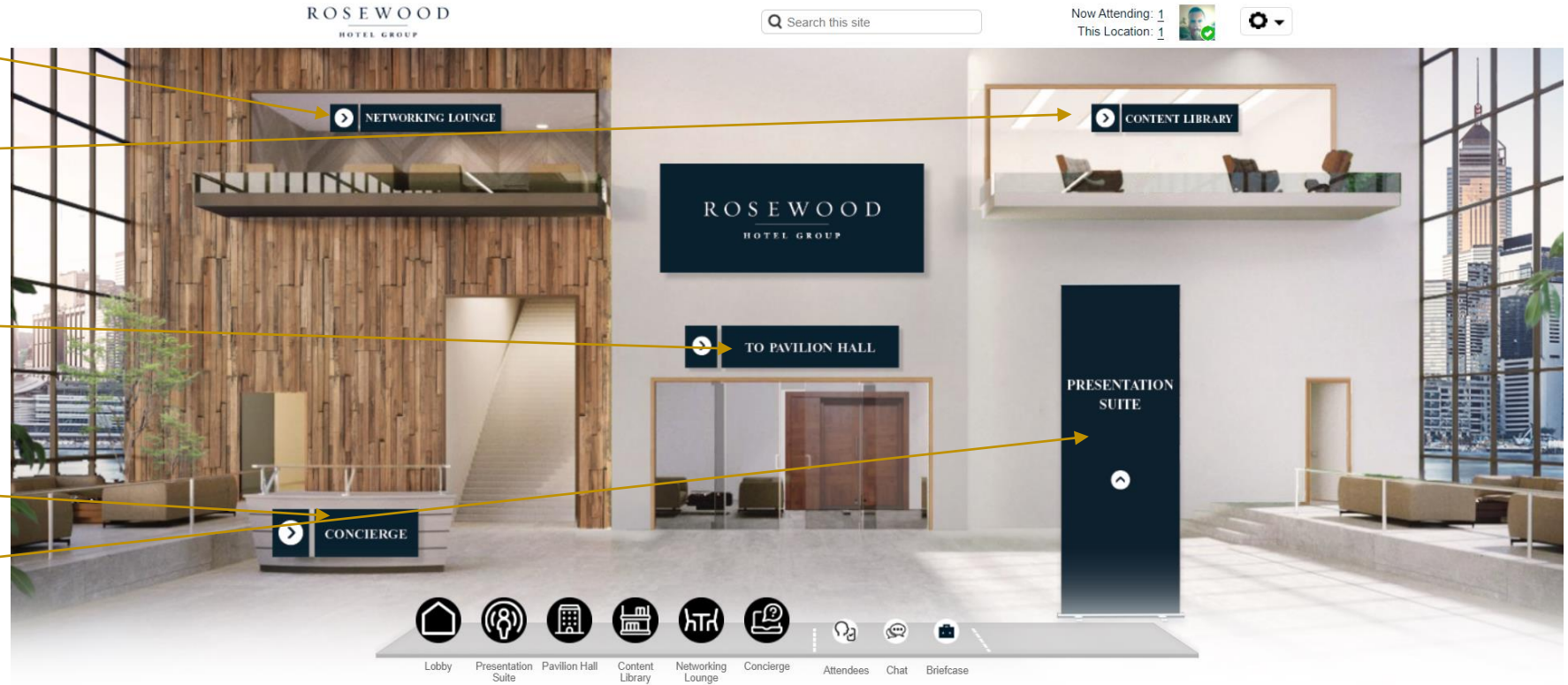
Connect one-on-one with participating properties and explore their salons to learn more about each individual property and destination.

CONCIERGE:

Chat with a technical support staff member when encountering system difficulties.

PRESENTATION SUITE:

Join live events here including: Keynote from CEO Sonia Cheng | Philanthropic discussion with President Radha Arora | Live entertainment with prizes for participation | Journey to Resilience

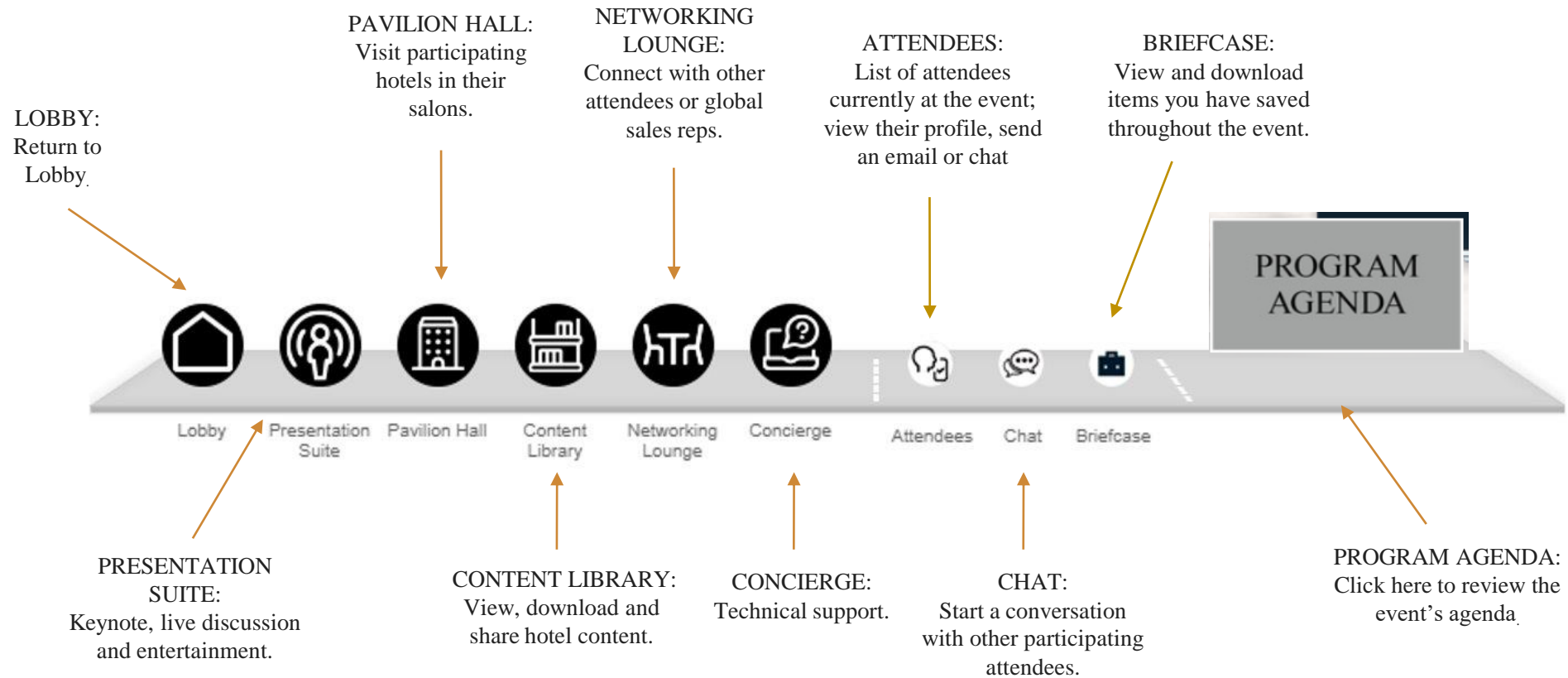


IMPORTANT NOTE

Double check the zoom percentage of your browser page to ensure you are seeing the entire virtual environment. Reference FAQ page for more details.

GLOBAL NAVIGATION TOOL BAR

Use the global navigation tool bar on the bottom of your screen to access tools from any room.



PRESENTATION SUITE

Click the LAUNCH button under the presentation title to view the content.

The screenshot displays the mobile app interface for the Rosewood Hotel Group. At the top, the logo "ROSEWOOD HOTEL GROUP" is on the left, a search bar "Search this site" is in the center, and user information "Now Attending: 1" and "This Location: 1" with a profile picture and settings icon is on the right. The main content area features a "PRESENTATION SUITE" menu with five items, each with a "LAUNCH" button: "Wellness: Journey to Resilience", "Welcome and Conversation with Sonia Cheng, CEO", "Leading with Philanthropy with Radha Arora, President", "Rosewood Hotel Group: Our Brand Approach", and "Live Entertainment via Zoom". The background is a large image of a resort lounge with wooden furniture and a view of the ocean. The text "ROSEWOOD MAYAKOBA" is visible in the bottom right of the image. At the bottom, a navigation bar contains icons for "Lobby", "Presentation Suite", "Pavilion Hall", "Content Library", "Networking Lounge", "Concierge", "Attendees", "Chat", and "Briefcase".

ROSEWOOD
HOTEL GROUP

Search this site

Now Attending: 1
This Location: 1

PRESENTATION SUITE

Wellness: Journey to Resilience
LAUNCH

Welcome and Conversation
with Sonia Cheng, CEO
LAUNCH

Leading with Philanthropy
with Radha Arora, President
LAUNCH

Rosewood Hotel Group:
Our Brand Approach
LAUNCH

Live Entertainment
via Zoom
LAUNCH

ROSEWOOD MAYAKOBA

Lobby Presentation Suite Pavilion Hall Content Library Networking Lounge Concierge Attendees Chat Briefcase

NETWORKING LOUNGE

ROSEWOOD
HOTEL GROUP

Search this site

Now Attending: 1
This Location: 1



Global Sales (0)

CONNECT *with other attendees*
Connect with other event attendees.

CHAT *with Global Sales*
Connect with our Global Sales Representatives.

SHARE FEEDBACK
Take a quick survey as we value your feedback.

NETWORKING LOUNGE

Connect
with other attendees

Chat
with Global Sales

Share Feedback



ROSEWOOD SAND HILL



Lobby

Presentation Suite

Pavilion Hall

Content Library

Networking Lounge

Concierge

Attendees

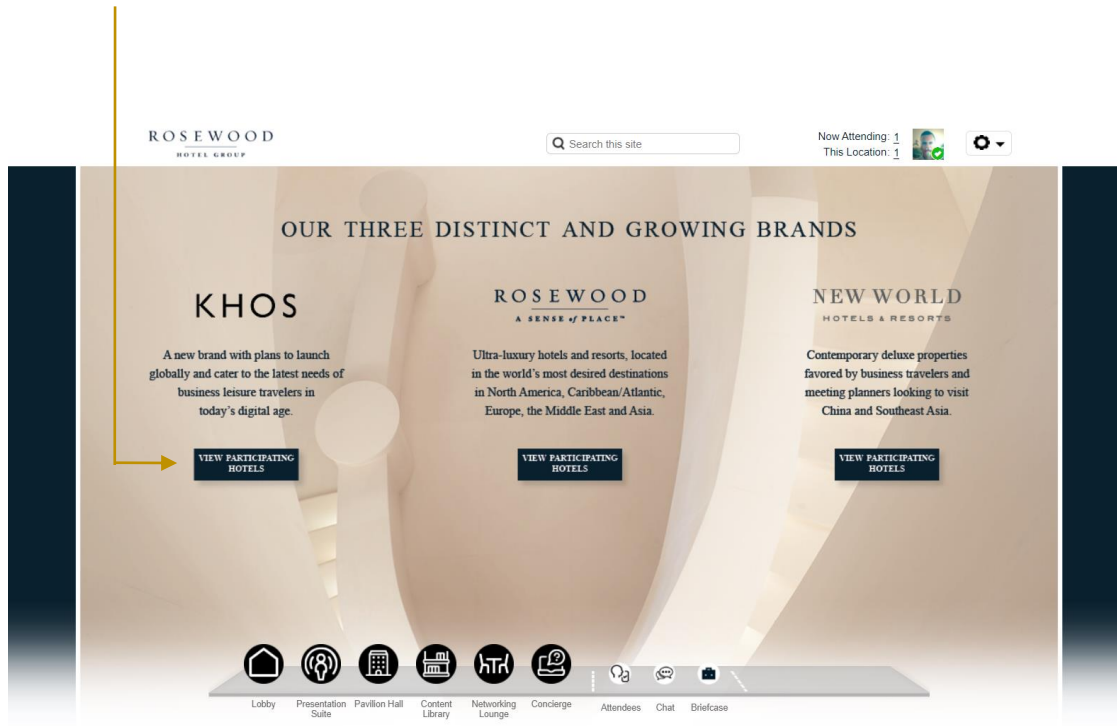
Chat

Briefcase

PAVILION

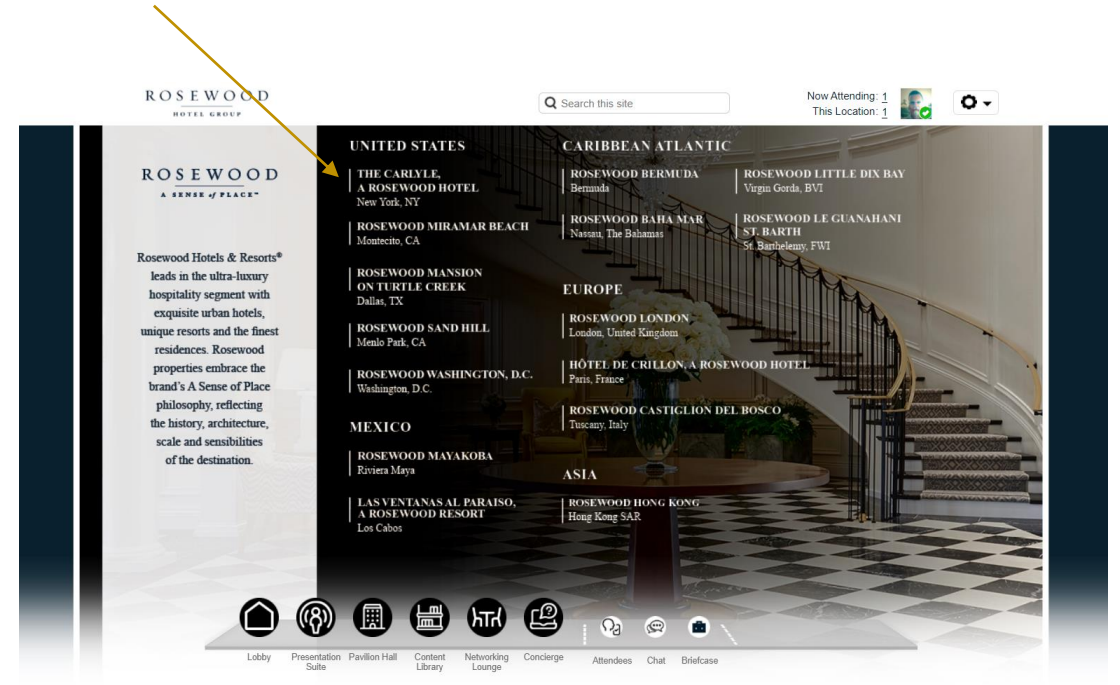
BRAND PAVILION

Click on View Participating Hotels to explore participating hotels.



HOTEL SALONS

Click on the property name to visit their salon to learn more about the property or connect with a representative.



Overview

This will provide an overview of each hotel.

Chat with Representative

Click here to chat with a hotel representative. Clicking on this link will bring up the chat dialog box (shown in the upper right-hand corner)

One-On-One Appointments

This will give instructions on how to access a prescheduled appointment as well as how to schedule a new appointment via Calendly. These appointments are held using Microsoft Teams video conferencing.

Key Takeaways

Includes downloadable documents for each hotel.

Make a Reservation

Directs you to property website for booking availability.

Submit an Inquiry

Click here to submit a group program inquiry.

CONTENT LIBRARY

Click on the links to view content.

The screenshot displays the Rosewood Hotel Group mobile application interface. At the top left, the logo reads "ROSEWOOD HOTEL GROUP". To the right is a search bar labeled "Search this site". Further right, it shows "Now Attending: 1" and "This Location: 1" next to a profile picture and a settings gear icon.

A semi-transparent white overlay on the left side contains a vertical menu with the following items: "CONTENT LIBRARY", "Rosewood Raise", "Gift Cards", "Group Resources", "Videos", "Links", "Key Takeaways", and "Press Room".

The background image is a high-quality photograph of a modern living room with a yellow sofa, wooden chairs, and bookshelves. The text "ROSEWOOD BAHAMAR" is visible in the bottom right corner of the image.

At the bottom of the screen is a navigation bar with icons and labels: "Lobby", "Presentation Suite", "Pavilion Hall", "Content Library", "Networking Lounge", "Concierge", "Attendees", "Chat", and "Briefcase".

CONCIERGE

ROSEWOOD
HOTEL GROUP

Search this site

Now Attending: 1
This Location: 1



Concierge (0)

FAQ
View solutions to common user technical issues.

SUPPORT CHAT
Use this moderated chat for technical or general assistance.

CONCIERGE

FAQ

Support Chat

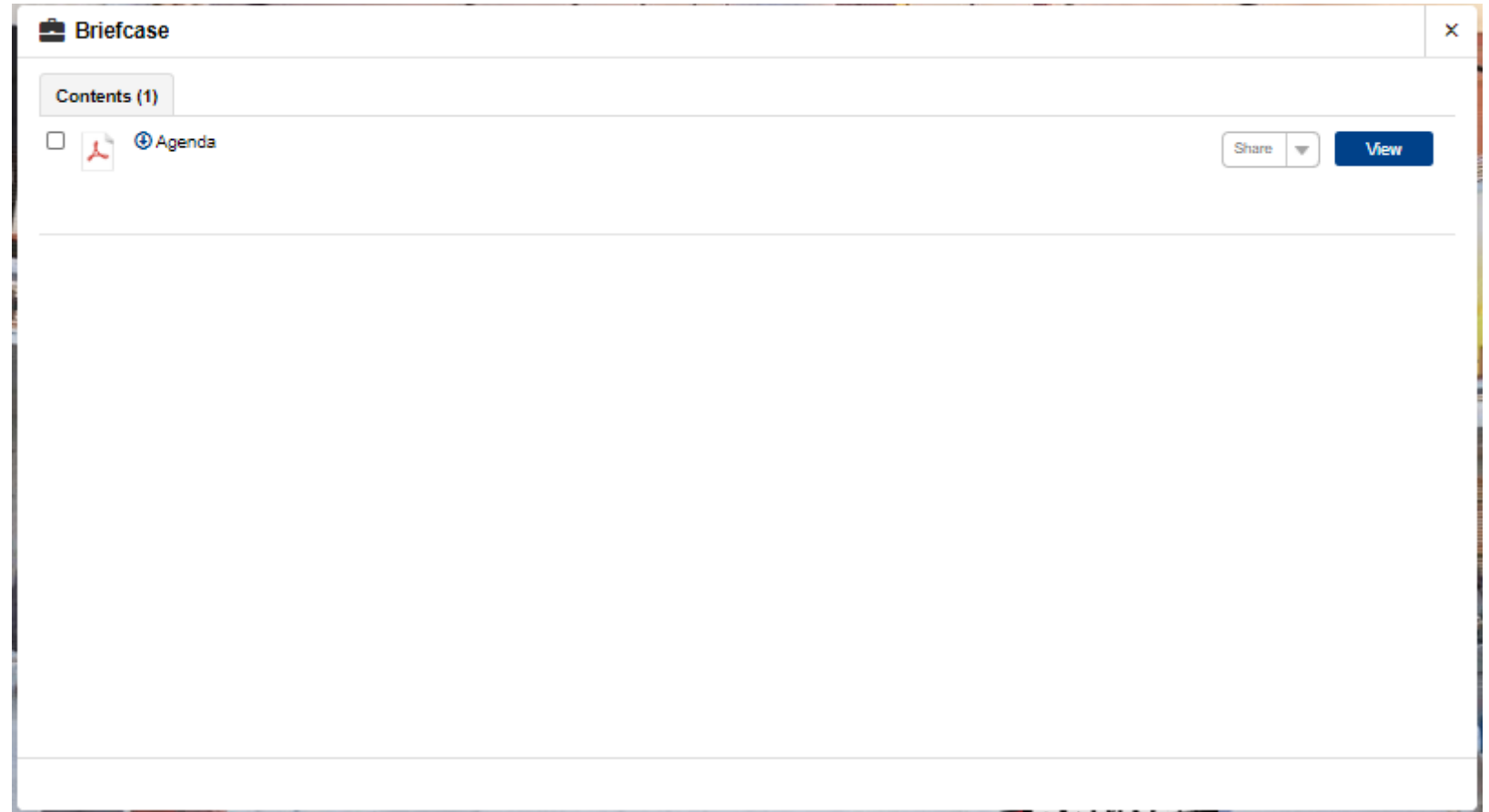
Lobby Presentation Suite Pavillion Hall Content Library Networking Lounge Concierge Attendees Chat Briefcase

ROSEWOOD LONDON

BRIEFCASE

Your briefcase is in the Global Navigation Bar. The Content Library has documents and tools available for you to download and view at a later date and/or time. Click the 'Briefcase' icon next to the item you want to save so you can add it to your Briefcase. A grayed-out icon indicates it is already saved to your Briefcase.

The Rosewood Hotel 2021 Global Virtual Collection Review will be open until end of day on January 28. Please be sure to download your saved documents by the end of the event.



SETTINGS

To change or update your profile settings, click on the ‘gear’ in the upper right corner of the Lobby. Click on “Edit Registration Info” to update your name, company and to upload a profile picture.

The screenshot shows the lobby of a Rosewood Hotel Group property. The lobby features a modern design with a large wooden wall, a glass wall, and a concierge desk. A registration form is overlaid on the right side of the image. The form is titled "Registration" and contains the following fields:

- Search this site (input field)
- Now Attending: 1 (dropdown menu)
- This Location: 1 (dropdown menu)
- Registration form with the following fields:
 - test6@test.com (input field)
 - Kristen M (input field)
 - Attendee (input field)
 - Creative Group (input field)
- Profile Image section with a "Choose a File" button.
- Submit and Clear Form buttons.



LEADERBOARD

- Leaderboard is accessible from any page by clicking on the leaderboard trophy icon
- When you click on the leaderboard icon it will open in an iframe window
- Leaderboard has 3 tabs
- **Leaderboard:** includes overview/rules and shows the rank, name and points of people on the leaderboard
- **Points:** lists all activities available for points
- **Rewards:** lists the prizes available to win
- Earn points for prizes: Earn points as you attend sessions, visit salons, view content and complete activities within the environment

The screenshot displays the Rosewood Hotel Group virtual platform interface. At the top, the logo "ROSEWOOD HOTEL GROUP" is visible on the left, a search bar "Search this site" in the center, and user statistics "Now Attending: 2" and "This Location: 1" on the right. A "Leaderboard" icon with a trophy symbol is highlighted with a red box in the top right corner. Below the main interface, a modal window titled "Leaderboard" is open, showing three tabs: "Leaderboard", "Points", and "Rewards". The "Leaderboard" tab is active, displaying a list of ways to earn points for rewards, a search bar, a "Refresh" button, and a table with columns for "Rank", "Attendee", and "Points".

ROSEWOOD
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Search this site

Now Attending: 2
This Location: 1

Leaderboard

NETWORKING LOUNGE

CONTENT LIBRARY

Leaderboard Points Rewards

Ways to Earn Points for Rewards: - Attend live sessions such as Sonia Cheng's Keynote and Leading with Philanthropy with Radha Arora - Visit hotel salons and learn about individual properties - Download and share content from the library - Complete activities within the virtual platform such as chatting with fellow attendees and Global Sales Representatives - Locate globe icons hidden throughout the virtual platform

Search

Refresh

Rank	Attendee	Points
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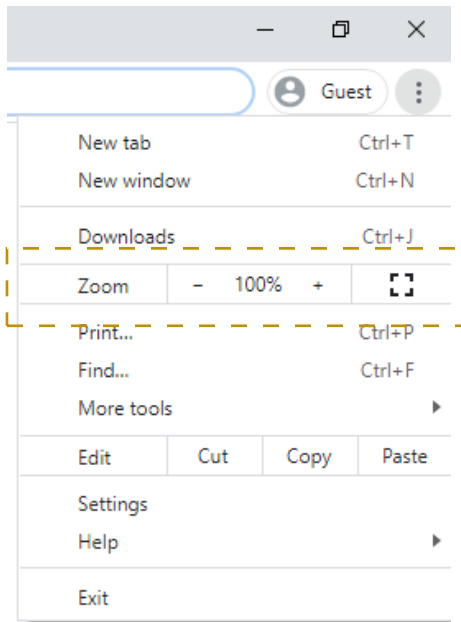
FREQUENTLY ASKED QUESTIONS | FAQ

HOW DO I LOG IN?

Google Chrome & Firefox are the recommended web browsers. Navigate to the event site by clicking [here](#) and then enter your registration email address and click "Login". Once you "arrive" in the Lobby, you'll be able to navigate to different parts of the event.

HOW DO I WATCH THE PRESENTATION?

Join the live events by navigating to the 'Presentation Suite' and clicking the "Launch" button for the presentation you'd like to attend; such as Keynote from CEO Sonia Cheng, Philanthropic discussion with Radha Arora, live entertainment with prizes for participation and Journey to Resilience. The live presentations will start and end on time, however, the full presentation will be accessible using the same Launch button, after the live presentation is finished.



WHY CAN'T I SEE EVERYTHING?

Try refreshing your browser. If that does not work, check the zoom percentage of your browser page to ensure you are viewing the entire virtual environment (reference pages 3-5 in this guide for accurate view). To ensure optimal viewing of the entire environment, reduce your browser zoom level to 80%.

In Google Chrome, on the top right, click on the three dots and adjust your zoom percentage in the drop down.

In Firefox, on the top right, click the three parallel lines and adjust your zoom percentage in the drop down.

FREQUENTLY ASKED QUESTIONS | FAQ (Continued)

I CANNOT HEAR ANYTHING.

First, make sure your computer audio is on, your speakers are connected, or your headphones are plugged in.

- If you're having issues hearing that presentation, make sure to hit the play button on the left of the video box. Then try adjusting your audio by clicking the speaker icon.
- If you're having issues hearing videos in the Content Library or Salons, try adjusting the speaker icon in the video play bar.
- If you're still having issues hearing, try logging out and logging back in, or simply refreshing your browser.

HOW DO I DOWNLOAD MY BRIEFCASE?

To download the contents of your briefcase, click the checkbox to the left of each item. A Download Selected button will display at the bottom right of your briefcase. Click that button to download the selected items. Keep in mind, you cannot download videos.

I'M HAVING ISSUES VIEWING THE PRESENTATION AND/OR BUFFERING.

Please ensure you clear your cache and cookies in the browser you are using. To clear cache and cookies, click the three dots in the upper right corner. Select Settings, then click 'Privacy and Security' on the left side panel. In this window, select 'Clear Browsing Data' then 'Clear Data' icon. We also recommend turning off your VPN, if applicable.

STILL HAVING TROUBLE?

Visit the **CONCIERGE** in the virtual environment for more information.

MINIMUM SYSTEM REQUIREMENTS

Minimum resolution setting: 1024x768

Minimum internet connection speed: 1.4 Mbps

- Disable Pop Up Blockers
- Disconnected from VPN, if applicable

Operating System	Processor	RAM	Internet Browser	Hardware	Media Playback	Internet Connection
Windows 10 Windows 8.1 + Pro Windows 7 Android 4.4+ Apple Max OS X 10.9+ Apple IOS 8.4+	1GHz	1GB	Internet Explorer 8+ All recent versions of Google Chrome Safari 5.0+ Firefox 3.6+ iPhone/iPad - Safari/iOs 5.1+ Android Phone/Tablet - OS 2.3 or higher, Chrome, Native Browser 2.3+ Windows Tablet - IE 10+	Audio: Sound Card with Speakers Video: Screen with 1024x768+ resolution support	HTML5 Streaming enabled browser Apple iOS http streaming enabled browser Android http streaming enabled browser	Dedicated high speed connection of 900kbps+

SYSTEM SETUP

DEVICES

Laptop, computer (Mac or PC) or tablets (Android or IOS) are supported.

INTERNET BROWSER

This is a virtual, browser-based experience. If you are using an older, or unsupported Operating System, Internet Browser or version of Flash, you may experience decreased performance. We recommend Chrome or Firefox as the most stable and consistent browsers for accessing the virtual environment.

FIREWALL

An automatic system test is available that will check connectivity of the domains listed in the detailed System Technical Requirements (below.).

System Test

<https://iterable.6connex.com/event/activate/system-check>

Webinar System Test

<https://6connex.webcasts.com/viewer/faq.jsp?mType=a&ei=1274827&ishtml5player=true&ishtml5slide=true>

PLEASE NOTE:

This system check covers standard platform functionality. It does not cover the requirements for any 3rd party services that may be integrated into the experience. Verify the domains listed in the Technical Requirements are not by your personal or corporate network.

SYSTEM SETUP

DISPLAY / RESOLUTION SIZE

The recommended resolution for your display is at least 1024x768 or higher resolution. The virtual experience will adjust itself to your screen size. However, this is the recommended setting for optimal display viewing.

- If you are using a PC or Mac ensure that your browser zoom level is set to 80% for optimal viewing. Most browsers, use Ctrl+0 to reset the zoom level (found in the tools or view menu).

AUDIO

Audio is streaming over your device; be sure your speakers/headphones work and are turned up to an appropriate volume.

What can I do if I am having trouble hearing audio?

- If you have internal speakers, make sure they aren't muted.
- If you have external speakers, make sure they are powered on and aren't muted.
- Make sure you did not lose Internet Connectivity.
- Make sure your system has passed the system test located under 'System Check' on the login page.
- If using Adobe Flash Player and you receive a 'connection failed' message, it's most likely due to a proxy server blocking Flash streaming. Please contact your local IT admin.
- If using a mobile device, such as an iPhone, make sure you have enough bandwidth. We advise using dedicated wi-fi or 4G.
- If using an Android device, Apple iPad or iPhone, click on the media play button to begin the presentation. Android and Apple iOS devices do not permit streams to begin automatically.

WE LOOK FORWARD TO SEEING YOU!

ROSEWOOD

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