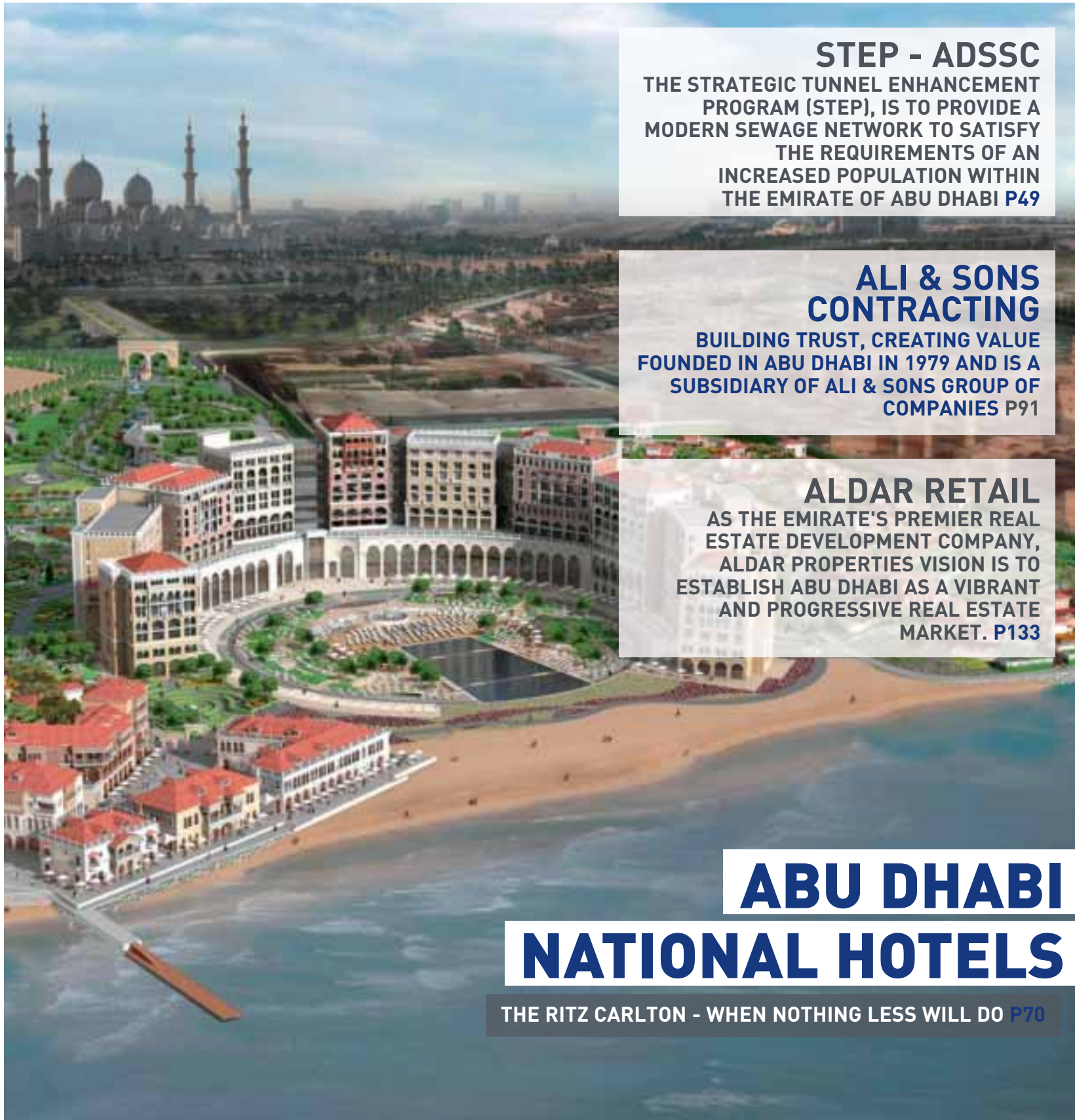


# EMIRATES

PROJECTS

MAGAZINE



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## THE RITZ-CARLTON – WHEN NOTHING LESS WILL DO

THE RITZ-CARLTON ABU DHABI, GRAND CANAL

**WITH INTERESTS SPANNING ALL SECTORS OF THE HOSPITALITY INDUSTRY, INCORPORATING HOTELS, TOURS, TRANSPORT, CATERING AND RETAIL, ABU DHABI NATIONAL HOTELS (ADNH) OPERATES A NUMBER OF FIVE STAR HOTELS IN ABU DHABI, AL AIN AND DUBAI, AS WELL AS 10 EXECUTIVE HOTELS LOCATED IN ABU DHABI, DUBAI, AND THE NORTHERN EMIRATES. IN PARTNERSHIP WITH MAJOR ABU DHABI INSTITUTIONS IT ALSO AS INVESTMENT INTERESTS IN HOTELS AND RESORTS OVERSEAS.**

First opening its doors for business over 30 years ago, ADN H is renowned for its superior levels of customer service and attention to detail, in addition to high quality architecture, interior design and the very finest facilities. Indeed, its newest hotel, The Ritz-Carlton Abu Dhabi, Grand Canal has been designed as an iconic luxury lifestyle experience that creates a genuine 'wow!' factor for every single guest.

Like all true classics it transcends the boundaries of time and style.

### Refinement and Good Taste

A Venetian themed hotel directly adjacent to the towering Sheikh Zayed Grand Mosque, The Ritz-Carlton Abu Dhabi, Grand Canal, enjoys what must without doubt be one of the finest locations in the Gulf.

This stunning location, with the Grand Canal running outside of the front of the hotel, certainly adds to the impact of the entrance and lobby. However, its clean, contemporary, graceful character is genuinely unexpected; at long last, a luxury hotel has moved away from the predictable Arabesque influences so widespread in the Middle East.

As you would probably expect of an

AED 1.5 billion investment, there's gold and marble aplenty, but, as ADN H's Richard Riley explains: "The overall effect is one of refinement and good taste, rather than pretentious opulence."

Visitors are able to take advantage of a multitude of leisure opportunities, from boating, fishing and water sports through to swimming in the hotel's substantial 1600m<sup>2</sup> pool or the countless beaches that ring the island. There is also a 2000m<sup>2</sup> spa with 15 private treatment rooms, a health club with separate facilities for men and women, and The Ritz Kidz club.

Many people visit Abu Dhabi for its cultural pursuits too, with The Ritz-Carlton Abu Dhabi, Grand Canal, perfectly situated for a whole host of cultural activities, including the National Theatre, Abu Dhabi Classical Music Society, the upcoming Frank Gehry-designed Guggenheim Museum, and the Louvre by Jean Nouret.

In fact, as Ritz-Carlton General Manager Pep Lozano points out: The hotel's incomparable location attracts a broad range of visitors and guests, including local corporate patrons, discerning diners, and international business and leisure travellers." Just a 25 minute drive from Abu Dhabi

International Airport, it also offers the last word in convenience.

### Timeless Glamour, Legendary Service

The Ritz-Carlton Abu Dhabi, Grand Canal features 447 luxury suites and guestrooms, in addition to 85 private villas. Inspired by the 15th to early 17th century Renaissance architecture and the urban planning of the city of Venice, the hotel consists of ten majestic buildings arranged in a crescent formation, completed with beautifully designed water features and manicured gardens right the way through the 230,670m<sup>2</sup> property.

Guests can enjoy glorious views of the celebrated Grand Canal, regal gardens, which stretch from the hotel entrance to the sea, or the breathtaking Grand Mosque as they step out onto the outdoor terraces featured in all of the hotels villas and many of its room. What is more, every guest staying at the hotel, whether it be in a room, suite or villa, can benefit from access to a magnificent outdoor pool, ten on-site restaurants and bars, and an indulgent on-site spa.

The Ritz-Carlton Abu Dhabi, Grand Canal takes guests back in time to an era of style and glamour that is today just a distant

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memory for many. "It is grand without being twee; its classical ambience can be experienced around every corner. At the bottom of the swimming pool, for instance, there is a glass mosaic of a piece of Renaissance flooring we originally saw on a trip to Venice," says Richard Riley.

Of course, there is also the legendary Ritz-Carlton service, which hotels throughout the world have tried to emulate. Pep Lozano explains: "This revolves around anticipating guests' needs and then creating unique memories for them; memories that have an emotional association and that will stick in their minds for countless years to come. This naturally incorporates extraordinary levels of customer service."

This is achieved through highly trained and motivated employees who are fully committed to the philosophy of the Ritz-Carlton. This commitment is fuelled by the Credo Card, which outlines the goals and values that have been at the heart of the Ritz-Carlton culture since its inception almost 30 years ago. Every single employee is given a Credo Card, which is kept on their person at all times while on duty, and acts as a roadmap to success.

In addition, all ladies and gentlemen

employed by the company (and yes, they are known as 'ladies and gentlemen'; The Ritz-Carlton genuinely respects its staff) take part in daily department 'line-ups' where the company's 'Commitment to Quality' - a document distributed by the corporate headquarters - shares success stories and best practice from every hotel within the portfolio. This encourages discussion of The Ritz-Carlton philosophy and values, maintaining high levels of engagement and encouraging empowerment among employees.

"We really do value our people," says Pep Lozano, "they are at the heart of everything we do."

The level of employee engagement and desire to create truly unforgettable experiences for guests is tangible, with every Ritz-Carlton lady and gentleman receiving in the order of 250 hours of training each year. It will come as no surprise, therefore, that The Ritz-Carlton is the only company within the service industry to win the Malcolm Baldrige National Quality Award twice; its purpose being to promote the awareness of quality excellence, recognise quality achievements of companies, and publicise successful quality strategies.



GRAND LOBBY CHANDELIER WITH MOSQUE VIEW, THE RITZ-CARLTON ABU DHABI, GRAND CANAL

Around 500 ladies and gentlemen are employed at The Ritz-Carlton Abu Dhabi, Grand Canal, with the majority of the hotel's managers having been employed by the company for quite some time. In total, there are hospitality professionals from 55 different countries working within the hotel.

### Designed Exclusively for You

The choice of accommodation is, as you might expect from The Ritz-Carlton, quite exceptional, encompassing luxurious guest

rooms and villas, in addition to stunning views.

"This is the largest Ritz-Carlton in the world," says Pep Lozano, "and the numbers are truly impressive. The hotel sits on 57 acres, for instance, has 50 golf carts for transportation within the complex and 40 elevators. It also has arguably the largest swimming pool in the UAE."

### Villas

Exclusive one and two-bedroom villas,



THE RITZ-CARLTON ABU DHABI, GRAND CANAL



**CAIRCROSS MARTIN**  
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## Turning FF&E Upside Down



Cairncross Martin is proud to celebrate 21 years of business from our inception in 1991 thru 2012. And we take great pride in our involvement with Abu Dhabi National Hotels in the provision of Furniture, Fixtures & Equipment procurement services to the prestigious Ritz Carlton Grand Canal hotel project in Abu Dhabi.

ranging in size from of 90m<sup>2</sup> to 130m<sup>2</sup>, are a pivotal feature of The Ritz-Carlton Abu Dhabi, Grand Canal. Finished to the very highest standards, with spacious open-air terraces under stylish African teak timber pergolas, the villas flank the pastel-coloured main building offering unhindered views of the Grand Canal. Guests staying at the villas have the benefit of a private check-in area. "There is a separate reception for villas," says Pep Lozano, again underlining the attention to detail.

### Suites

Sumptuously appointed 85m<sup>2</sup> suites with spacious balconies offer personalized service and even more space. Capturing stunning views of the clean and calm bed of water with an infinity edge to the Grand Canal, the signature Royal Suite is to be found on the top floor and occupies 250m<sup>2</sup>. Italian-inspired wood inlays and semi-precious stones used in the Royal Suite flooring and counter tops embody the understated luxury and refined comfort throughout The Ritz-Carlton Abu Dhabi, Grand Canal.

### Club Level

The Ritz-Carlton Club® Level redefines the luxury hotel experience, combining intimacy, comfort and exclusivity with the personalized service and attention to detail that are the hallmarks of The Ritz-Carlton. Together with continuous culinary offerings all through the day (breakfast, light snacks, hors d' oeuvres, beverages and sweets), plus a wide selection of international newspapers and magazines, not forgetting internet access, it is the ideal place to conduct a meeting or to simply let everything go and relax.

### Rooms

The resort-style guestrooms of The Ritz-Carlton Abu Dhabi, Grand Canal are a mixture of shades of cream and beige, whilst dark wood panels impart a sophisticated yet relaxed ambience.

### Reflecting Your Many Moods

Akin to Paris's Le Grand Colbert or Café Florian in Venice, The Ritz-Carlton Abu Dhabi, Grand Canal will no doubt become a culinary destination whose

appeal stretches far beyond the emirate itself.

Affording veritable gastronomic experiences served up by some of the finest local and international chefs, the hotel offers nine on-site restaurants and lounges, with authentic flavours, exceptional service and a welcoming environment, creating an extraordinary dining experience that is unmatched anywhere else in Abu Dhabi.

Pep Lozano is clearly enthusiastic about the food and drink offer: "A trio of signature outlets have been designed by celebrated Japanese restaurant specialist Super Potato. It is the designer's first project in the Middle East, with The Ritz-Carlton Abu Dhabi, Grand Canal also the first property for which the company has designed three concepts."

### The Forge

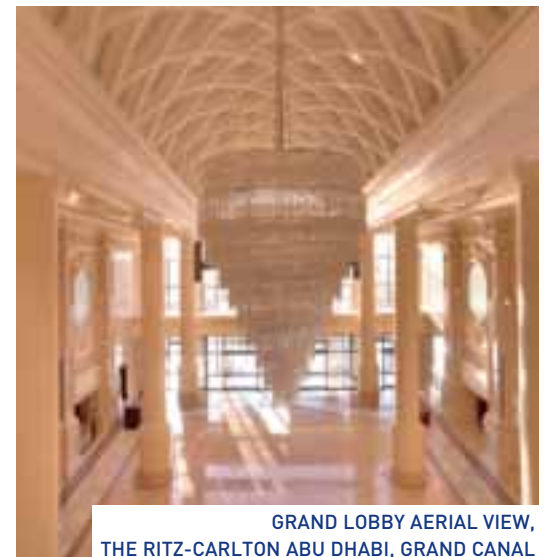
Taking its name from the elaborate practice of forging or shaping a high quality steak knife blade, this signature steak and seafood restaurant serves speciality cuisine in an elegant and contemporary setting paired with the world's finest wines. Private dining rooms and an array of seating options provide the ultimate dining experience.

### Li Jiang

A modern Southeast Asian restaurant with an open kitchen whets the appetite for all things spicy, authentic and Oriental. Translated into "beautiful river" in Chinese, Li Jiang reflects the hotel's setting on the Grand Canal.

### Mijana

Contemporary Arabic restaurant showcasing the very finest in both Lebanese and the general region's cuisine, Mijana brings together the old and new. In the Middle East, of course, Lebanese food is traditional, and Mijana is set to become a



GRAND LOBBY AERIAL VIEW,  
THE RITZ-CARLTON ABU DHABI, GRAND CANAL



THE RITZ-CARLTON ABU DHABI, GRAND CANAL

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Interior designers for  
The Ritz-Carlton  
Abu Dhabi, Grand Canal  
and other iconic spaces

5-star resorts  
boutique hotels  
high-end estates  
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A collage of six interior design photographs. The top-left image shows a modern lounge with a curved wall and a large, patterned rug. The top-right image shows a spacious living area with a large sofa, a coffee table, and a view of the city. The bottom-left image shows a staircase with a modern railing. The bottom-middle image shows a bedroom with a large bed and a headboard. The bottom-right image shows a living area with a large, patterned rug and a view of the city.



firm favourite with not only the hotel's guests, but also the local populace.

## Giornotte

Designed to remind you of a traditional Italian villa, this all-day dining restaurant serves light Mediterranean fare and features a charming outdoor brick patio with a wooden deck overlooking the gardens. A synthesis of the Italian words day and night, Giornotte echoes the opening times of the restaurant.

## Dolce

Italian-style café offers fine coffee, espresso, home-made ice cream and light fare.

## Al Fresco

For those who enjoy a more casual, yet still splendid, dining experience, there is Al Fresco, a cheerful pool and beach restaurant

## Alba

A comfortable and relaxing classic lobby lounge with exciting specialty drinks, freshly made salads and sandwiches.

## Two Pool Bars

Enjoy cosy chats and refreshing hand-crafted beverages.

## Sorso

A time-honoured Ritz-Carlton bar experience with an impressive variety of drinks and bite-sized meals. Sorso means 'sip' in Italian, which is the way you should get pleasure from your evening drink.

## Rejuvenates Your Body and Spirit

Blend together 2000m2 of pure relaxation with unrivalled five-star facilities that include 15 private treatment rooms, a private beach and outdoor plunge pools, an expansive, fully-equipped fitness centre with state-of-the-art equipment and a studio for group or private fitness classes, and you have the most perfect spa experience you could wish for.

"We selected ESPA, the world's leading luxury spa products, treatments and spa design company, and the result is extraordinary," says Pep Lozano. ESPA has over 350 spas in 55 countries, all rejuvenating both the body and the spirit, and is the perfect fit for The Ritz-Carlton Abu Dhabi,

Grand Canal.

Offering holistic rejuvenation and relaxation in a serene, meditative setting, ESPA also boasts a massive 1600m2 outdoor swimming pool that accentuates the stunning landscape of this glorious beach hotel.

A fusion of contemporary design with the very finest facilities, combined with luxurious and exclusive treatments, ESPA caters to both men and women and provides personal trainers on request.

## Evokes the Romance of a Grand Era

The Ritz-Carlton Abu Dhabi, Grand Canal provides 2182m2 of flexible meeting space, including a magnificent 1550m2 ballroom that is divisible by three, with an additional 14 individual meeting rooms. "It is the ideal location for a wide variety of occasions, including what is undoubtedly one of the most important days in



MAIN BUILDING FAÇADE,  
THE RITZ-CARLTON ABU DHABI, GRAND CANAL



THE RITZ-CARLTON ABU DHABI, GRAND CANAL



THE RITZ-CARLTON ABU DHABI, GRAND CANAL

anyone's life ... their wedding," say Pep Lozano. "We have already had lots of interest as regards 'high society' weddings, including many from India."

With breathtaking views of the Grand Mosque and the Grand Canal, The Ritz-Carlton sets a new standard in romantic sophistication – just the thing for society weddings. Couples can enjoy a romantic beach wedding atmosphere, saying their vows in the awe-inspiring Roma Ballroom. With the ability to accommodate up to 1500 guests, the striking décor, combined with the hotel's mouth-watering menu selection and personalized service, create an unforgettable celebration. What's more, the ballroom can be divided into three separate wedding locations for intimate ceremonies, while the hotel's pre-function space offers an additional venue choice for cocktail hour.

Where romance, celebration and memories meet, The Ritz-Carlton Abu Dhabi, Grand Canal provides a breathtaking experience for a wedding party. "The Bridal Suite," explains Pep Lozano, "has its own elevator down to the ballroom, which the

bride enters through a private door. Again, it's all down to the fine detail; the little things that can mean so much."

### Catering to Your Every Need

An ideal venue for high-level conferences and gatherings, The Ritz-Carlton Abu Dhabi, Grand Canal is a luxury business hotel that provides 2230m2 of flexible meeting space. Perfect for product launches or prestigious investor meetings, it offers state-of-the-art technology, superb menu options and remarkable suites and villas for overnight guests. With 14 stylish meeting rooms and the superlative Roma Ballroom, this is a business hotel that can accommodate any event.

In actual fact, whatever the occasion, from anniversary celebrations through to corporate holiday parties, The Ritz-Carlton Abu Dhabi, Grand Canal provides that special attention to detail that is guests expect. The hotel specialises in creating events that guests will remember for a lifetime, and with the imposing Grand Mosque as the backdrop, it gives all kinds of

festivities just the right ambience. And the word-renowned team at the hotel help clients to plan a dazzling event, coordinating every detail, including menu selections and deluxe accommodation for overnight guests in the hotel's luxury suites, villas and guestrooms.

Without a doubt, as Pep Lozano comments, "it is the perfect 'group hotel,'

and has already had one request from the United States to take over the entire hotel for four days. This kind of interest has been fuelled by Abu Dhabi Tourism & Culture Authority (ADTCA) having a regional office in New York, with the organisation playing a key role in tourism growth for Abu Dhabi by opening offices in major cities: closer to home, for instance, it has a presence in



PARK EXEC SUITE BEDROOM, PARK HYATT ABU DHABI



Riyadh.

The UK has also shown great interest, particularly in the villas, whilst there is enormous potential in the Russian market, once it can be persuaded to book standalone trips to Abu Dhabi instead of tying in a visit to the nation's capital with Dubai.

A City with Something for Everyone!

With in excess of 200 natural islands, more than 400 kilometres of unspoiled coastline, as well as tranquil oases, a rich cultural heritage and modern cityscapes, Abu Dhabi offers a diversity of experiences. Visitors can explore former palaces and forts; go to see renovated oases and desert camps, and experience novelties such as falconry, camel trekking and Arabia's famed hospitality. The Ritz-Carlton Abu Dhabi, Grand Canal is to be found minutes from the Sheikh Zayed Grand Mosque, the world's third largest mosque. This regal mosque features 82 domes of seven different sizes and is the city's primary worship location for Friday gathering and Eid prayers.

## Quality, Customised Solutions

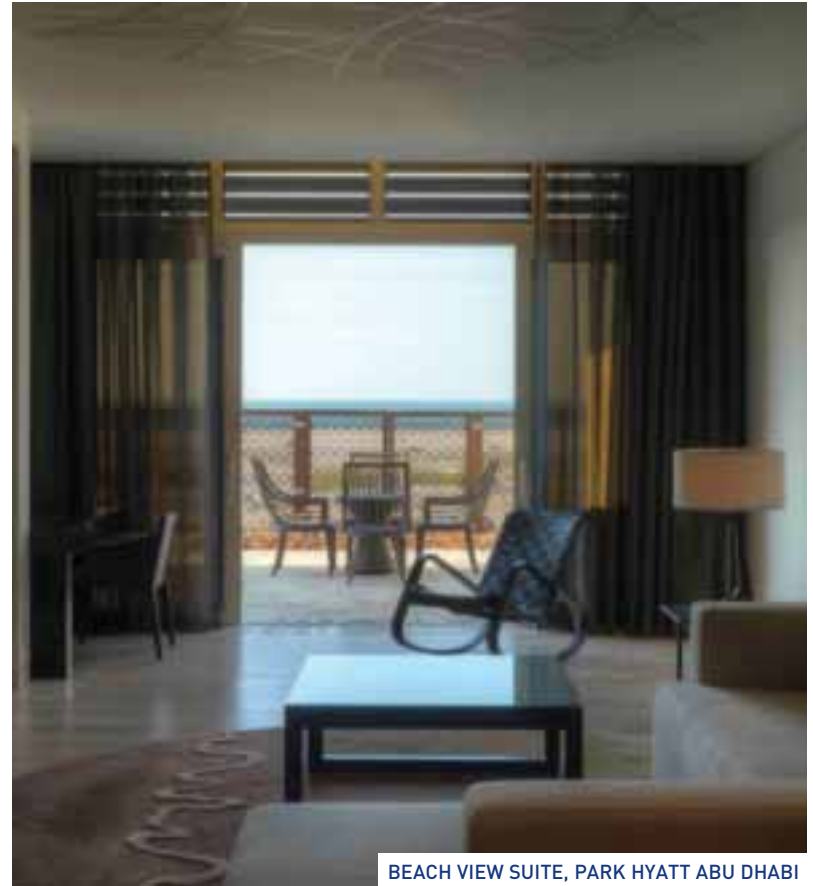
For the Ritz-Carlton Hotel, Otak of Oregon, USA, were responsible for the

development of the design and the administration of the construction contract, while the interior design was the responsibility of SFA Design of Santa Barbara, California. This involved the design of the lobby, five of the food and beverage outlets, the ballroom, meeting rooms, executive lounge, discotheque, spa, health club, 90 chalets and 378 guestrooms.

The Mace Group from London was responsible for the project management. According to ADNH, it was Mace's flexibility and capacity to swiftly mobilise in response to client needs that has been vital on the project, which has gone through some momentous changes, including a change of operator to Ritz-Carlton. The change presented challenges for Mace's project team, sending them back to the drawing board to have another look at the interior design and restaurant re-branding, all at a time when the fit-out process was already well underway.

## One of the World's Truly Great Hotels

Today, in addition to The Ritz-Carlton Abu Dhabi, Grand Canal, ADNH owns a



BEACH VIEW SUITE, PARK HYATT ABU DHABI



BEACH HOUSE, PARK HYATT ABU DHABI





THE PARK BAR AND GRILL PRIVATE DINING ROOM, PARK HYATT ABU DHABI

number of other exclusive hotels in the UAE. These include the Hilton Abu Dhabi, the Sheraton Abu Dhabi Hotel and Resort and Le Meridien Abu Dhabi, the Hilton Al Ain, the Sofitel Jumeirah Beach Hotel in Dubai. In terms of regional hotels, ADNH operates The Mercure Jebel Hafeet in Al Ain, the Century Hotel Apartments and the Oryx Hotel in Abu Dhabi and the Siji Hotel Apartments in Fujairah.

As a final point, ADNH has the Al Diar Hotels, which are designed to provide exceptional value for money while still offering superior services and facilities. These include the Al Diar Capital Hotel, the Al Diar Regency Hotel in Abu Dhabi, Al Diar Barsha in Dubai, and the Al Diar Siji Hotel in Fujairah, as well as eight other Al Diar hotels in notable locations around the UAE.

ADNH has been at the forefront of providing world-beating hospitality services to the UAE for over 30 years. With the determined support of the ADTCA and the vision of the UAE's rulers, ADNH is assured of being perfectly placed as a premier enabler of tourism in the years to come. The

opening of The Ritz-Carlton Abu Dhabi, Grand Canal will ensure that it retains its leading position in the industry.

There is no doubt that The Ritz-Carlton Abu Dhabi, Grand Canal is different from other hotels; it is glamorous, has a number of special features and is situated on a piece of land that has a lot of history behind it, with the Gulf Hotel, one of the oldest in Abu Dhabi, having previously called this ideal setting its home.

"This is set to become an iconic hotel in the region," says Richard Riley, "not kitsch, but classic, and will be mentioned in the same breath as the very finest hotels from all around the globe."

Offering the traditional class, elegance and opulence for which the brand is renowned, but with a slightly more contemporary character, The Ritz-Carlton Abu Dhabi, Grand Canal takes its rightful amongst the world's truly great hotels.



PRESIDENTIAL SUITE DINING, PARK HYATT ABU DHABI