

The GRAND AMERICA *Hotel*

About The Grand America Hotel

The Grand America Hotel opened in Salt Lake City in 2001, ushering in a new era of Western elegance. Built to welcome the world to the 2002 Winter Olympic Games, the 24-story hotel overlooks a beautifully landscaped, 10-acre footprint in the heart of downtown Salt Lake City.

Designed as a European hotel of American scale, The Grand America Hotel combines the allure of Old World craftsmanship, charm and hospitality with every modern convenience today's global travelers demand. Exquisite details abound, including Italian glass chandeliers from Murano and Milan, French cherry-wood furnishings, English wool carpeting, African anigre wood and Italian marble, along with priceless antiques and works of art displayed throughout the property.

The Grand America Hotel offers 775 spacious, luxurious rooms, including 396 executive suites and 379 premier rooms. Guests enjoy award-winning cuisine freshly prepared by renowned chefs. Amenities include The Grand Spa, complete with health club, full salon and a variety of spa services; indoor and outdoor pools; a business center; concierge and valet services; unique, upscale retail shops; JouJou, a new toy boutique; a French patisserie; afternoon tea service; a cocktail bar; and 75,000 square feet of meeting and event space. With its gracious architecture, exquisite décor and excellent service, The Grand America Hotel is the Mountain West venue of choice for hotel stays and events.

The Grand America Hotels & Resorts

The Grand America Hotel is the flagship property of The Grand Hotels & Resorts, owned by the Holding family. Whether travelers find themselves on the highways of Wyoming's windswept prairie or on Sun Valley's world-renowned ski slopes, they encounter the same attention to detail and emphasis on quality. The Grand Hotels & Resorts properties are destinations of choice for millions of travelers and include:

- The Grand America Hotel – Salt Lake City, Utah (www.grandamerica.com)
- Little America Hotel – Salt Lake City, Utah (www.saltlake.littleamerica.com)
- The Westgate Hotel – San Diego, Calif. (www.westgatehotel.com)
- Little America Hotel – Cheyenne, Wyo. (www.cheyenne.littleamerica.com)
- Little America Hotel – Little America, Wyo. (www.wyoming.littleamerica.com)
- Little America Hotel – Flagstaff, Ariz. (www.flagstaff.littleamerica.com)
- Snowbasin Resort – Huntsville, Utah (www.snowbasin.com)
- Sun Valley Resort – Sun Valley, Idaho (www.sunvalley.com)

The
**GRAND
AMERICA**
Hotel

Address

The Grand America Hotel
555 South Main Street
Salt Lake City, UT 84111
www.grandamerica.com

Telephone: 801-258-6000
Fax: 801-258-6911

Reservations

Toll-free: 800-304-8696
Check-in time is 3:00 p.m.
Check-out time is 12:00 p.m.

Management

Bruce T. Fery, Chief Executive Officer
Chris Erickson, Hotel Manager
Annie Fitzgerald, Director of Guest Operations
Régis Perret, Director of Food & Beverage
Tony Fountain, Grand Spa Director
Susanne Maitzen, Executive Director, Hospitality Communications

Opened: March 27, 2001

Architects: Smallwood, Reynolds, Stewart & Stewart Associates Inc.

Overview and Accommodations

Drawing inspiration from the world's grand hotels, The Grand America Hotel exudes charm and luxury. The property's 396 executive suites and 379 premier rooms feature step-out balconies and stunning views of the mountains, skyline and sunset. Ranging in size from an exceptionally generous 700 square feet to more than 2,000 square feet in the Presidential Suites, the hotel's guest rooms are meticulously decorated for a sumptuous stay.

In addition to its well-appointed rooms and suites, The Grand America Hotel offers luxurious experiences throughout the property. Hotel guests and visitors can choose from a variety of world-class dining options, including the award-winning Garden Café restaurant, La Bonne Vie patisserie and two lounges. Other amenities include an elegant full-service spa, Mediterranean-inspired indoor and outdoor pools, an extensive fitness center, a full beauty salon, unique retail shops, a well-appointed business center, as well as concierge and valet services. The hotel also offers more than 75,000 square feet of meeting space, ranging from ornate ballrooms to state-of-the-art meeting rooms, and provides catering services that receive rave reviews.

Dining for Any Occasion

- The Garden Café
 - Classic American cuisine served daily at breakfast, lunch and dinner; Sunday brunch; summertime al fresco; also available for private parties
- The Lobby Lounge

- Continental breakfast, light lunch, afternoon tea, drinks and appetizers
- The Gibson Lounge
 - Newly renovated hotel bar in the style of the lounges of the 1920s, featuring classic bespoke cocktails and bar appetizers
- La Bonne Vie
 - French-style patisserie with artisanal chocolates, hand-crafted pastries

Boutique Shopping

- JouJou
 - Enchanting interactive toy boutique with experiential play centers, unique toys, and classic games and books
- Ladies' Boutique
 - Selection of designer women's fashions, accessories and gifts
- The Men's Haberdashery
 - Designer men's sportswear, outerwear and accessories
- Newsstand
 - From necessities to Utah souvenirs, signature hotel items to fragrance and bath products

Spa and Fitness Facilities

- Luxury outdoor swimming pool
- Indoor lap pool
- Saunas
- State-of-the-art fitness equipment
- Full-service spa and salon including a retail shop featuring locally-made spa products as well as hotel signature products

Meetings and Events

- 75,000 square feet of flexible meeting space
 - Three ornate ballrooms—The Grand Ballroom, The Imperial Ballroom and The Grand Salon—as exquisite and memorable facilities for diverse events
 - The Center Courtyard with 35,000 square feet of lavish gardens for a unique event setting
 - Twenty boutique-style meeting rooms for meetings or receptions accommodating 10 to 100
- Business center with internet access, faxing, copying, and binding capabilities
- Complimentary Wi-Fi
- Knowledgeable and responsive technical specialists and audiovisual support staff
- Meeting rooms accommodating state-of-the art electronic, projection and sound systems
- Personal meeting concierge
- Front desk office support

Art Collection

Gracefully displayed throughout The Grand America Hotel is an exclusive collection of art and fine furnishings acquired from around the world by the Holding family. The collection comprises 17th-century Flemish tapestries and priceless antiques, as well as original paintings and sculptures. The Grand's concierge can arrange a private tour, which includes viewing a stunning 19th-century Louis XVI gold-leaf mirror with center beveled-edge glass, a Louis XV Aubusson tapestry acquired from a private collector in Normandy, and "Le Thé" by Henri Bouvet, which depicts the painter's family having tea.



Awards and Honors

The Grand America Hotel consistently garners praise for its distinctive atmosphere and attention to detail throughout the property, from its guest rooms to its dining rooms and meeting rooms.

Hotel Accolades

- Best of State "Best Hotel" (2010-2014, 2016-2017)
- Forbes Travel Guide Star Rated (2013-2017)
- AAA Diamond Rated (2005-2017)
- TripAdvisor Certificate of Excellence Award (2011-2014)
- TripAdvisor Travelers' Choice Award (2012, 2015, 2017)
- US Trade and Commerce Institute "Excellence in Lodging Award" (2013)
- U.S. News & World Report's Best Hotel Ranking (2013)
- Travel & Leisure World's Best Hotels (2011-2012)
- Condé Nast Traveler "Top 200 Hotels in the United States" (2011)
- Entrepreneur Magazine Best Business Hotels in America (2010)
- Expedia Insiders' Select™ Award (2010)
- Condé Nast Traveler "Top 100 Best Hotels & Resorts" (2006, 2009)
- ForbesTraveler.com "World's 400 Best Hotels" (2008)
- Fodor's "Fodor's Choice Hotel" (2008)
- Condé Nast Traveler "Gold List" (2003, 2007-2008)
- Fodor's Travel Guide "Fodor's Choice" (2006)

Dining Awards

- Best of State "Best Brunch" (2011-2017)
- Best of State "Best Pastries" (2017)
- Salt Lake Magazine "2012 Dining Awards" – La Bonne Vie awarded for "Best Bakery" (2012)
- Salt Lake Magazine "2012 Dining Awards" – Ali Raafati, The Garden Café's Ambassador of Special Events awarded the "Golden Spoon for Hospitality" (2012)
- Best Brunch "Best of City Search" (2005-2008)
- Salt Lake Magazine "Best Brunch" (2002- 2005)

Meetings Recognition

- Best of State "Best Meeting & Convention Hotel" (2010-2017)
- Utah Business Corporate Cuisine Awards "Best Meeting & Event Venue" (2011-2012)
- Smart Meetings Magazine "Platinum Choice Award" (2010-2011)
- Meetings & Conventions "Gold Key Award" (2006, 2008-2011)
- Elite Certified (2009)
- Meetings West "Best of the West" (2004-2006, 2009)

Spa Awards

- Condé Nast Traveler's Reader Choice Poll "Best Hotel Spas in the US" (2014)
- Best of State "Day Spas" (2015-2017)

The GRAND AMERICA *Hotel*

Luxurious Accommodations

Drawing inspiration from the world's landmark hotels, The Grand America Hotel exudes charm and luxury. The property's 396 executive suites and 379 premier rooms feature step-out balconies and stunning views of the mountains, skyline and sunset. Ranging in size from a generous 700 square feet to more than 2,000 square feet in the Presidential Suites, the hotel's guest rooms are meticulously decorated for the discerning traveler's stay.

In-room Features

A sampling of in-room features and amenities includes:

- Individually decorated rooms
- Fine fabrics
- Handcrafted Richelieu furniture
- English wool carpets
- Carrara Italian marble bathrooms
- Elegant French doors in suites separate bedroom and living areas for additional privacy
- Suites with kitchens
- Complimentary Wi-Fi
- Flat-screen TVs
- Dual-line telephones
- Complimentary in-room safe
- Plush bathrobes and slippers
- Luxury bath amenities
- Ironing equipment
- 24-hour room service
- Daily laundry/valet service
- Secure underground parking

Hotel Amenities:

In addition to its well-appointed rooms and suites, The Grand America Hotel offers luxurious experiences throughout the property. Guests can enjoy a variety of hotel amenities including:

- Gracious architecture, design and décor details throughout
- Fountains and beautifully landscaped courtyard gardens
- Exclusive, world-class art collection
- Gourmet dining
- The Grand Spa, fitness center and indoor/outdoor pools
- "Shops at The Grand" specialty boutiques
- Fully equipped business center
- 75,000 square feet of meeting space
- Wedding venues and on-site services
- Shoe shine service
- Valet car service
- Concierge service

The GRAND AMERICA *Hotel*

Business Travel

The Grand America Hotel is the choice of lodging for Salt Lake City business travel, with a comprehensive array of business services, including:

- Complimentary, high-speed Wi-Fi
- State-of-the-art technology with audiovisual and tech support
- Full business center with front desk office support

Meetings and Events

The Grand America Hotel is the ideal place to host a convention, exclusive board meeting or corporate celebration. From the shimmering, hand-cut crystal chandeliers in The Grand Ballroom to the ornately covered ceilings of the private board rooms, the hotel's meeting rooms offer elegant space and detailed amenities. Meeting and event resources and services include:

- **Flexible Space**

The Grand offers 75,000 square feet of elegant, flexible, secluded meeting space that can be tailored to a variety of functions and events for as many as 3,000 people.

- The Grand Ballroom
 - 22,813 square feet with 20-foot ceilings, shimmering custom chandeliers and a theater-quality sound system
- The Imperial Ballroom
 - 12,768 square feet with hand-blown Murano chandeliers and cherry-wood Richelieu furnishings
- The Grand Salon
 - 4,581 square feet of ballroom and reception area enhanced by a private patio and the beauty of rare Italian Rose Carrera marble
- The Center Courtyard
 - 35,000 square feet of lavish gardens nestled in the heart of the hotel property, providing the ideal setting for an event at The Grand
- Additional Meeting Rooms
 - 20 state-of-the-art meeting rooms, some with terraces overlooking the courtyard with mountain views, that accommodate 10 to 200 guests

- **Private Dining and Catering**

The Grand offers private dining and a catering department that garners rave reviews for its cuisine and spectacular presentations.

- **Technology Services**

State-of-the-art technology and on-site audiovisual service with highly trained technicians make any group presentation flawless.

- **Meeting Planner Toolkit**

A meeting planner toolkit makes it easy to plan an event at The Grand. RFPs can be submitted online and Speed RFP service is also available.

- **Convention Services Manager**

A convention services manager is assigned to every meeting or event and is exclusively devoted to overseeing the myriad details crucial to the ultimate success of any occasion.

The GRAND AMERICA *Hotel*

Special Events

Whether it's an elegant garden reception, an opulent Grand Ballroom wedding, or a dazzling black-tie banquet, The Grand America Hotel provides an enchanting setting and exemplary service, creating a truly unforgettable event. The hotel's luxurious rooms and suites make The Grand Hotel the perfect location for a destination event, while the on-site salon and spa offer guests pampering and relaxation should they need to prepare for a big event.

Event Services

The Grand America Hotel provides an array of services to ensure that every special event is successful and memorable:

- **Special Event Planning**
The hotel's professional staff oversees every aspect of the event and assists with recommendations for floral arrangements, lighting, entertainment, and photo and video services. From organizing a day of pampering for guests in the Grand Spa to booking a jazz band for a party in the Grand Salon, The Grand America Hotel staff is ready to assist with every detail.
- **Catering**
The hotel's executive chef and his team expertly design memorable event menus, while the executive pastry chef crafts custom cakes and desserts for weddings, anniversaries and other celebrations. Whether preparing an exclusive dinner, an upscale reception or an alfresco lunch, The Grand America Hotel's private dining and catering team delivers exceptional quality, striking presentation and impeccable service.
- **Floral Services**
The hotel's in-house floral department offers a wide variety of gorgeous floral designs to add a special touch to any event.
- **Spa Services**
The newly renovated Grand Spa and Salon provides a full menu of salon services and spa treatments for event guests who want to look and feel their best. The 20,000-square-foot facility features a full-service salon, private treatment and therapy rooms, men's and women's locker rooms and changing rooms, steam and dry saunas, relaxation lounge areas, a fitness center, and swimming pools.

Venues

The Grand America Hotel offers an inspiring selection of beautiful venues for special events of all types:

- **Ornate Ballrooms and Salons**
From the Grand Ballroom and the Imperial Ballroom to the Venezia Garden Salon and Murano Garden Salon, the hotel's elegantly appointed spaces are perfect for romantic weddings, memorable dinners and stylish cocktail parties.

- **The Center Courtyard**

Nestled at the heart of the hotel property, the Center Courtyard features 35,000 square feet of lavish gardens with classically inspired water fountains and bronze sculptures. The courtyard creates a unique setting for daytime or evening events.

- **Additional Venues**

Many additional event rooms are available for smaller gatherings. Some venues have terraces overlooking the courtyard with mountain views, and all feature the same exquisite details as the hotel's larger spaces.

The GRAND AMERICA Hotel

Dining Experiences

The Grand America Hotel offers a variety of world-class, award-winning culinary options. The hotel's highly talented team of chefs creates fresh, seasonally inspired fare for sumptuous dining.

- **Garden Café**
 - This Salt Lake City favorite is The Grand America Hotel's signature restaurant known for its classic American cuisine, warm service, daily breakfast and lunch buffets, and seasonally inspired dinner menu.
 - The legendary **Sunday Brunch** is a truly grand experience. This freshly prepared buffet brunch features seven live-action cooking stations, fresh salads, seafood, sushi, paella, desserts, pastries and a children's buffet.
 - During the summer, delightful outdoor dining experiences await with terrace dining offered by The Garden Café as well as poolside dining service.
- **The Lobby Lounge**
 - Guests can relax on plush seating by a cozy fire to enjoy a continental breakfast, light lunch and drinks and bar snacks until late.
 - Offered daily, a traditional English **Afternoon Tea** is served on Tunisian china designed exclusively for the hotel and features live harp or piano music.
- **The Gibson Lounge**
 - Paying homage to the golden age of inspired libations, The Gibson Lounge offers classic bar appetizers and spirits, an extensive wine list and specialty cocktails crafted with locally-sourced or house-made ingredients until midnight.
- **La Bonne Vie**
 - Opened November 2010, this French-style patisserie is modeled after the great European confection houses and features artisanal chocolates, hand-crafted macarons, French pastries, éclairs, and Italian gelato.
- **In-room Dining**
 - From a light snack to a gourmet meal, guests can enjoy the hotel's delicious cuisine with the privacy and convenience of 24-hour, in-room dining.
- **Catering**
 - Whether preparing an exclusive dinner, an upscale reception or an alfresco lunch, The Grand America Hotel's acclaimed catering service executes each meal impeccably for any occasion.

Management

Régis Perret, Director of Food and Beverage

Our Chefs

Fernando Soberanis, Executive Chef

Xavier Baudinet, Executive Pastry Chef

Victor Soberanis, Executive Banquet Chef

The GRAND AMERICA *Hotel*

Shops at The Grand America

The Grand America Hotel has a variety of retail shops for guests and visitors alike. Open daily, the shops offer unique items for guests of all ages and are located in the lobby level.

Jou Jou

Opened in November 2011, Jou Jou has earned a reputation as an over-the-top interactive toy boutique that inspires imagination through experiential play centers, unusual and handcrafted toys, and classic games and books. This store is unrivaled by any toy store in Utah.

Hours: Monday-Saturday, 10 a.m. to 9 p.m.; Sunday, 10 a.m. to 6 p.m.

Ladies' Boutique

Guests can choose from a unique selection of designs and styles suitable for business, evening or casual occasions. Accessories, handbags, jewelry, lounge wear and gifts are available, as are complimentary basic alterations and gift wrapping.

Brands

- Waverly Grey
- Bella Dahl
- Lotus Grace
- Samuel Dong
- Eileen Fisher
- Spanx
- Vince Camuto Signature
- Maja J
- Luxury Giftwear by Jere

Hours: Monday-Saturday, 10 a.m. to 9 p.m.; Sunday, 10 a.m. to 6 p.m.

The Men's Haberdashery

This menswear boutique features a wide selection of designer sportswear and outerwear, and accessories that are classic, comfortable, elegant and fun.

Brands

- Ghurka
- Gant
- Johnstons of Elgin
- Gitman
- Grenson handmade shoes
- Concord walking sticks
- Autumn Cashmere
- Bugatchi Uomo
- Brown and Church Neckwear
- Tateossian

Hours: Monday-Saturday, 10 a.m. to 9 p.m.; Sunday, 10 a.m. to 6 p.m.

Newsstand

From forgotten necessities, such as batteries or sunglasses, to items produced in Utah, The Grand's Newsstand has guests covered.

Hours: Daily, 6 a.m. to 10 p.m.

The GRAND AMERICA *Hotel*

The Grand Spa

For an escape, The Grand America Hotel guests and Salt Lake City locals can indulge themselves at the sumptuous and tranquil Grand Spa and Salon. With a complete menu of specialty services and advanced treatments in a newly refined space, The Grand Spa and Salon provides guests with much-needed relaxation and long-lasting health benefits.

Contact: 801-258-6568
Hours: Daily, 7 a.m. to 10 p.m.

Accessibility

The Grand Spa's reception area is located on the first floor of the hotel. The spa has three convenient entrances, making it accessible from the fitness center, the outdoor pool and the hotel's south corridor.

Sumptuous Amenities, Services

Spanning more than 20,000 square feet, The Grand Spa and Salon features a full-service salon, private treatment and therapy rooms, men's and women's locker rooms and changing rooms, steam and dry saunas, relaxation lounge areas, a fitness center and swimming pools.

- **Amenities**

- 18 spa service rooms
 - Massage therapy rooms
 - 2 wet treatment rooms with experience showers
 - 2 facial rooms
 - Waxing service room
 - Three couples massage rooms, each equipped with an experience shower
- Custom-formulated scrubs, moisturizers and wraps with natural, local ingredients
- Women's locker room (third floor)
 - Private seating area
 - Eucalyptus steam room and dry sauna
 - Experience shower
 - Complimentary towels, lockers and toiletry items
- Men's locker room (second floor)
 - Seating area with two 55" HDTV's
 - Eucalyptus steam room and dry sauna
 - Experience shower
 - Complimentary towels, lockers and toiletry items
- Couples spa experiences
 - Couples relaxation lounge (third floor)

- Couples massage rooms, each with an experience shower with 12 body sprayers, 4 overhead shower heads and a wall shower
 - House-made crème brûlée with each couples massage service
- **Spa Services**
 - **Massages**
 - Custom infusion massage
 - Couples massage
 - Hot stone massage
 - Prenatal massage
 - Quick Fix massage
 - **Facials**
 - Custom blend facial
 - Express facial
 - Eye contour treatment
 - Revitalizing peel
 - Executive men's facial
 - **Treatments and Body Wraps**
 - Signature honey moisture body wrap with hydrating Utah honey and salt scrub
 - Sugar body polish
 - Detoxifying wrap
 - Radiant skin body treatment
 - Remineralizing body treatment
 - **Experiences**
 - Women's day package
 - Gentlemen's day package
 - Express package
- **Salon Services**
 - Hair, color, make-up, manicure, pedicure treatments at multiple stations
 - 4 manicure stations
 - 4 pedicure stations
 - 3 hair stations
 - 2 make-up stations
 - Men's barbering room
- **Swimming Pools**
 - Heated indoor pool and whirlpool
 - Family day locker rooms with showers (indoor pool)
 - Terraced outdoor pool with poolside dining in the summer
- **Fitness Center**
 - Located on the first floor, south of the guest elevators
 - Accessible 24 hours a day
 - State-of-the-art cardio machines and workout equipment
 - Personal trainer and yoga instructor available upon request for one-on-one sessions



Sustainability at The Grand America

The Grand America Hotel employs a variety of green procedures and initiatives to minimize its impact on the environment, from conserving energy and water to reducing waste and chemicals. In 2013 alone, The Grand recycled 111.14 tons of paper products.

Energy Use

The Grand America Hotel participates in Rocky Mountain Power's Energy Efficiency Program and takes steps towards lowering energy use through:

- In-room, auto-adjusted thermostats
- Implementing LED and CFL light bulbs
- A reusable amenity program

Waste Management

To reduce the amount of waste headed to landfills, The Grand America Hotel has implemented various waste management initiatives, including:

- Commercial-grade trash compacting program
- Paper recycling programs: Separate recycle streams for newspaper, cardboard and office paper
- Use of glass, china, linen table cloths and napkins, and reusable condiment dishes

Water Conservation

The Grand America Hotel seeks to conserve one of our most important natural resources – water – through greater efficiency with:

- Sensor faucets and toilets in public restrooms
- Low-flow in-room showerheads
- Reusable room linen program (upon request)
- On-site laundering to monitor water usage

Environmentally Preferred Cleaning Supplies

The Grand America Hotel relies on biodegradable cleaning supplies that reduce the amount of chemicals that leach into the environment.

Contact Information

The Grand America Hotel

Susanne Maitzen
Executive Director, Hospitality Communications
Grand America Hotels & Resorts
smaitzen@grandamerica.com