



CALISTOGA RANCH  
An Auberge Resort

## **CALISTOGA RANCH INTRODUCES IN-ROOM iPad CAPABILITIES FOR GUESTS**

*Award-Winning Napa Valley Resort Unveils Latest Addition to Amenities*

**CALISTOGA, CALIF.** (March 11, 2013) – Calistoga Ranch, an Auberge Resort in Napa Valley, announced today that the resort has integrated iPads into each of the 48 guest lodges and 23 residence lodges on property. The streamlined, clean and elegant interface, designed by New York-based software company Incentient, easily allows guests and owners a range of on- and off- property functionalities. Capabilities include pre-ordering room service, shopping for spa products, arranging dining reservations, scheduling wake-up calls, sending e-post-cards and much more, without ever having to pick up the phone or leave the comfort of the lodge.

“After much thought and testing, we are very excited to present our guests with this new technology,” said Coni Thornburg, general manager of Calistoga Ranch, an Auberge Resort. “As a member of Auberge Resorts, Calistoga Ranch is equally committed to outstanding, innovative service and sustainable amenities, and this iPad technology proves the property is a leader in both areas. While we know nothing can take the place of the personal attention and service our staff offers, we recognize the need for guest convenience, which the iPad technology offers.”

Incentient created a consistent iPad platform across all Auberge Resorts properties. However, only the iPads at Calistoga Ranch allow guests to explore local wineries and vineyards, or peruse photo tours of the property’s residence lodges. The smart-touch system is also highly beneficial for groups in-house, as messaging can be tailored to communicate selectively to individual guests with meetings and event-related updates.

The new system has reduced in-room dining service menu compendiums and door hangers, as well as newspaper delivery for guests who prefer to receive them via the iPad. Additionally, guests of Calistoga Ranch’s restaurant, The Lakehouse, enjoy the benefits of Incentient Smartcellar, an application that allows the wine and beverage lists to be viewed from iPads at the dining table.

### **About Incentient, LLC**

Incentient, LLC is a transaction services company, whose hospitality clients include restaurants, sport and entertainment arenas and wine cellars. By creating and maintaining creative hardware and software solutions, Incentient exclusively unites clients to their customers by adding value to the supply chain experience. The SmartCellar<sup>sm</sup> system is a fully customizable software program for the Apple iPad® that displays the complete wine and cocktail menus, featuring up-to-date detailed descriptions, backgrounds and ratings of the labels offered by the restaurant. In addition to SmartCellar<sup>sm</sup>, Incentient has developed the SmartTouch<sup>sm</sup> system, a glass touch-screen panel, utilizing proprietary software that encourages guests to control their hospitality experience from within the security of their rooms. This includes, though is not limited to: room service, valet, concierge, housekeeping, bellman, restaurants, and spa. For more information about Incentient, please visit [www.incentient.com](http://www.incentient.com).

### **About Calistoga Ranch**

Located in a private canyon on 157 acres just outside the town of Calistoga, Calistoga Ranch is a mixed-use private community consisting of 48 guest lodges and 23 owners lodges. The property offers overnight accommodations, spa services, Lake Lommel, and the private Lakehouse Restaurant and lounge. The property's contemporary architecture is inspired by its natural surroundings, and created to fit the landscape, with a focus on an indoor-outdoor lifestyle. In keeping with the rich heritage of Napa Valley, Calistoga Ranch features an on-site vineyard and mountain wine cave, where owners and guests can share in the process of winemaking and immerse themselves in the wine culture. Owners and resort guests also enjoy a number of recreational activities including swimming in a pool overlooking the vineyards and oak groves, and hiking on one of the property's numerous trails. For more information about Calistoga Ranch, please visit [www.calistogaranch.com](http://www.calistogaranch.com).

### **About Auberge Resorts**

Auberge Resorts is a collection of exceptional hotels, resorts and private clubs, each with a unique personality that assures a memorable guest experience. While Auberge Resorts nurtures the individuality of each establishment, all are characterized by a set of communal elements: intimate, understated elegance; captivating locations that inspire exceptional cuisine and spa experiences; and gracious yet unobtrusive service. Among the Auberge collection of distinctive properties are: Auberge du Soleil, Napa Valley, Calif.; Calistoga Ranch, Napa Valley, Calif.; Solage Calistoga, Napa Valley, Calif.; Esperanza, Cabo San Lucas, Mexico; The Inn at Palmetto Bluff, Bluffton, S.C.; Hotel Jerome, Aspen, Colo.; Pronghorn Golf Club & Resort, Bend, Ore.; Auberge Residences at Element 52, Telluride, Colo.; and the Malliouhana Hotel & Spa on the Island of Anguilla, British West Indies, with several others currently in development. For more information about Auberge Resorts, please visit [www.aubergeresorts.com](http://www.aubergeresorts.com). Follow Auberge Resorts on Facebook at [facebook.com/AubergeResorts](https://facebook.com/AubergeResorts) and on Twitter at [@AubergeResorts](https://twitter.com/AubergeResorts).

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