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The Platinum List

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Platinum HOTELS

Celebrated Living readers have spoken. These fine properties around the world have been declared the best of the best, and with good reason.

BY ELAINE GLUSAC



The best hotels of the world look nothing alike. But each can get you room-service eggs — hot — within 15 minutes and have staffers pronounce your name — correctly — before you've spoken it. How do we know? We asked.

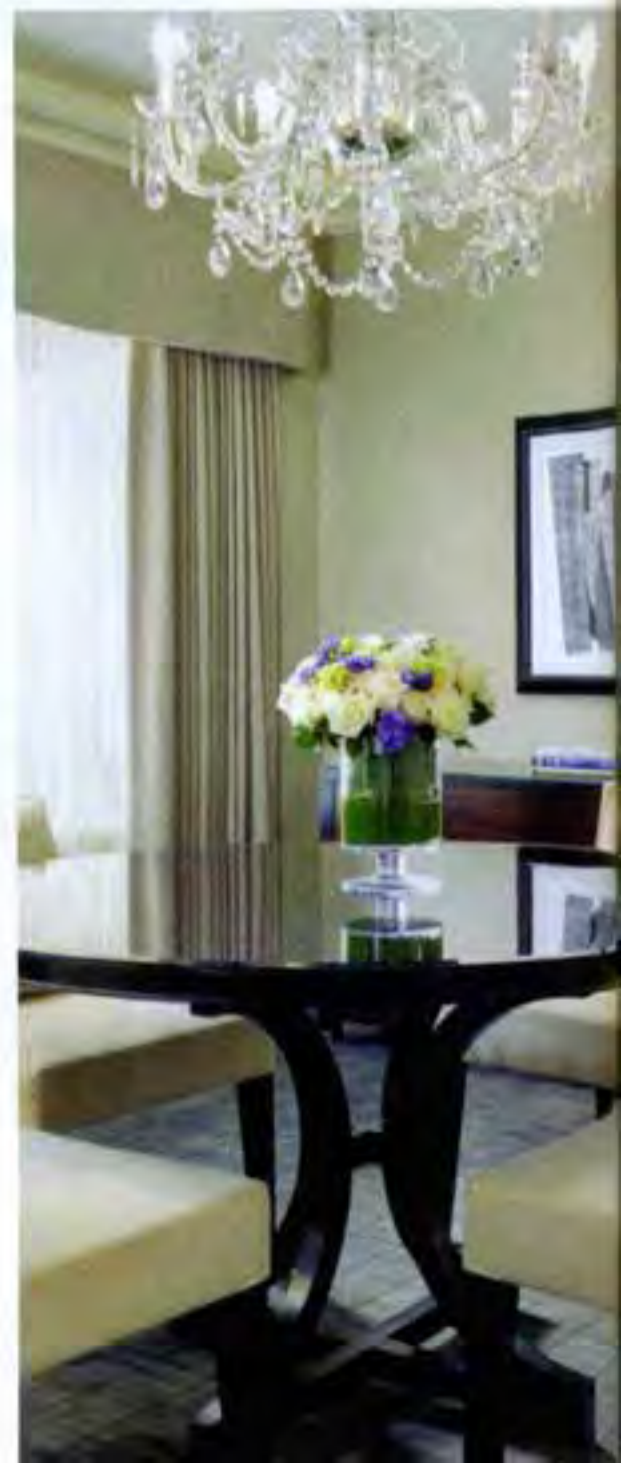
The editors of *Celebrated Living* asked you, our readers, to list your favorite hotels worldwide. We categorized them by location from the U.S. to Asia. We considered them by function: from business to family — even luxury gaming. We heard from thousands of you, and in the composite results there was a common thread: Excellence is personal.

The definition of luxury isn't fixed. For some, luxury is a private cooking class with the chef at **THE DORCHESTER** in London followed by a meal in the newly created Krug champagne salon, a gold-plated experience. For others, it's the surprise of finding a family picture in the room at **LAS VENTANAS AL PARAÍSO**

in Mexico. In every case, it involves personal connection — from the chef to the butler — that makes a stay special.

"Normal is not standard anymore," notes Albert Herrera, vice president of hotels and resorts for Virtuoso, the luxury network of 6,000 travel agents and 1,000 travel providers. "You've got to surprise and delight your guests."

In this, our champions set the standard. When it comes to defining what makes a hotel great, Dr. Chekitan S. Dev, who teaches marketing and brand management at Cornell University's School of Hotel Administration, says that excellence requires three key elements, starting with "a very clear idea of what amenities guests value most." Next is "service that is intuitive, proactive, anticipatory, subtle, and intensely personal." And, finally, of course, a hotel needs location,



location, location — an easily accessible place people want to be.

Domestically, that locale proved to be the California coast. **HOTEL DEL CORONADO**, which took the number one spot on our survey of U.S. lodgings, established that newer isn't necessarily better. After all, the hotel opened in 1888. But it shot to the top after a three-year expansion investing \$150 million in 78 new beachfront cottages and villas — the rare California hotel where you can walk out your door and onto the beach — as well as pools, a fitness center, a spa, and a children's program.

"The hotel 10 years ago was tired," admits vice president and general manager Todd Shallan, "and it's fine to pay homage to tradition, but people want modern amenities too."

You don't have to be a century-plus-old property to gain by primping. The 21-year-old **FOUR SEASONS HOTEL CHICAGO** just unveiled 42 new residentially styled one- and two-bedroom suites by French designer Pierre Yves Rochon that give families and girlfriend-getaway groups a sense of home. At the **FOUR SEASONS NEW YORK**, Rochon was involved in the design of The Garden res-

Four Seasons Hotel Chicago



Hotels

Top 20 Mainland U.S.

- 1. Hotel Del Coronado, San Diego**
(800) 468-3533, hoteldel.com
- 2. JW Marriott Camelback Inn Resort & Spa, Scottsdale, Arizona**
(800) 242-2635, camelbackinn.com
- 3. The Broadmoor, Colorado Springs, Colorado**
(800) 634-7711, broadmoor.com
- 4. The Waldorf Astoria, New York**
(800) 925-3673, waldorfnewyork.com
- 5. Four Seasons Hotel Chicago**
(800) 819-5053, fourseasons.com/chicagofs
- 6. Four Seasons Hotel New York**
(800) 819-5053, fourseasons.com/newyork
- 7. Biltmore, Coral Gables, Florida**
(866) 794-1748, biltmorehotel.com
- 8. The Beverly Hills Hotel and Bungalows**
(800) 283-8885, beverlyhillshotel.com
- 9. Omni La Mansión del Rio, San Antonio**
(800) 843-6664, omniamansion.com
- 10. The Peninsula Chicago**
(866) 288-8889, peninsula.com

Top 5 Canada

- 1. The Fairmont Chateau Lake Louise**
(866) 540-4413, fairmont.com/lakelouise
- 2. Four Seasons Hotel Toronto**
(800) 819-5053, fourseasons.com/toronto
- 3. The Fairmont Banff Springs**
(866) 540-4406, fairmont.com/banffsprings
- 4. The Fairmont Chateau Whistler**
(800) 606-8244, fairmont.com/whistler
- 5. Four Seasons Hotel Vancouver**
(800) 819-5053, fourseasons.com/vancouver

Hotels

Top 10 U.S. Business Hotels

- 1. Hotel del Coronado, San Diego (tie)**
(800) 468-3533, hoteldel.com
- 1. The Waldorf Astoria, New York (tie)**
(800) 925-3673, waldorfnewyork.com
- 3. Park Hyatt Chicago**
(877) 875-4658, chicago.park.hyatt.com
- 4. Four Seasons Hotel San Francisco**
(800) 819-5053, fourseasons.com/sanfrancisco
- 5. Rosewood Crescent Hotel, Dallas**
(888) 767-3966, crescentcourt.com
- 6. The Peninsula Chicago**
(866) 288-8889, peninsula.com
- 7. Las Vegas Hilton**
(800) 732-7117, lvhilton.com
- 8. The Westin Kierland Resort & Spa, Scottsdale, Arizona**
(800) 354-5892, kierlandresort.com
- 9. Grand Hyatt New York**
(800) 233-1234, grandnewyork.hyatt.com
- 10. Four Seasons Hotel Las Vegas**
(877) 632-5000, fourseasons.com/lasvegas

Top 5 Australia/ New Zealand/South Pacific

- 1. Four Seasons Hotel Sydney**
(800) 819-5053, fourseasons.com/sydney
- 2. Bora Bora Lagoon Resort & Spa, French Polynesia**
(800) 860-4095, boraboralagoon.com
- 3. Park Hyatt Sydney**
(877) 875-4658, sydney.park.hyatt.com
- 4. The Westin Sydney**
011-61-2-8223-1111, westin.com/sydney
- 5. InterContinental Resort & Spa, Moorea, French Polynesia**
(888) 424-6835, ichtelsgroup.com