



Dear Partner,

I hope that you and your families are all remaining safe and well during this difficult time.

Together, we are coping with a global health crisis unlike anything we have experienced before. As you are no doubt aware, COVID-19 has impacted the travel and hospitality industry particularly hard. Like you, our teams have been working tirelessly to manage the increasingly material impacts to our business and our people.

While this pandemic has drastically impacted our industry, we remain hopeful and confident in our recovery; simply put, Four Seasons wholeheartedly believes in the future of travel. Now more than ever, our partnership will be critical as we collectively work to rebuild and recover together.

While we are still in the midst of this crisis, we are slowly beginning to see signs of recovery in certain markets. We are working hard to prepare for reopening, ensuring we place guest and employee health and safety front and centre. As travel begins to pick up again, we recognize that the expectations and needs of the hotel experience will have changed, and our goal is to instil the same level of trust and confidence in Four Seasons as ever before throughout our guests' entire stay.

As such, we are pleased to share that Four Seasons has embarked on an important collaboration with Johns Hopkins Medicine International to validate our new global health and safety program, **Lead with Care**, and provide ongoing, real-time guidance on the evolving COVID-19 situation.

Grounded in the principles of care, trust and service, the **Lead with Care** program will be constantly reviewed and validated by the experts we work with and implemented by our existing property team. Combining public health expertise with access to leading technologies and tools, **Lead with Care** establishes clear procedures that educate and empower employees to take care of guests and each other. Through our work, we will leverage this world-class, medical expertise to focus on enhancing cleanliness, guest comfort and safety and employee training. For detailed information about **Lead with Care** and our collaboration with Johns Hopkins Medicine International, please visit the link [here](#).

I also want to take this opportunity to outline details of some of the updated procedures that we will be implementing at this time:

Reservations

- Guest will receive "Check-in Now" email the day prior to arrival or will be eligible to "Check-in" via the mobile app to reduce touch points.
- All Guests/Visitors/Passengers/Clients will be required to complete a Medical and Travel declaration for as per government regulations. The declaration form will include:

- General health, chronic and other conditions and medication
- Physical impairments
- Smoker status and fitness level
- COVID-19 history
- COVID-19 status disclosure signed-off
- Record of trip – full current trip itinerary (past and future) for tracing
- Recent travel history other than this trip – 1 month
- Next of kin/friend not travelling with you name and contact details
- Nationality, ID or passport number
- Travel insurance declaration and proof (international guests)

Airport/Tour Transfers

- All transfers will be offered on a private basis only.
- All vehicles will be equipped with sanitizer, wet wipes and face masks.
- Vehicles will be fully sanitized before use and after every return trip to the hotel, with the sanitization process of the interior to be completed by each vehicle's own driver only.
- While waiting at the airport, drivers will wear a face mask and gloves, disposing of the gloves when entering the vehicle. They will also require guests' permission before assisting with their luggage.
- Front seat passengers will no longer be permitted.

Arrival

- At the Hotel, all employees and hotel guests in guest areas will wear a face mask.
- With guidance from our medical experts, Four Seasons has made the decision that all guests, patrons and residents (age 10 and above) are required to wear masks or face-coverings in all our hotels, when in public indoor spaces on property and when receiving specific services while in their guest room (Turn down etc.). Masks are strongly recommended for children age 2-9 years old.
- Our guest service team will open the doors of the vehicle before standing back to greet guests as they disembark from the vehicle.
- Permission will be sought from guests to handle their luggage. All hard luggage and all hard handles will be sanitized prior to delivery to guest rooms. If luggage arrives to the room after the guests, to respect social distancing, the porter will not enter the room and will leave the luggage at the door.
- Temperature checks will be carried out on both the guests and driver on arrival. Should a high temperature be recorded, one of two steps will be followed:
 - Mild Fever (up to 37.7 degrees) – Guests will not enter the main Hotel building and instead will be taken by golf buggy to their room. After 30 minutes and time to relax, a second temperature check will be carried out and if then required, guest will be assessed by our recommended doctor.

- High fever (37.8 degrees and above) – Guests will be taken by golf buggy to their rooms to be quarantined as a precaution. The recommended doctor will visit to check any further symptoms. Should the high fever continue and other COVID-19 symptoms be present, the guest will be relocated to an isolation room and a medical team will be notified.
- All staff members temperatures, including management and out-sourced workers, will be recorded on arrival for shifts and on departing after shifts. These will be recorded on an appropriate manual or automated schedule.
- All temperatures will be taken with a non-contact thermometer.
- Upon entering the Hotel, check-in will proceed in the lobby, observing social distancing throughout the check-in process. Sanitized pens will be used and placed in a separate container once finished.
- Plastic key cards will continue to be used to ensure full sanitization between every use.
- Check-in and check-out timings will be spaced out as per our **Lead with Care** standards and more where possible.
- Room allocations will be spaced out as per our **Lead with Care** standards to allow for maximum rest time.
- The Front Desk will be cleaned on an hourly basis at the minimum, including the employee work surfaces.
- Upon taking the method of payment, the guest will be asked to insert their card in the EMV/Chip and Pin terminal or, if required, will hand over the credit card. The credit card machine should have a plastic cover that can be changed/cleaned after use.
- As a precautionary measure, the Front Desk will have an emergency kit with additional supplies of surgical masks, gloves, goggles and biohazard bags.

Departure

- For in house guests with positive credit – on the evening before or morning of departure a “chat” will be sent to the guest advising that they can checkout via the mobile app or by sending a message and we will email them a zero-balance folio after departure.
- The final invoice with a zero balance will be offered to be emailed. If the guest requests a physical copy, this will be printed and placed in an envelope and placed on the Front Desk/or on a leather folder for the guest to retrieve.

In-Room Service and Amenities

- Each room will be equipped with sanitizer, wet wipes and a face mask per guest.
- No housekeeper or maintenance worker will be allowed to attend the room while guests are inside – if guests wish to stay, they will be requested to sit on the balcony while any service is completed, otherwise they will need to leave the room.



- All collateral will be removed from the room at the exception of our Lead with Care amenity card.
- Mini bars will be left empty and may be stocked on request.
- Turn down service will be available on request only.

Dining

- All employees will wear a face mask.
- Buffets will no longer be served.
- Opening of outlets will be managed according to occupancy and pre-reservations will be required.
- To allow for social distancing, there will be a space of 1.5m between tables at Flames.
- Special occasion dining will remain available on request only for our various Private Dining Rooms.
- In room dining will remain available, with a new procedure introduced for delivery: The waiter will knock on arrival and leave the tray outside the room for the guest to collect (take away basis only).
- Menus will be available digitally on the Four Seasons App and a QR code for online viewing. Upon request, a single use menu or laminated menu that will be disinfected between use will be offered.
- For reference, our employee restaurant will also limit the number of diners at once to better allow for social distancing and there will be no self-service.

The Westcliff Spa

- We continue to adhere to the guidance put forward by our local health authorities and therefore services and hours at The Westcliff Spa may be modified. The spa will only be open on weekends from 9am to 5pm and with pre-booking.

Fitness Centre

- The Fitness Centre will remain open, but access will be limited to a number of guests (as per government guidelines) at a time and all equipment will be sanitized by an employee between use.
- There will be a fully stocked sanitation stations and disinfecting wipes for guests use.
- Masks and gloves will be available to guests.

While the Four Seasons experience may look different, I can assure you it will feel the same; ultimately, it will still be our people delivering the same attention to detail, intuitive service and personalized care that you have come to expect from us. A key part of this service experience will continue to be the Four Seasons App as one of the only industry platforms powered by real people on property, this award-winning service will further allow guests to control how they engage with our employees, limiting face-to-face interactions while maintaining the highest levels of Four Seasons service that our guests know and love.



Features include the ability to make and manage reservations, request luggage pickup, airport transfers, room service, restaurant and spa reservations, and much more. Wait-free check-in and check-out is also offered, while Four Seasons Chat integration offers instant translation of 100+ languages giving guests the option of contactless engagement throughout their stay.

We know that going forward flexibility in travel will be essential. You can find our latest cancellation policy at any time [here](#).

If you have any questions about the **Lead with Care** program, please do not hesitate to reach out. If you or your clients require information related to property-specific procedures, please reach out to our Sales Team and we will be glad to answer any questions.

I can assure you we are doing everything we can to provide a safe, seamless and ultimately enjoyable Four Seasons experience for your clients. Thank you for your understanding and ongoing support.

Take care,

Sebastien Carre

Regional Vice President and General Manager

