



Let us **lead** you into the new event world,  
with Four Seasons **care**



As the landscape of meetings and events continues to evolve in this dynamic environment, Four Seasons elevates your event experience, providing guests with new ways to celebrate, communicate and congregate – with the utmost care.

Four Seasons Hotel The Westcliff complies with all instructions and mandates regarding maximum capacities, physical distancing, personal protective equipment, food and beverage service requirements and more, even if announced by the South African Government in short notice.

While we continue to collectively face the COVID-19 pandemic, the health and safety of our employees and guests remains our top priority. In this context, we are proud to share with you our worldwide health and safety program **Lead With Care**, set up in all the properties of the Four Seasons group.

While we are aware that this new Four Seasons experience could seem altered with these new measures, please be assured that it will be carried out with attentive and the utmost personalized service.

The Four Seasons Hotel The Westcliff Team.

## **WE PROTECT OUR CLIENTS**

- Temperatures will be taken and travel question will be asked at the arrival of each guest.
- Wearing a mask in all areas that welcome guests is mandatory (conferences, meetings, private events, public spaces of the Hotel). Your mask can be removed during seated meals.
- Sanitizer stations will be placed at the entrance of each event room and will be disinfected after each event. Disposable masks and sanitizer gels to be made available for each event
- Disinfection and ventilation of our meeting/ private dining rooms will be done before and after each event



## **WE PROTECT OUR TEAMS**

- Our team members will welcome and serve all guests wearing protection masks
- Protections worn throughout the service, for each interaction with our guests or any other collaborators, and during the cleaning of our spaces
- Our team members will use sanitizer after every interaction and/or wash their hands every 30 minutes with soap and hot water



## **SIGNAGE**

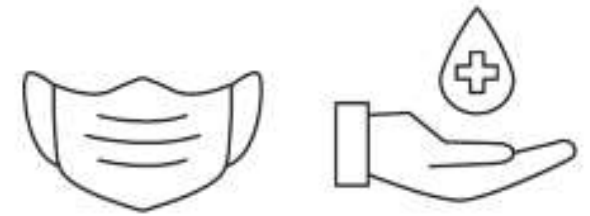
- Visible indications in the form of signage are available throughout the Hotel to encourage attendees to maintain physical distance, wear PPE and sanitize their hands frequently.

## **VENUE CAPACITY & EVENT ATTENDEES**

- Your event manager will inform you on the maximum capacity of your preferred function space in compliance with the South African Government Guidelines.

## **DANCE FLOORS**

- Kindly note that under the current regulations, dancing and the setup of a dance floor are not permitted until further notice.



Please wear a mask  
and sanitize your hands

## FOOD & BEVERAGE SET-UP

- Detailed floor plan/diagram showcasing physical distancing measures and sanitizing stations are available on request.
- Four Seasons prioritizes outdoor and naturally ventilated venues and encourages opening windows and/or doors to maximize ventilation where possible.
- Individual bottled water, mints, block notes, pens are provided to each meeting attendee.
- Cutlery will be rolled into individual napkins with a sticker seal.
- All glassware will be covered with stan caps.
- A single use menu will be printed for each guest for seated lunch and dinner meals.

## RECEPTION

- Passing hors d'oeuvres service is suspended. The Hotel will soon implement individual canapés containers for pass-around service.
- Canapés service will be available at a station with Plexiglas screen and an attendant will offer the canapés to attendees until further notice.
- Pass-around beverages will be covered with stan caps.



## **FOOD & BEVERAGE LIVE STATIONS**

- Four Seasons does not encourage any type of food and beverage station service to avoid cross contamination.
- Should you require a station, Four Seasons attendants will be required to serve individual food and beverage portions to each guest (guests see the food display but are not able to touch or use utensils).
- Your event manager will inform you on the number of attendants needed based on the menu selected and the relevant cost.

## **PLATED MEALS**

- Plated meals will be served directly from the kitchen (individual cloche or plate cover are not required).
- Glassware will be covered with stan caps until ready to serve (wine and water).
- Bread will be served by attendants (French served) – no basket on the table.

## **BUFFET SERVICE**

- Buffet service is suspended until further notice. Alternative to buffet service, stations with dedicated attendants are provided.



Let our dedicated team of planners lead with the Four Seasons care to elevate any meeting or private function.  
Call 011 481 6000 or email [jbg.cateringmanagers@fourseasons.com](mailto:jbg.cateringmanagers@fourseasons.com) now for more information.

