

LEAD WITH CARE

Four Seasons Hotel's & Resorts Enhanced Global Health and Safety Program

At Four Seasons, the health and safety of our employees, guests and residents has always been our first priority - and now more than ever in the current COVID-19 environment.

Our global Lead With Care program introduces full-scale enhancements to our already stringent health and safety procedures, reviewed by a cross-functional global response team.

This new program is about offering genuine care and the highest levels of service, enhancing procedures to protect our guests, residents and employees, while also ensuring that they feel safe and reassured.

ENHANCED CLEANLINESS

- Each Four Seasons property appointed a Hygiene Officer focused on implementing enhancements to already stringent procedures
- Rooms disinfected daily with EPA approved products and blacklight inspection by room attendants
- Focused re-training programs for Housekeeping teams on all cleaning protocols
- Public areas cleaned hourly with extra attention to frequented areas including front desk counters and public restrooms
- The COVID-19 Advisory Board continually exploring options to equip properties with the latest tools and technology for air purification and/or UV technology for HVAC systems.

HEIGHTENED GUEST SAFETY AND COMFORT

- Lead With Care kits placed in each guest room providing masks, hand sanitizer and sanitization wipes, with additional masks supplied on demand
- Social distancing measures embedded in all services for guest protection, including appropriately spaced fitness equipment, modified spa menu and services, contactless check-in and housekeeping services
- Restaurants and bars may operate with reduced capacity to ensure adequate space and socially distant set-up
- Restaurant providing a-la-carte service with digital menus
- In Room Dining offering contactless delivery outside guestrooms along with sustainable, single-use packaging.

EMPOWERED EMPLOYEES

- Lead With Care training building on Four Seasons legendary service model and diligent attention to detail, ensuring Lead With Care procedures are delivered in a thoughtful, attentive manner that balances guest safety with personal reassurance and comfort
- The COVID-19 Advisory Board advising on the global training program for all employees including: ensuring employees have a well-informed understanding of the disease and its transmission, providing guidance on appropriate social distancing and use of personal protective equipment, as well as physical and mental health monitoring and support
- Grounded in emotional intelligence, employees are undergoing behavioral training, ensuring empathetic, personalized care and connection are not lost in the absence of close contact and limited face to face interaction.

HIGHEST LEVELS OF CONTACTLESS PERSONAL SERVICE

Four Seasons continues to invest in its award-winning App and Chat that further allows guests to control how they engage with others – limiting face-to-face interactions while maintaining the highest levels of personal service.

Supported by actual employees on property, versus chatbots, Four Seasons Chat has received 10+ million messages and averages approximately 580,000 messages a month. 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 flexibility for contactless engagement throughout their stay.