



Sensei Lana'i, a Four Seasons Resort COVID-19 Health and Safety Plan

Grounded in healthcare expertise and enabled by access to leading technologies and tools, Four Seasons global **Lead With Care** program is focused on providing care, confidence and comfort to all guests and employees within the new COVID-19 environment. The program outlines clear procedures that educate and empower Four Seasons employees to take care of guests and each other.

Four Seasons has established a dedicated COVID-19 Advisory Board, bringing together Four Seasons leadership and top experts to inform health and safety decisions based on the latest scientific knowledge. Evolving in lockstep with rapidly changing discoveries, the COVID-19 Advisory Board will continue to create, enhance and review current procedures, along with virtual and in-person training to guide implementation of **Lead With Care** across Four Seasons global portfolio.

Sensei Lana'i, a Four Seasons Resort requires visitors to present evidence of negative COVID-19 test upon arrival at the Resort, and they must register with the state's Safe Travels digital program, [found here](#). The Resort endeavors to keep current with applicable State of Hawaii policy, but each guest is responsible for complying with the requirements imposed for quarantine-travel to Hawaii. Please refer directly to the State of Hawaii COVID-19 emergency response for the latest information [here](#).

All guests, employees and vendors receive communications regarding our current safety protocols prior to entering the property. Upon arriving at the Resort, there is a screening procedure that includes temperature checking and questions regarding health and recent travel. Employees will be wearing masks and all guests (age 5 and above) will be required to wear a mask in public spaces, with the exception of while seated at dining outlets, pools or beach. Masks are strongly recommended for children age 2-4 years old.

While the Four Seasons experience may look different in this new environment, it will ultimately feel the same – our dedicated people will continue to deliver the same intuitive service and personalized care for which Four Seasons is known and trusted the world over.

Enhanced Cleanliness

- Each Four Seasons property has appointed a Hygiene Officer focused on implementing enhancements to already stringent procedures. They will be the on-property expert and ambassador for Lead with Care. They will also work closely with an enhanced Health and Safety Committee. This is a cross functional team made up of leaders with a clear mandate to ensure the hotel maintains a safe and healthy workplace for employees and guests always.
- All areas of the hotel will be disinfected daily with EPA approved products.
- Public spaces are disinfected at a minimum of every three hours with particular attention to high touch points, such as elevators, door handles and other hard surfaces.
- Elevators are equipped with NanoSeptic self-cleaning buttons.
- Hand sanitizer, disinfectant wipes and masks are placed in key areas throughout the resort.
- All centralized air conditioning systems have been enhanced with the highest quality HEPA filters.
- Portable HEPA and UV light air filtration systems have been deployed in areas with less natural ventilation.



Housekeeping

- Staff outfitted in full PPE while servicing rooms and suites.
- Guest rooms provide the following:
 - Lead with Care kits providing masks, hand sanitizer and antiseptic wipes.
 - Additional portable HEPA filter & UV light air purification units upon request.
- Paper collateral has been minimized to only single-use pieces.
- HEPA filtered vacuum cleaners utilized to service guest rooms.
- Hospital grade disinfectant spray is used in rooms after departure.
- Housekeeping attendants finalize inspection with UV light that ensures complete sanitization.

Food & Beverage



- Restaurants and bars are operating with reduced capacity and physically distanced floor plans.
- Temperature checks implemented upon entry to dining venues.
- Complimentary individual hand sanitizers are placed on all tables.
- Pens are sanitized between use with specific pen sanitizer device.
- After each guest departs, tables and chairs are fully disinfected.
- QR codes have been added for each restaurant menu. Single-use paper menus are available upon request.
- Contact-less menus are also available through the Four Seasons App.

Spa & Wellness

- Temperature checks and a screening questionnaire are required upon check in.
- A minimum of 60-minutes are allocated between sanitizing the treatment room and the next guest.
- Guests are required to wear face masks during treatments.
- Massage therapists and Spa Attendants in full PPE.
- Contactless menu is available through a QR code or the Four Seasons App.



Fitness

- All fitness facilities are equipped with advanced air filtration and purification systems including HEPA filters and UV light filters.
- Masks are required at all times, when using shared fitness facilities.
- Exercise machines are physically distanced and are sanitized after each use.
- Fitness facilities are closely supervised and sanitized regularly by fitness attendants .
- Fully equipped private fitness rooms are available as an additional amenity for guests looking for a less restricted fitness experience.



Guest Services

- Bell carts are sanitized before and after each guest interaction.
- Guest keys are disinfected with a hydrogen peroxide solution.
- House vehicles disinfected after each use with electrostatic sprayers.
- Self drive option available for transfers to and from airport. All vehicles fully sanitized after each use.



Security



- There are multiple screening stations across the property that include daily temperature checks and screening questionnaire.
- There is a medical emergency response plan in place that includes multiple isolation rooms.
- Isolation rooms equipped with full medical grade PPE and independent HEPA filtered HVAC system.
- Emergency response plan includes close collaboration with local medical authorities for immediate action if necessary.

Pool & Beach

- Chaise lounge chairs fully sanitized after each use.
- Physical distancing has been created between chaise lounge chairs.
- All pool and beach amenities, such as sunscreen, are in single serve containers or individually wrapped.
- Restricted maximum capacity limits placed on all spas.



Island Activities

- All island activities such as ocean excursions, guided tours, ranch, archery & shooting range have implemented the same ***Lead with Care*** policies and procedures applied throughout the resort.
- Focused on proper PPE usage, physical distancing, and sanitization of facilities and equipment.