



# Four Seasons Resort Maui

## 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.

Four Seasons Resort Maui 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 eating or drinking at the table of one of our 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.
- Public restrooms are equipped with automatic flushers and touchless faucets.
- UV light has been installed on all air handlers in meeting rooms, the Spa and employee offices.



## 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.
  - Individual HEPA-filter air purification units.
  - UV sanitization box for TV remote and guest's personal items.
- Paper collateral has been minimized to only single-use pieces.
- Hospital grade disinfectant spray is used in rooms after departure.
- Housekeeping attendant will finalize inspection with UV light that ensures sanitization.





## Food & Beverage

- Restaurants are operating with reduced capacity and physically distanced floor plans.
- Plexiglass barriers are in place between the guest and the bartender.
- Complimentary individual hand sanitizers are placed on all tables.
- Pens are sanitized between use with UV light boxes.
- After each guest departs, tables and chairs are sanitized.
- QR codes have been added for each restaurant menu. Single-use paper menus are available upon request.
- Contactless menus are available through the Four Seasons App.

## Spa & Wellness

- Temperature checks and a screening questionnaire are required upon check in.
- There is a 30-minute minimum between sanitizing the treatment room and the next guest.
- Guests are required to wear face masks during treatments.
- Contactless menu is available through a QR code or the Four Seasons App.





# Fitness

- All group classes take place outdoors.
- A mask is required at all times, with the exception of being lowered during heavy exertion while on cardio equipment.
- Cardio machines are physically distanced and will be sanitized after each use.
- The Weight Room equipment is sanitized after each use, and capacity is limited.



# Guest Services

- Bell carts are sanitized before and after each guest interaction.
- Guest keys are disinfected with a UV wand each night.
- Pedego bikes are sanitized before and after every guest use.
- Touchless lei greeting upon arrival.
- House car disinfected after each use.
- Valet service has been modified for enhanced hygiene and safety, including an electronic ticket system.







## 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 isolation rooms.
- Medical professionals are available to service guests around the clock.

## Pool & Beach

- There is a 15-minute minimum between sanitizing a chaise lounge chair and the next guest.
- Physical distancing has been created between chaise lounge chairs.



## Outrigger

- This activity accommodates one party/family per ride, and guests and guides are required to wear masks.
- Outrigger will be fully sanitized for 15 minutes before next outing.

## Kids For All Seasons

- Temperature checks and screening questionnaire are required upon check in.
- The facility is disinfected nightly.
- Capacity has been modified to ensure physical distancing.
- A physically distanced, supervised Virtual Classroom facility is available for students so they can focus on schoolwork. A fee applies.