

# Four Seasons Resort Hualālai Covid-19 Health and Safety Plan



FOUR SEASONS  
RESORT  
HUALĀLAI





# Lead with Care

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.



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# The Perfect Sanctuary

Four Seasons Resort Hualalai is the perfect sanctuary to safely enjoy your travels. From our booking process and travel options to your stay with us, our remote location and innovations allow our guests to relax and feel secure, away from today's challenges.

Our property is now open and welcoming guests. Upon arrival, there will be a screening procedure that may include 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 or face covering when in public indoor spaces and when receiving in-room service. Masks are strongly recommended for children age 2-9 years old.

In some jurisdictions, additional or more stringent regulations on mask usage are mandated and must therefore apply. In accordance with local health authorities, some restaurant and facility services and hours may also be modified.

Please note that out-of-state visitors must present evidence of a negative COVID-19 test result before flight departure to Hawaii, 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-free travel to Hawaii. Please refer directly to the State of Hawaii COVID-19 emergency response for the latest information [here](#).





# Temperature Checks and Mask Mandate

Upon arrival to Hualalai, every guest will have their temperature checked. We will not allow guests with temperatures over 100.4 degrees F into the Resort. Our employees will be wearing masks.

In accordance with the advice of medical experts and industry best practices, all guests (ages 5 and above) will be required to wear a mask or face covering when in public indoor spaces on property and when receiving service while in their guest room. In addition, local Hawaii regulations mandate guests wear masks when dining at outdoor restaurants or bars when they are being seated, when going to the rest room, or if moving around the space. Guests are also required to wear masks in public outdoor spaces and when walking along Resort pathways.

Our hotels adhere to the more stringent requirement between Four Seasons Corporate Policy and local regulations.



# State of Hawaii Testing Information

The state of Hawaii has instated additional safeguards for residents and guests, including requiring travelers present proof of a negative COVID-19 test result taken within 72 hours of arrival into Hawaii in order to avoid quarantine. To assist with accessible pre-travel tests, Four Seasons Resort Hualalai has identified the following lab with testing options that are convenient and rapid, nationwide. We have endeavored to keep current with applicable State of Hawaii policy, but each guest is responsible for complying with the requirements imposed for quarantine-free travel to Hawaii. Please refer directly to the State of Hawaii COVID-19 emergency response for the latest information [here](#).

[Vault Health](#) - All of USA

A full list of additional current Testing Labs approved by the State of Hawaii can be found [here](#).

*Please note that Four Seasons Resort Hualalai has identified options for our guests' convenience, but we are not involved in any way beyond providing the resource contact information. The Resort never sees the private medical records of any guest, nor do we assume liability in any way.*





# On Site Wellness

## 24/7 ON-SITE MEDICAL STAFF AND DOCTOR ON-CALL

You can rest with ease while you are staying with us. Our onsite medical professionals are available to our guests 24/7. Our on-call doctor prioritizes guests of Four Seasons Resort Hualalai first and foremost.

## HUALALAI EMPLOYEE WELLNESS PROGRAM

Employees of Four Seasons Resort Hualalai have access to an on property naturopathic doctor who is available for all employee health needs. Dr. Cheri Wood has also been instrumental in ensuring our Resort is aware of the most recent medical guidelines from the CDC, the State of Hawaii, and Four Seasons.



# Contactless Options

## Check In

Download the Four Seasons app to take advantage of touchless check in and check out capabilities. The Four Seasons app also always 24/7 live chat with an on-property representative who can assist with dining and spa reservations, activity booking, or any other questions you may have. Through the app, you will also be able to request housekeeping service, view your bill, and explore the Resort's amenities and special daily offerings.

## In-Room Dining

Each of our luxurious room accommodations includes both indoor and outdoor table with seating options. If you prefer to dine from the comfort of your room, our In Room Dining team will prepare your order and leave it just outside your door for you to retrieve with no human contact. Order via your in room telephone or utilize the chat feature on our Four Seasons app.





# Enhanced Cleanliness

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# Food and Beverage

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# Spa, Wellness & Fitness

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A woman is silhouetted against a bright sunset sky, lighting a torch. Two other torches on stands are visible nearby. Tall palm trees frame the scene, and the ocean is visible in the background.

# Guest Services

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An aerial photograph of a resort pool area. The pool is large and blue, with several white umbrellas and lounge chairs around it. A sandy beach is visible in the foreground, with many lounge chairs and umbrellas lined up. The ocean is visible at the bottom of the frame.

# Security

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# Pool and Beach

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# Kids For all Seasons

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