

COVID-19 HEALTH & SAFETY PLAN

FOUR SEASONS RESORT O'AHU AT KO OLINA

LEAD WITH CARE

Four Seasons Resort Oahu at Ko Olina's singular goal is to provide guests, residents and employees with the confidence and assurance that their health and safety is our first priority.

Four Seasons has developed ***Lead With Care***. This new program is about safe care and service, enhancing procedures to protect our guests, while also ensuring they feel safe and reassured at Four Seasons. Our approach to health and safety in response to COVID-19 is about doing what we do best - continuing to demonstrate personalized and genuine care, while strengthening our already stringent and industry leading health and safety procedures, enhancing tools, training and embracing technological innovation.

The Four Seasons experience may look different in this new environment, but it will feel the same; ultimately, it will still be our people delivering the same attention to detail, intuitive service and personalized care for which the brand is known and trusted for the world over.

Beginning October 15th 2020, in accordance with the pre-travel testing program, out-of-state and arriving guests to Oahu must provide evidence of a valid negative Covid-19 NAAT from a trusted testing partner, submitted 72 hours prior to arriving to Oahu, to be exempt from the state's strict 14-day mandatory self-quarantine. Links and more information for travelers seeking a pre-travel test and a list of approved trusted testing partners can be found at <https://hawaii-covid19.com/travel>. We strongly encourage guests to follow the latest government regulations both for Hawaii and their home state when traveling to ensure full compliance with all necessary travel protocols.

We are incredibly proud to work alongside international experts to inform the community about our health and safety decisions during the COVID-19 pandemic, as we focus on strengthening our already stringent health and safety measures.



GUEST SAFETY AND COMFORT

- **Lead With Care** kits placed in each guest room providing masks, hand sanitization wipes, with additional masks supplied upon request. Physical 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 physically distant set-up
- Restaurants providing a la carte service with digital menus
- In-Room Dining offering contactless delivery outside guestrooms along with sustainable, single-use packaging
- Four Seasons App and Chat providing guests with real-time, contactless interactions with employees from their own device on nine global platforms and in 100+ different languages

EMPOWERED EMPLOYEES

- **Lead With Care** training building on Four Seasons legendary service model and diligent attention to detail, ensuring **Lead With Care** procedures and delivered in a thoughtful, attentive manner that balances guest safety with personal reassurance and comfort
- Training focused on educating and empowering employees to deliver the enhanced health and safety program with confidence, passing on this care to each and every guest.
- The COVID-19 Advisory Board advertising 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.



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FOUR SEASONS RESORT OAHU IS ALSO UNDERTAKING A NUMBER OF ADDITIONAL MEASURES THROUGHOUT THE PROPERTY, ENSURING THE HIGHEST LEVEL OF SAFETY AND SERVICE TO OUR GUESTS:

ENHANCED CLEANLINESS

- All guest rooms, suites, and the Spa, have been enhanced with advanced air purification systems using needle point bipolar technology, which is 99.4% effective at eliminating COVID on a stagnant surface within 30 minutes.
- Appointed Hygiene Officer focused on implementing enhancements to already stringent procedures
- Room disinfected daily with EPA approved products and black light 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
- Full time staff in fitness center for equipment cleaning and maintenance between usage
- Select Salon services (hair and nails) by appointment
- Limited massage services available by appointment.
- Resort pools and outdoor spas available daily. Seating at pool will incorporate physical distancing measures between parties.
- Beach is open and services including food delivery and snorkel equipment
- Tennis available for clinics and court rental
- Kids For All Seasons available for ages 5-12 by appointment only (no drop-ins); revised programming for physical distancing
- Newly designated private workout studio available by reservation
- Daily wellness offerings for yoga available



HOTEL WIDE

- Facemasks for anyone, including guests and staff are required on all public areas with exception of Resort pools/beach and while seating dining in restaurants per Oahu County ordinance
- Staff, vendors and visitors are required to wear face masks
- Temperature screenings are required for anyone entering the property, including guests, staff, contractors, and vendors
- Daily temperature checks of staff
- Increased cleaning and sanitization of all areas
- Hand sanitizer stations throughout the Resort
- Options for high-touch/no-touch experience transportation to the Resort and guest transportation during stay
- Pre-arrival check-in via Four Seasons App for touchless process

DINING

- All five restaurants will open with reduced occupancy for increased physical distancing
- Bar seating is unavailable
- Restaurant reservations will be required for all outlets
- Digital menus accessed through a QR code; option to pre-order meals via FS App or in-room iPad prior to dining reservation
- No buffet options; only a la carte
- Private dining experiences in secluded areas around the resort



POOL & BEACH GUIDELINES

- Pool Chairs will be held for a maximum of 90 minutes during lunch hours. Lunch hours are between 11:30am to 2:30pm. Please advise your pool service attendant before departing for lunch to ensure that your chairs are held for up to 90 minutes. Outside of those lunch hours, we will hold seats for up to 30 minutes. If chairs are not actively used for 30 minutes, we will collect belongings, sanitize chairs and reassign to any waiting guests.
- Daybeds or Cabanas can be booked prior to arrival or during visit (subject to availability). Guests who secure cabanas or daybeds are able to come and go at their leisure, and no chair hold policy is in place.
- Physical Distancing: Our pool lounge chairs are set in groups of 2 chairs around the pool decks with a 6' distance between each group. In order to accommodate families, we have also arranged for some family seating areas with a maximum of 5 seats (families from one household only). Out of precaution and safety for all our guests and employees, we are unable to move pool chairs outside of the existing setups to group together.
- Guests are asked to maintain a physical distance of 6 feet from others. In accordance with the state mandate, clustering in groups of more than 5 guests is not permitted in any areas of the resort.
- Hot tubs have limited availability and we will enforce the allowed capacity accordingly. The Adult Pool hot tub has a maximum capacity of 4 couples/8 people. The hot tub by the family pool has a maximum capacity of 2 couples/4 people.
- Spacious seating is available on the Ocean Lawn.
- Mask Policy: We do require guests (5 years and older) to wear their facemasks when walking to and from the Pool & Beach areas and while walking throughout all pool areas. Facemasks may be taken off while seated in the assigned pool chairs or when travelling to and from the water. Facemasks are not required in the water.



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GUEST ARRIVAL DETAILS

- Fully contactless digital service experience including check-in & check-out through our Four Seasons App and Chat. Download in the App Store and request check-in today.
- Upon entering the hotel, we perform a short screening and non-evasive temperature check to ensure all guests have a temperature under 100.4F/38C.
- With your safety in mind, Housekeeping services will be performed once you have left the room and evening turndown service is available by request. Please let us know if you prefer we do not service your room while you are staying with us.
- All staff and visitors are required to wear masks while in public spaces and restaurants.
- Please find additional details about changes to our services at [Fourseasons.com/oahu/welcome-back](https://fourseasons.com/oahu/welcome-back)

PLAN FOR POSITIVE COVID-19 CONFIRMED CASE

In the event that an employee, guest or patron is suspected or confirmed by the health authorities to have tested positive for COVID-19, we have a plan to communicate to those that have been potentially exposed to COVID-19 along with the department of health, and third-party experts.

To help ensure the health and safety of everyone at the Hotel/Resort, we will work closely with third-party experts as part of our enhanced global Health and Safety program, Lead With Care and continue to assess and evaluate the measures we are taking as we monitor the evolving COVID-19 environment.