



At Four Seasons Hotel Las Vegas, the health and safety of our employees, guests and residents has always been our first priority and that continues in the current COVID-19 environment. Our company's recently announced Lead With Care program introduces full-scale enhancements to our already stringent health and safety procedures, reviewed by a cross-functional global response team, and validated by Johns Hopkins Medicine International, a global leader in health care and research.

With guidance from internationally recognized experts at Johns Hopkins Medicine International, EcoLab and International SOS, Four Seasons has our enhanced global health and safety program focused on providing care, confidence and comfort to all guests, employees and residents during these evolving and unprecedented times. Outlined below highlights our approach post re-opening to assist in maintaining the health and wellbeing of our guests and employees (not an exhaustive list):

- Prior to reopening, a mandated global training program will be implemented to ensure our employees have a well-informed understanding of the disease and its transmission, providing guidance on appropriate social distancing and use of Personal Protective Equipment (PPE).
- All employees to be temperature screened at the start of every shift, with any unwell employees or ones with raised temperatures requested to seek medical attention. All vendors will be by appointment only and temperature screened upon arrival as well.
- In the event a guest, employee or vendor fails the initial and second screening, the Hotel will activate a Medical Emergency Response Plan, which will activate roles and responsibilities of key individuals to perform in urgent and/or emergent medical incidents at the point of entry.
- Instructional signage to be installed and highly visible to inform and guide our guests and employees on social distancing, personal protective equipment, heightened sanitization measures, and screening procedures
- The Hotel will appoint a Hygiene Officer who will focus on implementing enhancements to already stringent procedures and ensuring new policies are consistently followed.
- Pre-arrival communication to all guests advising of screening procedure and asking guests to not travel and seek medical attention if unwell. Temperature screening procedure will take place for all guests on arrival and upon return to the Hotel.
- Social distancing measures are a component of all services for guest protection, including appropriately spaced fitness equipment, contactless check-in, housekeeping services, restaurants, bars, banquet events and pool deck. The outlets will be operating with reduced capacity and socially distanced seating will be in effect across the property.

- All areas of the Hotel to be disinfected daily with EPA approved products.
- Public areas to be cleaned hourly with extra attention to frequented areas.
- Valet parking staff to disinfect vehicle touch points on every retrieval or return, and a self-parking option will be made available at a nearby, offsite location.
- Lead With Care kits will be available in every guest room, and will feature complimentary masks, hand sanitizer, and sanitizing wipes.
- Rooms to be disinfected daily with EPA approved products and blacklight inspection by room attendants.
- Housekeeping service will take place only when guests are out of the room and turndown will be upon request.
- Digital menus in outlets will be available. In-Room Dining will be offering a contactless delivery option outside guest rooms along with sustainable, single-use packaging.
- Restaurants and banquet functions to have hand sanitizer for guests and offer tabletop hygienic focused service.
- All guest rooms to remain vacant after checkout for 24-48 hours prior to cleaning, disinfected and ultimately readied for the next guest. The intent behind this action is to ensure no airborne contaminants are transmitted to our employees or guests reoccupying the room. All linens and terry to be in a sealed, daily dry cleaned bag prior to leaving the room.

Should you have any questions regarding this document, please contact Tiffany Irwin at 702-632-5462 or tiffany.irwin@fourseasons.com.