



SAFE AT HUALĀLAI COVID GUIDELINES

Four Seasons is proud to introduce **Lead With Care**, our enhanced global health and safety program which is being implemented at Four Seasons properties worldwide. Combining public health expertise with access to leading technologies and tools, **Lead With Care** establishes clear procedures that educate and empower employees to take care of guests and each other. Through our work with leading experts, we are leveraging their world-class, medical expertise to focus on enhancing cleanliness, guest comfort and safety and employee training.

While the Four Seasons experience may look different, it will feel the same. Our dedicated people are committed to delivering the same intuitive service and personalized care for which we are known and trusted for the world over.

HAWAI'I STATE GUIDELINES

The current guidelines related to travel and testing can be found at the link below and should be checked regularly for any updates made by the State of Hawai'i. The State of Hawai'i has established a multi-layered testing and screening process to protect the health and safety of everyone traveling to the Hawaiian Islands. This enhanced entry into Hawai'i includes a pre-travel testing program, the Mandatory State of Hawai'i Travel and Health Form, and temperature screening at all Hawai'i airports upon arrival. <https://hawaiiicovid19.com/travel/#travel-FAQs>

PRE-ARRIVAL EXPERIENCE

- Upon arrival to your local airport, please be aware of your airlines' mask requirements.
- Four Seasons mobile app is highly encouraged. Guests are able to chat directly with the resort, see itineraries, and request for select services while at the resort.
- Once using the mobile app, the mobile check-in will be available 24hrs prior to arrival. Please complete the document to ensure a physically distanced arrival experience.

ARRIVAL

- In accordance with Hawai'i County regulations, as well as, with guidance from medical experts and in line with industry best practices, Four Seasons Resort Hualālai requires that all guests and patrons (age 5 and above) wear a mask or face covering when in all indoor public spaces on property and when receiving service while in their guest room. Masks are strongly recommended for children age 2 - 4 years old.
- If transportation has been pre-arranged with our Concierge, a mask will be required while riding in the vehicle. The vehicle will be sanitized after each guest departs.
- **Lead With Care** kits will be placed in each arriving guestroom; providing masks, hand sanitizer and sanitization wipes. These items will also be available at the Front Desk and Concierge.
 - Gloves will also be readily available, upon request.
- Hand sanitizer stands will be readily available throughout the resort; the Front Desk and Concierge stations, in restaurants, and entering all other public spaces.
- Some of our services and facilities may be modified due to physical distancing guidelines and health and safety procedures.
- All public area restrooms will be cleaned and sanitized in accordance with current Lead with Care and state guidelines for frequency

ARRIVAL SCREENING

- Upon arrival, there will be a screening procedure that includes a series of questions regarding health and recent travel. Our employees will be wearing masks.

RESORTS LIMOUSINE SERVICES

- Before every trip the driver will sanitize all passenger areas and frequently touched objects in their vehicles.
 - Drivers will wear masks and maintain 6 feet distance when possible.
- Passengers will have the option to choose contactless service by loading and unloading their own luggage. If passengers opt for the driver to handle their belongings, the driver will sanitize his hands right before and after.
 - Hand sanitizers will be available in the vehicles for guest use.
 - Drivers will optimize the ventilation in vehicles to avoid recirculating air.
- Resorts Limousine Services will continue to offer bottled water but no longer offer phone chargers, newspapers or magazines.
 - There will be no change to accepted methods of payment.

HOUSEKEEPING

- In-room service or deliveries require all guests to be out of the guestroom. Providing the best available time for daily Housekeeping service is recommended, confirmed upon arrival.

SAFE AT HUALĀLAI

COVID GUIDELINES

CONTINUED

DINING

- Based on Hawai'i County regulations dining party sizes may be limited to the prevailing guidance for large party seating.
- Masks are required at all times when entering and moving about an indoor restaurant. They may be removed when seated at your table.
 - Visiting other tables during your dining experience is not permitted to allow for appropriate physical distancing in the restaurant. Tables have been arranged to allow for required physical distancing in each outlet.
- During In-Room Dining deliveries, guests are requested to wear masks upon answering the door and while in the room. Contactless delivery is available upon request.
- We are pleased to assist you in personalizing your Private Bar prior to arrival. Please email your Private Bar requests to concierge.hualalai@fourseasons.com.

POOL AND BEACH

- Visiting other loungers during your pool experience is not permitted to allow for appropriate physical distancing. Loungers have been arranged to allow for required physical distancing at each pool.

SPA/FITNESS CENTER

- Masks are required when enjoying spa or fitness experiences, except any outdoor group fitness that allows for 6 feet of physical distancing.
 - Physical distancing measures will be embedded in all services for guest protection, including appropriately spaced fitness equipment.
 - Spa treatment menu offerings are subject to change based on the status of the pandemic.

GOLF

- Please utilize face masks when entering the Club Shop, restrooms and comfort stations or when within 6 feet of another individual and when not in play.
- We also ask that you continue to respect social distancing when approaching the desk and while utilizing the locker room facilities.
- Golf pros will be utilizing face masks during golf instruction and while conducting club fitting.
- Golf cart usage - Two people are permitted to ride together in a cart if they live in the same household without a face mask. If two people who do NOT live in the same household are sharing a cart, a face mask is required.
 - Golf carts and clubs will be sanitized after each use.

TENNIS

- Face masks must be worn at all times while in the Tennis Pavilion and when not in play.
 - Only one person or family group at a time inside the pavilion.
 - Maintain social distancing while not actively in play on the courts.
 - Allow the tennis coach to handle the ball pick up.
 - Racquets are sanitized after each use.
- Hand sanitizers located at the pavilion and on the court areas are for guest use.

ALAKA'I NALU

- Please utilize your masks on arrival and departure, at the lockers, while making selections from the comfort station and when not actively participating in a water sport.
- We also ask that you continue to respect social distancing when approaching the desk and while utilizing the lockers.
- Please note that any person with symptoms consistent with COVID-19 may not enter the company's vessel(s) or engage in any water sports activities.
- A member of our team will assist you with getting all of your equipment to enjoy a great day out on the water.

KIDS FOR ALL SEASONS

- Reservations will be required for all children at least 24hrs prior to attending any KFAS offering, both complimentary and paid events to ensure safety guidelines.
 - All visitors to KFAS must be masked. This includes children younger than 5.
 - The teen game room will not be available at this time.

CAMP MANITOU

- Reservations will be required for all children at least 24hrs prior to attending any Camp Manitou program.
- To allow for campers to leave property for activities, daily testing may be required.

DEPARTURE

- Contactless check out will be available for all guests. Your bill is available to be viewed on your television or final billing can be sent to your guestroom prior to departure.
- During luggage assistance, guests are requested to wear masks upon answering the door and while in the room. Contactless luggage assistance is available upon request.