



## FOUR SEASONS

Dear Valued Customer,

I hope that you and your families are all remaining safe and well during this difficult time.

Together, we are coping with a global health crisis unlike anything we have experienced before. As you are no doubt aware, COVID-19 has impacted the travel and hospitality industry particularly hard. Like you, our teams have been working tirelessly to manage the increasingly material impacts to our business and our people.

And while this pandemic has drastically impacted our industry, we remain hopeful and confident in our recovery; simply put, Four Seasons wholeheartedly believes in the future of travel. Now more than ever, our partnership will be critical as we collectively work to rebuild and recover together.

While we are still in the midst of this crisis, we are slowly beginning to see signs of recovery in certain markets. Some Four Seasons properties are starting to reopen, or plan to do so in the coming weeks and months and keeping you actively informed on the status of these reopenings is a priority. We are working hard to prepare for reopening and recovery, ensuring we place guest and employee health and safety front and centre. As travel begins to pick up again, we recognize that the expectations and needs of the hotel experience will have changed, and our goal is to instill the same level of trust and confidence in Four Seasons as ever before.

As such, we are pleased to share that Four Seasons has embarked on an important collaboration with Johns Hopkins Medicine International, the global division of health care and research leader Johns Hopkins Medicine, to validate our new global health and safety program, **Lead With Care**, and provide ongoing, real-time guidance on the evolving COVID-19 situation. Grounded in the principles of care, trust and service, the **Lead With Care** program will be reviewed and validated by Johns Hopkins Medicine experts and implemented by our existing property teams.

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 Johns Hopkins Medicine International, we will leverage their world-class, medical expertise to focus on enhancing cleanliness, guest comfort and safety and employee training. For detailed information about **Lead With Care** and our collaboration with Johns Hopkins Medicine International, please visit the link [here](#).

While the Four Seasons experience may look different, I can assure you it will feel the same; ultimately, it will still be our people delivering the same attention to detail, intuitive service and personalized care that you have come to expect from us.

And a key part of this service experience will continue to be the Four Seasons App. As one of the only industry platforms powered by real people on property, this award-winning service will further allow guests to control how they engage with our employees – limiting face-to-face interactions while maintaining the highest levels of Four Seasons service that our guests know and love. Features include the ability to make and manage reservations, request luggage pickup, airport transfers, room service, restaurant and spa reservations, and much more. Wait-free check-in and check-out is also offered, while Four Seasons Chat integration offers instant translation of 100+ languages giving guests the option of contactless engagement throughout their stay.

We know that going forward flexibility in travel will be essential. You can find our latest cancellation policy at any time [here](#).

If you have any questions about the **Lead With Care** program or our collaboration with Johns Hopkins Medicine International, please do not hesitate to reach out. As well, if you or your clients require information related to property-specific procedures, please reach out to your on-property contact or WSO Account Director and they will connect you with the appointed Hygiene Officer or hotel General Manager.

I can assure you we are doing everything we can to provide a safe, seamless and ultimately enjoyable Four Seasons experience for your clients. Thank you for your understanding and ongoing support.

Take care,



Ben Trodd  
Senior Vice President, Sales and Hotel Marketing  
Four Seasons Hotels and Resorts