



# LEAD WITH CARE

Four Seasons singular goal is to provide guests and employees with the confidence and assurance that their **health and safety is our first priority.**

---

We are incredibly proud to work alongside international experts to inform our health and safety decisions during the COVID-19 pandemic, as we focus on strengthening our already stringent health and safety measures through our new **Lead With Care** program. This 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 and 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.





## LEAD WITH CARE

- **Housekeeping**– Our guest rooms are allotted two full air exchanges between the departure of one guest and the arrival of another. Rooms are disinfected daily with EPA approved products and black light inspections by room attendants. Daily service as well as turndown service is available when rooms are unoccupied by the guest to limit time in enclosed space. Rooms are equipped with a PPE kit that includes a surgical mask as well as an individual sized sanitizer container.
- **Restaurants & Dining** - Menus are available on the Mobile App or through the guest room television as well as QR code. Single use cutlery is available upon request. All buffet services offered include plexiglass protection as well as Four Seasons staff at each station providing service.
- **Fitness Center** – In accordance with social distancing guidelines, every other machine is available for use as to limit proximity of those working out around you. Equipment is sanitized by Fitness Center attendants after each use. Masks are required while exercising indoors.
- **Spa** – Treatment rooms are allotted two full air exchanges between treatments, in addition to the utilization of HEPA air purifiers. Temperature screening is required prior to treatment and masks are required .
- **Parking** – Valet Parking is available with enhanced sanitizing efforts for each vehicle. Self-parking option is available at the Mandalay Bay as well.
- **Testing** – COVID-19 PCR tests can be arranged to take place on-site. This can be coordinated on your behalf in the comfort of your own room through a contracted 3rd party vendor. This service can also be arranged for private events. Please inquire with your Sales representative to learn more.

## UPDATED MASK MANDATES

The state of Nevada has re-imposed a mask mandate effective July 30, following guidance from the Centers for Disease Control and Prevention (CDC). The CDC's guidance indicates everyone – including those who are fully vaccinated – should wear a mask in public indoor settings. We continue to evaluate and update our policies based on the latest information and guidance from health experts as part of our ongoing commitment to Lead With Care.

## OUTDOOR SPACES

Our oasis on the Las Vegas Strip boasts dynamic outdoor spaces, allowing for plenty of fresh air and space to relax and unwind. Places such as the sun-filled Fountain Terrace, Pool Terrace and sprawling PRESS Patio can accommodate private functions up to 300 guests.



## TECHNOLOGICAL INNOVATIONS

- **Chat Us** - We encourage you to download the Four Seasons Mobile App as it is designed specifically to make a contactless hotel stay a luxurious experience. You will be able to order In-Room-Dining, request Housekeeping service and text directly to a Four Seasons Hotel Las Vegas employee. Our team is standing by ready to assist you 24 hours a day.



- **Mobile Check In and Check Out** - For a contactless check in or check out you can access the Four Seasons App. Your folio can be reviewed on your guest room TV as well as through our Mobile App. Also feel free to call from your room or text us at +1 (702) 872-3758. This will allow for a safe and expedited departure process.
- **Temperature Screening** – On-site temperature screening can be arranged for your group or special event prior to your stay with us.
- **Hybrid Events** – Innovative hybrid events, including board meetings, galas, conferences and presentations are all possible due to our dynamic partnership with our onsite audio visual partner Encore. To learn more [click here](#).

## EVENT DESIGN & DÉCOR

Rest assured that our trusted third party vendors are held to the same high safety and health standards as Four Seasons Hotels and Resorts.

**We encourage you to learn more about the Four Seasons commitment to Lead With Care by [clicking here](#).**



**FOUR SEASONS**  
HOTEL  
LAS VEGAS