

LEAD WITH CARE

WELCOME BACK TO THE GARDEN

At Four Seasons Hotel Boston we are entirely focused on the experience of our guests and our priority, always, is your health and safety. Now, more than ever, in light of the evolving COVID-19 situation, we are focused on the health and safety of all our guests, residents and employees, without compromising the quality of your experience when you stay with us.

Four Seasons Hotels and Resorts has entered into a collaboration with Johns Hopkins Medicine International, the global division of health care and research leader to validate its new global health and safety program *Lead With Care*, helping to 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 experts.

For so many of us, travel is a necessary and rewarding part of our lives, and the expansive views of the beautiful Boston Public Garden offer the perfect place to recharge and breathe deeply. When we do welcome you back, more than anything we want you to feel comfortable when you are with us.

We have heightened our already stringent practices around food handling, sanitization, disinfection and cleaning and have made updates to the way we serve you to help keep everyone healthy. Some of these updates include the following.

GUESTROOMS AND REGISTRATION

- Mobile check-in and virtual concierge via the Four Seasons App
- Face coverings for all employees and guests in public areas
- Daily health screenings and temperature checks for employees and guests prior to entering hotel
- Hospital grade MERV13 HEPA filters installed throughout the hotel's HVAC system
- All guestrooms and suites have their own HVAC system to avoid cross flow of air between rooms
- Guestrooms to be left vacant for 48 hours between guest stays
- Rigorous schedule for public area cleaning with nano-septic coverings for high touch points
- Porous items disinfected with Clorox Total 360 Electrostatic spraying device
- Touchless hand sanitizing stations installed throughout the hotel
- Health and hygiene amenity kits in all guestrooms as part of brand's standard amenity
- Accommodation for physical distancing of six feet or more throughout the property
- Luggage sanitation
- Single use pens and keys with drop box return for registration
- Sanitation of bell carts, wheelchairs, baggage doors after each use
- Limits on capacity in elevators (two per elevator or one family)
- Digital newspapers for personal devices
- Functioning guestroom windows that open
- High standard protocols for laundry, dishwashing and shared equipment

FOOD AND BEVERAGE & FITNESS

- Room service deliveries without guest contact (deliver and chat alert)
- Digital menus throughout the property via Four Seasons app and TV
- Minibars stocked upon request without guests in the room
- Contactless food delivery, wrapped cocktail garnishes, bottled water service exclusively
- Adjustment of restaurant and banquet capacities to allow for physical distancing
- Rigorous cleaning standards for back of house, distancing markers throughout
- Banquet servers in full Personal Protective Equipment, serving individually plated items
- Banquet linen (top and bottom) replaced after each use
- Coffee and other break items to be attended and served by a server
- Received items unpackaged at loading dock and transferred on sanitized carts
- Food transfer between employees done in contactless manner (exchanges on tables) with individual work stations to reduce transfer of equipment
- Staggered dining seating times to minimize traffic
- Occupancy limits in hotel's indoor swimming pool
- Fitness equipment spaced six feet apart with Plexiglass dividers
- Disinfection of all fitness equipment, chaise lounges and pool seating after each use

This is an evolving list of the planning and protocols implemented to keep you safe.

We know that you share our love of travel and we look forward to welcoming you to Four Seasons Hotel Boston soon.

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