

Dear Guest,

Welcome to Four Seasons Hotel New York. We are pleased to provide a respite for medical personnel who are working tirelessly in our city in response to Coronavirus (COVID-19). We are incredibly grateful for your commitment to service as this pandemic unfolds.

In every effort to maintain Four Seasons Hotel New York as a safe environment for our employees and guests, we have drastically altered our traditional service delivery, and are operating with minimal personnel, per the guidance of medical consultants and local health authorities.

To ensure the health and safety of our guests and employees, we kindly ask for your full cooperation and compliance with our mandatory safety policies upon entry to the hotel. Please note safety policies and guidance are subject to change at any given time. Should you fail to adhere to policies created for your protection and that of our employees, your stay will be terminated and your accommodation forfeited.

These include, but are not limited to the following:

- Access to the building is limited to the 58th East Street entrance. All other entrances are locked and guarded by security or NYPD.
- If you are feeling unwell and/or febrile, this must be declared to the screening RN who will then delegate you to a red zone. If so assigned, you will be denied entry to Hotel premises to protect the health and safety of everyone.
- To maintain our strict physical distancing practices, congregation or loitering anywhere on the premises (including in hotel hallways, guest rooms and public spaces) will not be tolerated. Please note, the hotel is under 24-hr video surveillance.
- Emergency staircases and exits are to be used for emergencies only.
- Elevators must be limited to a maximum of one person at a time.
- There is only one individual permitted per guest room at any one time. Do not visit any guest room that is not your own.
- There is no access to the spa, fitness facilities, or meeting rooms. We ask that you do not visit any floors besides your own.
- If you begin to feel unwell during your stay, please remain in your room and call the front desk for instructions regarding how to safely exit the Hotel to avoid contamination of the elevators/hallways.
- You will be provided with one boxed meal upon entry to the Hotel at a designated food station (regardless of your shift). All other meals are to be consumed offsite.
- Please refrain from having anything delivered to the Hotel (including food).
- Please wash your hands thoroughly when visiting the lobby restrooms and liberally use the hand sanitizers located throughout the Hotel.

Housekeeping:

- There will be no housekeeping service at this time. Essential bedding has been provided and additional sheets can be found in your closet.
- Your room is equipped with plastic laundry bags. The bag labeled 'L' is for sheets and pillowcases, while the bag labeled 'T' is for towels, wash cloths and hand towels. Should you wish to have your linen/towels collected, please place the sealed bags in your room, behind the door, and press the green button for service. Items will be collected **once a week (day to be determined)**.
- Laundry service will not be provided for personal items. Personal items must be laundered offsite.
- Please dispose of garbage in the plastic bags provided in-room and place outside your door to be collected. Garbage will be collected **once a week (day to be determined)**.
- Please keep valuables with you at all times.

The maximum length of stay is 25 days. Should you need to extend your stay, please e-mail medical.newyork@fourseasons.com.

Thank you for your understanding and cooperation in helping us maintain these important safety protocols. From the entire Four Seasons Hotel New York team, we applaud everything you are doing to help our community during these unprecedented times.

Sincerely,

Rudy Tauscher
General Manager
Four Seasons Hotel New York