



Group and Guest Safety Protocols

Four Seasons Resort Scottsdale at Troon North prides itself in offering the most individually customized and safe service for all guests and employees taking into account Four Seasons Hotels & Resorts brand guidelines and Arizona state guidance. Information below summarizes how the resort operates at high luxury levels while maintaining important standards.

Arizona “Open” For Business

There are currently no travel restrictions in Scottsdale, nor Arizona.

General Resort Protocols

Four Seasons Hotels & Resorts continues working with leading medical professionals for advice on operations during the pandemic. A monthly call with General Managers is held to understand Covid updates in each locale as well as latest local vaccination levels, and how new learnings may impact our hospitality business. Following these informative calls, recommendations (or “phase guidelines”) are made to each hotel individually to operate and execute business safely and effectively.

Four Seasons Resort Scottsdale at Troon North has remained open since March 2020, and garnered so much success through fine tuning group and social events, and servicing guests at luxury levels with safety and health top of mind. Guests will be asked a series of health and travel related questions upon arrival, and masks are recommended for guests, but not required. Employees continue to use face coverings while indoors and may remove them outdoors when safe distancing is maintained.

Restaurants (All offer spacious outside patios for dining – Proof, Talavera, Onyx Bar & Lounge, Saguaro Blossom)

- PPE is available upon request and enhanced sanitizing procedures used between guests
- Disposable masks are available should guests request
- All employees wear masks; hand washing mandatory when starting shift and , changing tasks throughout shift
- Table settings have been restored and are placed prior to arrival
- Beverages (including water) are poured at the bar or provided in individual bottles; tableside wine may be poured
- When available outdoor seating requests will always be honored

Event Food & Beverage

- Screened live stations by culinary team wearing PPE (personal protective equipment)
- Staggered welcome approach to stations by staff to avoid congestion
- Silverware is either rolled or pre-set at table settings; pre-set items are provided in accordance with service timing and menu selections
- Where dancing is involved, food service is provided in open/adjacent foyers or outdoor terraces to safely distance

In-Casita Dining (Modified hours of operation)

- Served in-room or "at your door" based on guest preference
- Guests can request single service silverware or wrapped to go if preferred
- Staff must wear masks
- Minibar is sanitized prior to guest check in and refreshed upon requested

Meeting Space

- All event space and ballrooms air-conditioning to operate two hours before and two hours after each event; if event is longer than one day air-conditioning to remain on at all times to allow maximum air cycles
- All energy saving controls and ventilation to operate with maximum outside air and still maintain temperature
- Air filter replacement and coil cleaning frequency to be increased to match extended run time and amount of outside air
- Social distancing is suggested and encouraged
- Tables and chairs are deep cleaned/sanitized between meetings and events
- Three (3) portable HEPA UVC air cleaners available upon request in meeting rooms, and a pressure switch alerts filter changes. UVC lights changed annually.
- Pinnacle Ballroom has 4-5 air changes per hour, and the filters are changed based on pressure drops across the filters. Ironwood Ballroom has 5-6 air changes per hour. Number of air changes per hour are based on outside temperatures.

Group Vaccination Level & Testing Protocols

- Based on the declared vaccination level of group attendees, your Conference Services Manager will guide you through safety protocol modifications where possible
- Daily testing prior to events is strongly encouraged, but specifically for unvaccinated attendees. Attendee testing is at the expense of each group and may be self-administered in guestrooms or a designated meeting space; or your Conference Services Manager may provide information on third-party testing companies to perform this daily for your group.