

TRAVEL AND HOSPITALITY

Four Seasons brings its customer service to the airport

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Four Seasons is teaming with the Private Suite at LAX. Image credit: Four Seasons.

By STAFF REPORTS

Four Seasons Hotels and Resorts is extending its hospitality services to provide comfort to affluent travelers not just at their destination, but during their journey as well.

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Starting travelers' vacations as early as arriving at their home airport, Four Seasons Resort Bora Bora and Four Seasons Resorts Hawaii are working with the Los Angeles International Airport to create a first class lounge experience for guests. Through the partnership, Four Seasons will offer consumers an exclusive experience at LAX's Private Suite, a private terminal with five-star amenities and services, as well as high-end security.

Airport luxury

The Private Suite provides customers with their own private lounges, featuring private bathrooms, food-service pantry, a two-person daybed and aircraft views.

Private suites include a separate entrance and a personalized experience, including taking care of baggage and travel needs.

Guests are transported to their flights via a BMW 7-Series sedan. They will also receive special pre-check TSA screening as well as on-site customs and immigration processing ([see story](#)).



BMW partners with Four Seasons Private Suite. Image credit: Four Seasons

Upon arrival, travelers can stay within another private suite if they have a layover or exit in private if they prefer.

Priced at \$3,500, Four Seasons' Private Suite experience includes a one-time use of the terminal as well as a 12-month membership that can accommodate up to three guests.

Before guests arrive at the Private Suite, Four Seasons will share their preferences with the terminal, and their travel experience will be taken care of starting at the time they arrive to the airport, all the way through their vacation.

Four Seasons Bora Bora is offering a one-time experience for customers of its Beachfront Villa Estates who book at least seven nights.

Private Suite guests at Four Seasons Resort Maui will receive a complimentary poolside cabana.

At Four Seasons Resort Hualalai, customers receive a one-day complimentary Couples' Nest at Palm Grove, the adults-only pool complete with an outdoor guest room.



Four Seasons Resort Hualalai. Image credit: Four Seasons

Four Seasons Hotels and Resorts also recently catered to business travel, a predominant side of its services, in celebration of Global Meetings Industry Day.

GMID is an annual initiative that looks to bring together leaders in the events industry. Four Seasons is taking this time to incentivize business travelers to stay loyal to its brands with a series of events ([see more](#)).