

TRAVEL AND HOSPITALITY

Four Seasons, in contactless response to pandemic, boosts app and chat capabilities for private residence owners

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The Four Seasons app and chat capabilities are now available to private residence owners as contactless services become the new norm in the COVID-19 era. Image courtesy of Four Seasons Hotels and Resorts

By LUXURY DAILY NEWS SERVICE

Four Seasons Hotels and Resorts has added new features to its app and chat platforms to give private residence homeowners and residents the ability to connect with their residential teams from their phones, tablets and computers.

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The [new residential digital experience](#), integrated with the Four Seasons App and [fourseasons.com](#), will residents securely manage and maintain their home, connect with their designated Four Seasons team members, and request services with minimal effort.

"In times like these, when contactless service is paramount, this digital experience will be incredibly important in allowing us to stay connected with our residents," said [Christian Clerc](#), president of global operations at Toronto-based Four Seasons Hotels and Resorts, in a statement.

Like most hotel chains and private residences operators, the Four Seasons has been slowly reopening properties worldwide as COVID-19 restrictions are lowered. Technology such as apps play a key role in assuring guests that a new era of contactless hospitality is on par with pre-pandemic times.



Four Seasons George V Paris. Image credit: Four Seasons Hotels and Resorts

At home with app

Using the [Four Seasons residential App and Chat platforms](#), residents can make everyday tasks, hosting family and friends, and general upkeep of their home even simpler by connecting with their designated Four Seasons team, the company said.

For example, residents can grant secure access to visitors by sending their photo and arrival details to the concierge. They can also request dry-cleaning and housekeeping services from a phone or tablet, or a custom menu from the on-property chef to be prepared at home or book a yoga session in the building's fitness center.

Another feature in the residential app and Web site is the ability to connect with fellow residents within the homeowners association.

The Four Seasons digital experience has been customized to each property for residents to have access to services and amenities local to their own location.

In addition, residents can access reservations at any Four Seasons property worldwide, while maintaining their home through the same platform.

The residential digital experience is live at 31 properties globally, with rollout at six additional properties by end of June.



Four Seasons Hotels and Resorts is working with Johns Hopkins Medicine International on an enhanced health and safety program at properties worldwide. Seen: Four Seasons Bora Bora. Image courtesy of Four Seasons Hotels and Resorts

The Four Seasons App and Four Seasons Chat are a key part of Lead With Care, which is the company's new health and safety program developed in response to COVID-19.

Along with heightened cleanliness and disinfection measures, social distancing, and employee training, Four

Seasons is using technology to limit face-to-face interactions while maintaining personal service ([see story](#)).

Meanwhile, Four Seasons plans to invest more in its [app](#) and chat that further allows guests to control how they engage with others, limiting face-to-face interactions while maintaining personal service.

Since its launch three years ago, the Four Seasons Chat claimed as one of the only in the industry to be supported by actual employees on property versus chatbots has generated more than 10 million messages, averaging approximately 580,000 per month.

The app features include the ability to make and manage reservations, request luggage pickup, airport transfers, room service, restaurant and spa reservations.

Wait-free check-in and checkout is also offered, while Four Seasons Chat integration allows immediate translation of 100-plus languages, offering guests the flexibility for contactless engagement throughout their stay.

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