



March 31, 2020

PRIVATE AND CONFIDENTIAL

Andressa Yuri Yuge

DELIVERED BY E-MAIL

Dear Andressa:

As you are aware, the past few weeks have been filled with uncertainty surrounding the unprecedented and devastating impact that COVID-19 has had on our business. This has been an incredible challenge for all of us both personally and professionally. We want to take this opportunity to thank you for your continued dedication to guest service and supporting our properties throughout this time. Your willingness to go above and beyond is both recognized and appreciated.

While we have made every effort possible to maintain operations and sustain standard employee working hours, the rapid occupancy decrease throughout our properties has put us in the unforeseeable and extremely difficult position of being forced to place some of our most valuable team members including you on an unpaid indefinite lay-off effective Monday, April 6, 2020.

Your Record of Employment will be issued in the near future. You may be eligible to receive Employment Insurance (EI) benefits through the Government of Canada while on temporary layoff. For more information, you may visit the following website:

<https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html>

As a full-time employee, you will retain your current coverage of the full range of insured benefits (medical, dental, vision, life insurance, dependent life and LTD) that you have already elected for 120 days from April 6, 2020, and may be subject to extension.

Four Seasons hereby agrees to recall you from your indefinite lay-off on or before December 4, 2020 if you reply to this e-mail with the following statement:

I have carefully read your email dated March 31, 2020. In consideration for Four Seasons' offer to recall me from indefinite layoff on or before December 4, 2020, I hereby accept Four Seasons' offer to recall me from indefinite lay-off on or before December 4, 2020.

Please email your reply to me by **Sunday April 5, 2020** no later than 5pm. If you have any questions, comments or concerns regarding this email, please feel free to contact me.

Very Sincerely,

Hugo Nieuwenhuijs  
Director, Guest Recognition and Golden Operations

CC: Scott Taber - Senior Vice President, Rooms  
Daniella Pittock - Manager, People & Culture  
Shaunella Gaspar - Vice President, Corporate People & Culture