



**SAFE  
TOGETHER**

**Club Med **



# Club Med Main Guidelines and Hygiene Measures



Staff wearing protective face coverings, while inside, preparing food, or cleaning



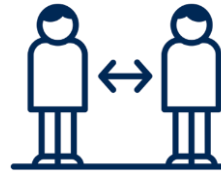
Staff wearing gloves in all food preparation and during cleaning protocols



Hand sanitizer available throughout the resort



Deep Cleaning reinforcement including sanitizing surfaces and equipment more frequently



Social distancing with floor markings



Temperature checks upon check-in and periodically during stay



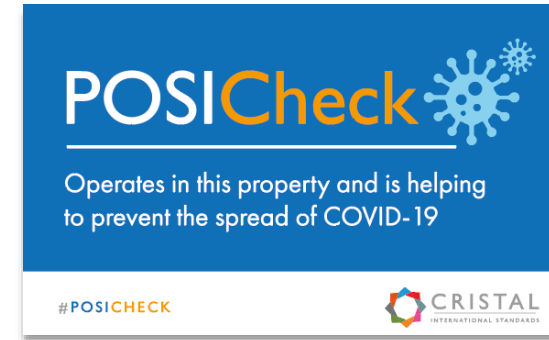
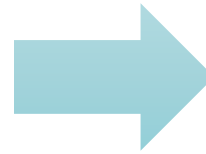
Doctor or Nurse Available 24/7

## Measures Approved by Club Med's Scientific Committee

An International Scientific Committee comprised of a specialized team of doctors and professors advises Club Med on health & hygiene protocols and validates the enhanced protocols, taking into account recommendations from worldwide health authorities and local regulations.

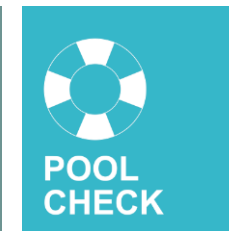


# Club Med **processes** will be **Certified** by Cristal



Certification Program by International Safety Audit Agency - Cristal, including new POSICheck COVID-19 Prevention Certification

Note that all protocols have been adapted to meet or exceed local regulations and are subject to modification as regulations change



## G.O® Measures taken for the protection of our teams



- Systematic temperature taking at the beginning of each work shift.



- Our teams will wear a face protective mask when inside spaces, preparing food and as required by local regulations.
- On-going training with daily/weekly briefings
- Mandatory training on Hygiene Protocols & Emergency response plan

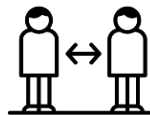




# Airport Transfers

Making sure you **travel** safely

- Social distancing from the moment we pick up our G.Ms at the airport.
- Vehicle capacities will be reduced to ensure the necessary social distancing.  
Fewer clients in each transfer >> more privacy
- Hand Sanitizers available in all transfer
- Transport providers will sanitize vehicles after each trip



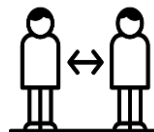




# Welcoming at the Front Desk

Making sure **we welcome you** safely

- Temperature check for guests on arrival
- Plexiglass protection on all reception counters.
- Floor markings to ensure social distancing in front of counters.
- Expanded Digital Services
  - Easy check-in/check-out
  - In-App services (Spa bookings & in-room requests)
  - Electronic payment

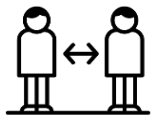




## Common areas

Making sure you **enjoy the Resort** safely

- Wearing of Protective Face **masks** in accordance with local regulations.
- Reinforced **cleaning and sanitation** protocols and increased **frequency** of sanitization of all common areas: bars, restaurants, lobby, restrooms, etc.
- **Sanitizing** with a dedicated product on all critical contact points, including door handles, and railings





# Housekeeping in Guestrooms

Making sure you **sleep** safely

- New enhanced process for linen cleaning - including systematic washing above 75°C / 170°F
- A full sanitizing of all guestrooms after each departure.
- Masks and gloves worn by housekeeping and maintenance teams prior to entering any guest rooms.
- Reinforced sanitization on major contact points :

	Switches Lights, lamps		Remote controls		Mini bar and kettle
	Handles Doors, closets, drawers		HVAC or PTAC control panel		Cutlery / Glassware / Ice bucket
	Bathroom handles Toilet flush, shower control, sink faucets		Telephone Handset and Dial Pad		Safe deposit box Handle, buttons
	Toilets Seats, splash walls		Bedside tables		Writing desk



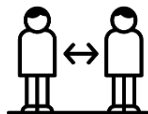




# Restaurants & Bars

Making sure you **sip & savor** safely

- Limited capacity in all restaurants – allowing for more distance in between tables.
- Increased opening hours to offer more dining flexibility.
- Expanded outdoor dining areas to take advantage of the large resort spaces, allowing for privacy and social distancing
- Adapted food offerings, focused on single plated dishes and custom preparation. Allowing our culinary team to showcase their creativity and present beautiful dishes inspired by local culture and flavors!





## Sports

Making sure you can **exercise** safely

- Sports\* offered at reopening:
  - Land sports : Tennis, Volleyball, Fitness center
  - Water sports : Kayaking, Paddle boarding, Sailing
  - Outdoor Yoga and fitness classes
  - Flying Trapeze

*\*Activities vary by resort*

- Hygiene checklist adapted for each sport : cleaning frequency, capacity and set-up.
- Collective sporting events will be temporarily suspended to respect social distancing measures

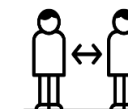
*\*Collective Sport subjects to local regulations*



## Pools

- Testing of pool water pH levels - twice daily
- Spacing of beach and pool lounge chairs at 2 meters / 6 feet
- Sanitization of floaties and equipment after each use (armbands, boards)

*\*Pool opening subjects to local regulation*





## Spa

Making sure you can **relax** safely

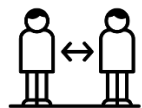
- Sanitization of spa cabins between each client.
- Adapted treatment protocols, some services may be limited due to local regulations
- Social distancing maintained during Spa journey.



## Boutique

Making sure you can **shop** safely

- Electronic payment system to reduce contact points
- Plexiglass protection installed at checkout counters.







## Disclaimer – COVID-19 Measures

The information contained herein is based upon recommendations currently available from various government agencies, advisors and other consultants. It is subject to change and modification at any time. Protocols may vary slightly in each resort due to local regulations and guidelines and will be updated as we learn more. As always, we recommend that all guests consult their own medical advisors and review governmental travel and health sites in order to take decisions about any personal precautions each guest may wish to take.





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Thank you

2020.05

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