

8 Things we are doing to assure you

Your well-being is of paramount importance and do be assured that you will always be in safe hands. Here are some of the precautionary measures we are taking to ensure the safety and well-being of our guests and staff in all our Asian resorts.



1 – Temperature checks

Daily temperatures checks have been implemented for all guests and visitors upon arrival, and before meals twice a day. Kids enrolled into our Mini Club will take their temperature upon arrival to our Kids Clubs. Temperature checks are also ongoing for all staff at least twice a day, as well as suppliers which adhere to our hygiene protocols. We will assist with guests, visitors or staff who are found to be unwell with any symptoms of high fever, flu, or respiratory problems and ensure they see a doctor immediately.



2 – Compulsory health & travel declarations

All guests and staff will be required to declare their country of origin and latest travel history. Cases that are considered to be a risk will be referred to the relevant authorities.



3 – Staff training

Our staff have been trained on hospitality cleaning measures and biowaste disposal based on the World Health Organisation guidelines. Masks are worn by all housekeeping, kitchen and Kids' Club staff. Hydro-alcohol hand sanitisers are provided for guests' and staff usage and placed around the resort premises.



4 - Cleaning & Sanitization procedures

Our rooms, public areas, main entrance, carpets, lobby, lift panels, door handles, counter tops, tables and handrails are sanitized and disinfected frequently each day. High touch points areas including elevator panels, public area door handles, and sports materials & mats are sanitized hourly. Guest rooms are deep cleaned and disinfected after each check-out. In addition, all air-conditioning are running in fresh air mode, ensuring constant airflow in our rooms and public spaces.



5 – Feel-safe dining

We have taken steps to ensure that our culinary teams follow our Food Safety Management systems. Masks are worn by all frontline food & beverage staff, and food utensils go through a high temperature dishwasher before being additionally sanitized. All serving cutleries are replaced with clean ones every 30mins. Bar and dining areas are also sanitized frequently throughout the day. Baby chairs are disinfected after each use and wrapped after each disinfection. In Sahoro and Tomamu, we have replaced all our self-service provisions & counters to plated service as a precautionary measure.



6 – Emergency Response Plan & Coordination with Authorities

We maintain close connection with local authorities to ensure close monitoring of the situation and its evolution. Additionally, in the event of a suspected COVID-19 case, Club Med has an Emergency Response Plan in place. We have a disinfection protocol and a stock of masks, hand sanitizers and disinfectants, with a Hygiene & Safety Department dedicated to the coordination and support of corporate hygiene and safety.

We have daily monitoring of the disease in Asia Pacific, with contacts for

- i) Emergency evacuation of guests and staff;
- ii) A dedicated hospital for all suspected cases;
- iii) A laboratory for detection of COVID-19;
- iv) And local authorities to ensure that we take appropriate actions should an emergency occur.



7 – Staff Quarantines and Movement

South Korean, Greater China and Japanese staff who have recently been to these countries will undergo a 14 days strict quarantine and will only resume work thereafter. Staff working in Japanese resorts are not allowed to leave the resort during their day off.



8 – Using different platforms to disseminate information

Club Med is committed to delivering an amazing vacation. At the same time, we have the responsibility to emphasize precaution and safety-enhancing procedures. Posters and notices are placed around the resort to remind guests and staff to adopt good personal hygiene. Guests are also encouraged to follow the resort's Facebook page, check our website, Club Med app, or in-room television to receive the latest updates and essential information.

For more information on personal preventative measure you can take, please refer to the World Health Organization COVID-19 advice for the public.