



# Hygiene & Safety Measures

Your safety, our priority

## About the Programme

- Guest Reassurance Programme with enhanced health and safety protocols being undertaken by the brand
- Provides reassurance to our guests that we are doing our best to take care of them.

## How are we different?



With low density natural environment, all-inclusive resorts and 70 years of expertise, Club Med is a pioneer in all-inclusive vacations, now made safer and better to protect your interests.

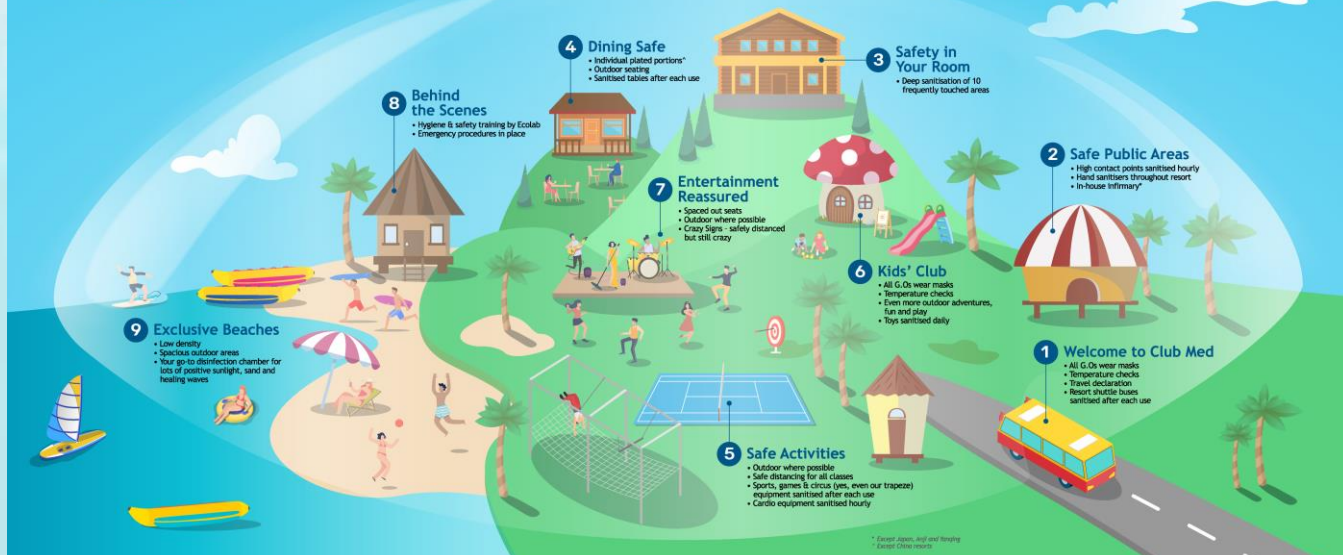
We are partnering with Ecolab to step up our hygiene and cleanliness procedures, standards and training, and certifying our processes with CCIC to reassure you, wherever you may go.

We are undertaking enhanced hygiene and safety measures in accordance to global and local health guidelines across our resorts. All to reassure you that your wellbeing is our utmost priority.



## Club Med Cocoon

With everything you need within the resort, you don't have to leave at all.



## Enhanced in-resort Measures



Temperature checks at check-in and dining



Masks worn by all staff



Safe distancing between guests for activities



Staff service\* to replace self-service for dining areas  
(\*Self-service has resumed in our China resorts)



Increased sanitisation and hand sanitisers around the resort



Thorough cleaning of Guest Rooms



Increased safety precautions at Kids' Club



Digital bracelets for contactless payments and room access / Contactless payments and room access



Before You Arrive	Arrival	Safe Public Areas	Safety in Your Room	Dining Safe	Safe Activities	Entertainment Reassured
<i>Why we are different</i>	<i>The reassurance basics at check-in</i>	<i>High touch points sanitised frequently</i>	<i>A brand new room - removing all traces of the previous guest</i>	<i>Our French savoir-faire safely presented</i>	<i>Conviviality in a safe environment</i>	<i>Spirit of Club Med in a secure environment</i>
<ul style="list-style-type: none"> <li>✓ 70 years of experience</li> <li>✓ Low density resorts</li> <li>✓ All-inclusive resorts</li> </ul>	<ul style="list-style-type: none"> <li>✓ Travel Declaration</li> <li>✓ Staff wearing Masks</li> <li>✓ Temperature Checks</li> <li>✓ Safe Distancing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Safe Distancing</li> </ul>		<ul style="list-style-type: none"> <li>✓ Pre-plated individual servings</li> <li>✓ Temperature Checks</li> <li>✓ Safe Distancing</li> <li>• More outdoor seating</li> </ul>	<ul style="list-style-type: none"> <li>✓ More outdoor activities</li> <li>✓ Safe Distancing</li> <li>• Yoga, Zumba, deck chairs, M&amp;E</li> </ul>	<ul style="list-style-type: none"> <li>✓ Reduced max. capacity</li> <li>✓ Reassuring Kids' Club</li> <li>• Mini Club GOs wearing masks</li> <li>• Temperature Checks</li> <li>• Safe distancing</li> <li>✓ Temperature Checks</li> <li>✓ Safe Distancing</li> </ul>
<p>Developed with the support of <b>ECOLAB</b></p>	<ul style="list-style-type: none"> <li>✓ Increased sanitisation</li> <li>• Shuttle bus (after each use)</li> <li>• Reception (hourly)</li> <li>✓ Hand Sanitisers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Increased sanitisation</li> <li>• Theatre (after each use)</li> <li>• High contact points - lift buttons, handles, switches (hourly)</li> <li>• Toilets (hourly)</li> <li>✓ Hand Sanitisers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Full sanitisation of 10 high touched areas</li> <li>• Switches &amp; Controls</li> <li>• Handles &amp; Knobs</li> <li>• Bathroom surfaces</li> <li>• Telephone, remotes</li> <li>• Climate Controls</li> <li>• Bed &amp; Bedding</li> <li>• Bath amenities</li> <li>• Hard surfaces</li> <li>• Closet goods</li> <li>• In-room F&amp;B</li> </ul>	<ul style="list-style-type: none"> <li>✓ Increased sanitisation</li> <li>• Dining table (after each use)</li> <li>• Baby high chair (after each use)</li> <li>✓ Hand Sanitisers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Increased sanitisation</li> <li>• Cardio equipment (hourly)</li> <li>• Fitness mats (after each use)</li> <li>• Games &amp; circus equipment (after each use)</li> <li>✓ Hand Sanitisers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Increased sanitisation</li> <li>• Theatre (after each use)</li> <li>• Toys in Kids Club (daily)</li> <li>✓ Hand Sanitisers</li> </ul>
<p>• Hygiene and safety training</p>						
<p>• Temperature checks for all GOs and GEs/Back of House staff</p> <p>• Masks for BOH employees (goods receiving, food preparation, cleaning and stewarding)</p>				<p>• Emergency procedures in place</p> <p>• Quarantine measures for GOs/GEs</p>		

On the frontline

Behind the scenes

#ClubMed

