



**SAFE
TOGETHER**

Club Med 

Resort Hygiene and Safety Measures

Covid-19

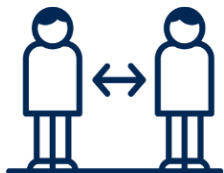
Winter Updates



After a successful launch during our summer season, those *Directives* and *hygiene protocols* will still be applied in all our Resorts

Space

- Limited Resort's capacity
- Physical distancing with floor markings
- Expanded restaurant hours, distance between tables, more mono-portions at our restaurant



Cleaning

- Deep cleaning with more frequent surface and equipment (guest rooms, restaurants, sports equipment...) disinfection, especially in high-traffic areas (elevators, doors handles, counters)



Safety

- Use of protective masks by staff and GM indoors
- Sale of masks to GMs at the boutique
- Hand sanitizer available all over the Resort
- Temperature checks for GOs, GEs, and GMs will be proposed at check-in and different points during their stay
- A dedicated Safe Together manager in every Resort who will ensure the right application of these measures



Care

- Doctor or nurse available 24/7
- Emergency plan activated in the event a case is suspected





With some *specific adaptations* for our *Snow Resorts*

Digital Tools

- Digital tools are currently being developed to help us ease GM experience : Easy Check-in / Check-out, Easy Arrival for Childcare... and minimize indoor waiting lines



Ski Rooms

- Easy Arrival service available to have your material waiting for you in your locker
- Ski Pro Shop : mask mandatory
- Ski Room : personal locker and material rental for the whole week, meticulous disinfection of locks & lockers at the end of each stay



Ski classes / slopes

- Slopes and ski lifts : mask not mandatory on the slopes but mandatory on ski lifts (no quota applied)
- Private ski lessons available
- Group lessons still available : mask mandatory during meeting times and on the ski lifts (from 11 yrs old)
- Lots of other outside activities available : nordic walkings ...



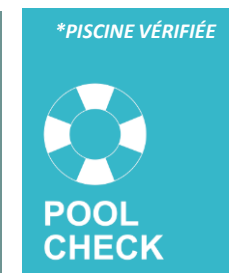
/i\ : These are first elements to help you reply to GM questions. They are not communicable as it is as many protocol are currently being discussed. A complete communication kit will be sent mid-October



Club Med *processes* will continue to be *certified* by Cristal



All the Safe Together protocols were deployed during the summer season, and adapted when necessary and possible. The sanitary measures put in place have been certified by the recognized Cristal International Standards which successfully audited all the Resorts when they reopen and during the season: result 100% of our Resorts open during this season have been POSI Check certified with great scorings.





Warning – COVID-19 Measures

The information contained in the document is based on current available recommendations from various governmental bodies, advisors and other consultants. It may be modified at any time. The protocols can vary slightly from Resort to Resort due to local regulations and directives. They will be updated as we learn more. As always, we recommend that all clients consult their own medical care providers and governmental health and travel websites as they make decisions about the personal precautions that they may wish to take.





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Thank you