

REOPENING OF CLUB MED RESORTS: SANITARY SAFETY AND WELL-BEING ARE OUR TOP PRIORITIES



Press release
06/03/2020

Following the French government's announcements, we are delighted to announce the reopening of part of our Club Med Resorts this summer in France:

- Arcs Panorama (Savoie) will open on Saturday June, 27
- 8 other Resorts will open on July the 4th: Opio Provence, Vittel Golf Ermitage, Vittel le Parc, Sant' Ambroggio as well as Alpe d'Huez, Valmorel, Grand Massif Samoens Morillon and Serre-Chevalier in the Alps.
- The Palmyra Atlantique resort, which is currently undergoing renovation and upgrade works, will reopen in July.

Customers based in France can now book and take advantage of special offers, free stays for children up to 6 years old and special cancellation and refund conditions adapted to the current situation. Our ability to welcome customers based in other European countries remains subject to the reopening of borders and the resumption of air traffic within the Schengen area.

We are also preparing for the imminent reopening of our resorts located in Europe, first to customers in our domestic markets and then to welcome customers from all over Europe as soon as the Schengen area and air connections are reopened.

The reopening of our resorts in the rest of the world to local customers will be gradual and the reception of international customers will depend on the reopening of borders, the resumption of air traffic and the quarantine measures implemented by the various countries in which we operate.

Aware that these summer's holidays will be different from usual, our teams are implementing all the additional and necessary measures to provide the best possible health and hygiene conditions with the "Safe Together" protocol, validated by our Scientific Committee and currently being certified by Cristal International Standards, one of the world leaders in the inspection of health and safety procedures.

People have never been so thirsty for freedom, peace of mind and the pleasure of being together again after several weeks of restrictions, and our teams are keen to maintain the essence of joy and community that has characterized Club Med for the past 70 years.

We have adapted our services to take our guests' expectations for this summer into account, offering you a reinvented holiday experience, which is equally unique, peaceful and entertaining. Whether you are setting off with family or friends, everyone will be able to recharge their batteries, reconnect with their loved ones, appreciate moments of freedom and continue to enjoy outdoor experiences at our Resorts this summer.

Henri Giscard d'Estaing – President of Club Med

"We have had two months of experience in managing and operating resorts with reinforced and adapted health measures thanks to the many lessons learned from the reopening of our Club Med in China, which benefit us to prepare this summer. Thanks to this experience and our ability to adapt to this new context, our G.Os and G.Es will be fully prepared to take care of our G.Ms, providing them with an enjoyable holiday experience whilst ensuring high safety standards. I can assure you that after having to close our Resorts under difficult circumstances, all our teams are eager to meet our customers again and to help them make the most of their holiday!"



Strict health and hygiene measures

The Club Med teams have all quickly taken action to reopen our Resorts with the safety of our customers, our teams and our partners as their number one priority.



The health and hygiene measures already in place have been reinforced in accordance with the guidelines issued by the World Health Organization and local authorities. New operational standards were drafted by our teams before being validated by the Scientific Committee we have been working with for over five years. The Committee is comprised of professors, doctors and experts in epidemiology and public health.

All the protocols thus defined, and entitled “Safe Together”, are also being certified, in addition to the inspection of the hygiene measures that are already in place, by our partner Cristal International Standard, one of the world leaders in the inspection of health and safety procedures. The measures implemented in each of our Resorts will be audited before they open, then every 2 months thereafter.

Spaces redesigned to respect social distancing

The capacity of our Resorts will be limited to allow us to apply social distancing measures to all aspects of our guests’ stays. Respecting distances is necessary for everyone’s safety. These measures are designed to protect everyone while retaining spaces and activities that are faithful to the Club Med label and experience.

Among the measures put in place:

- ◆ Transfers in vehicles with reduced occupancy;
- ◆ Easy Arrival and Easy Check-in digital services to prepare your arrival before your holiday and to limit waiting lines;
- ◆ Extended opening hours for dining areas so you can fully enjoy them, with a safe distance between tables;
- ◆ Our buffets will be replaced with an a la carte service, while continuing to offer our customers as many choices as possible;
- ◆ Outdoor activities adapted to the rules of social distancing and safety measures.



Enhanced safety at each stage and trained staff

All G.Os and G.Es will be trained to apply the health and hygiene measures adopted at their Resort. Specific training for each department will be provided with the support of partners specializing in accommodation and catering.

Cleaning and disinfection will be stepped up in “contact” areas and facilities that are essential to our guests’ holiday experience (rooms, restaurants, activity facilities, children’s clubs, spa, etc.).

- ◆ Hydroalcoholic gel will be provided for all G.Ms, G.Os and G.Es.
- ◆ Priority shall be given to “contact” areas (lifts, door handles, counters, etc.).





A doctor and/or nurse will be available 7 days a week at each Resort

A first aid service in the event of symptoms or an accident will be provided, in collaboration with local healthcare services. Club Med also provides its customers with all information relating to COVID-19 and the hygiene measures applied in its Resorts on its website /

"We know how strong the need for holidays will be this year, even more so than usual. Being able to forget for a while about having to go out shopping, cooking, being confined to a limited space... We're all dreaming of holidays in large open spaces, by the sea or in the mountains, not too far away, in France or in Europe; We're all dreaming of having time for ourselves while the children have fun with friends, and of spending time together as a couple or as a family in one of our resorts. We have worked in collaboration with our Scientific Committee and our teams and we have consulted our customers to better meet their expectations and provide a stress-free holiday experience which ensures the necessary health and safety precautions whilst remaining true to the Club Med label.

Our guests will find our most sought after sports activities and childcare services. And this year, a special mention to our mountain resorts, which are set to become the top destination for summer 2020. See you on the rooftops of the world to get some fresh air and watch the sun rise!"

Xavier Mufraggi

Managing Director Europe-Africa Markets

Continuing to deliver unique experiences

Driven by a passion and the desire to provide a unique experience, the Club Med teams have never stopped innovating to meet the desires of holidaymakers. Every crisis we experience is an opportunity to reinvent ourselves.

To propose a holiday experience in line with this summer's aspirations, Club Med surveyed than 16,000 French people* (including Club Med customers and other holidaymakers) to find out more about their expectations for their next holiday.

The survey reveals that:

- ◆ More than **51%** of people plan to go on holiday in the coming months (June-October);
- ◆ **44%** of respondents consider France a priority destination and **30%** prefer a mountain holiday;
- ◆ On-site activities (**59%**), catering/bar services (**45%**) and childcare facilities (**30%**) are among the most sought after aspects.

* Nearly 20,000 customers and prospects answered the survey - Study conducted from 7 to 25 May 2020



All-inclusive at Club Med: everything you need for a stress-free holiday.

People want to get away from it all more than ever this summer, and our customers will be able to continue to enjoy upscale all-inclusive Club Med resorts with transport, transfers, accommodation with a high level of comfort, tasty meals but also a whole range of personalized services and activities for them and their children. Enjoy all of this under stringent health and hygiene measures - have fun with complete peace of mind after the past few weeks of restrictions.

The freedom of large open spaces and a wide range of activities



Each of our sites benefits from large natural spaces and beautiful landscapes, which makes our Resorts so exceptional and suited to the current situation. **Why not take part in our activities, outings and excursions to rediscover the natural and cultural environment of our Resorts.** We will continue to offer our customers many individual or family sports (hikes, family rallies, archery, golf, etc.) regardless of their age, whether they are looking to just have some fun or to improve their skills.

Moments for everyone

Our customers will be able to **benefit from facilities dedicated to children**, which have been adapted (small groups, adapted and expanded spaces, and preferred outdoor activities) to comply with the necessary hygiene measures. Whether your children are 4 months old or 17 years old, we will take care to offer them activities and equipment suited to their age, but also to the environment of each Resort. Our passionate GOs will provide activity programs enabling them to enjoy the nature and fresh air of our sites.

In addition, the “Club Med At Home“ program, launched a few months ago to entertain families during the lockdown, with activities, yoga classes, recipes and much more, remains accessible directly from home, via the “Inspire me” section on www.clubmed.com.

A friendly atmosphere unique to each Resort

After the lockdown, our guests will be able to rediscover shared happiness and togetherness during their stay, through shows and meetings with artists (singers, magicians, jugglers, circus artists, etc.) carefully selected by Club Med Talents. Our GO teams will also ensure a revisited and more intimate atmosphere where you can have fun and create new memories, with some Crazy Signs... all whilst respecting social distancing!





Well-being and a healthy diet to recharge your batteries

We will continue to give our customers our full attention so that they can let themselves go and fully recharge their batteries with new emotions and good energy! Our spas, in partnership with leading brands, will be opened with strict hygiene measures. Yoga classes will be offered, particularly as part of the Yoga School by Heberon in the unique settings of the Club Med Arcs Panorama and Alpe d'Huez, to be done in small groups. Our wellness range would not be complete without even healthier and more seasonal meals. A wide choice will be offered, promoting regional specialties, with the conviction that a rested mind and body requires a healthy diet.



The mountains in summer, a whole new world close to home

Forests and alpine trails, lakes and waterfalls: a variety of magnificent landscapes to recharge your batteries and mountains of activities for you to try. Accessible in just a few hours, your summer holidays in the Alps will take you to new heights!

Breathtaking wide open spaces and fresh air - forget about the last few weeks and breathe!

"This summer in our Resorts in the Alps, each of our guests will find the services that make the Club Med experience unique: large terraces with views, beautiful tables or picnic areas in the heart of nature... but also children's activities, small group hikes, bike and mountain bike lessons... More than ever, Club Med and its teams are ready to keep our promise of fun and letting go in large open spaces, while applying health and hygiene measures so that each guest can fully enjoy their holidays."

Aline Ducret,
Marketing Director Europe-Africa

All our offers for this summer, and much more, are available at www.clubmed.com