

**“This summer, say goodbye to constraints and obligations. Feel free to disconnect and recharge with your loved ones in our company. We look forward to welcoming you to Club Med Da Balaia”**

Your village chief, Stéphan Noublanche

**Our Resort Da Balaia has been awarded the Clean and Safe label by the portuguese tourist office:**

<https://portugalcleanandsafe.com>

"Clean and Safe" is a label of Turismo de Portugal awarded to the tourist actors that guarantee the respect of the hygiene and cleaning requirements for the prevention and control of Covid 19 and other possible infections.



Enjoy a peaceful holiday at Club Med! All sanitary measures have been taken to guarantee your safety and allow you to make the most of your stay. Discover below the changes implemented, and find the rest of the information about your Resort on the App or on the Club Med website.

## 1. Check-in check-out

**In order to respect sanitary measures, the arrival and departure times have been modified:**

Our online service Easy Arrival\* allows you to prepare your stay so that everything is ready as soon as you arrive!

Serenity and time saving guaranteed.

**\* If you arrive on your own:**

- You will be able to access the Resort between 4:00 and 8:00 pm.
- Rooms must be vacated before 10am without exception, with departure from the Resort no later than 3pm.

**\* If you travel with Club Med:**

- You will be able to access your room as soon as you arrive (there might be a slight waiting time due to the application of sanitary measures).

## 2. Wearing of masks

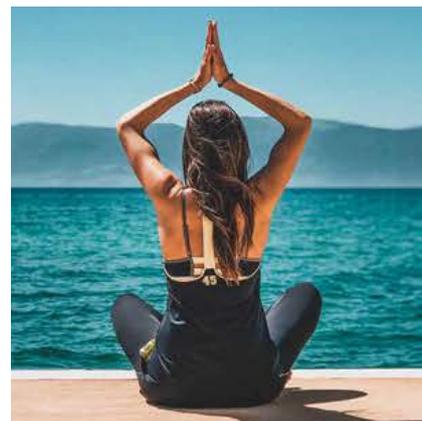
**To ensure your safety and that of your loved ones, wearing a mask will be mandatory in closed spaces (for adults and children above six years old).** We advise you to bring your own masks, however they will be available from the village shop.

For adults, the mask must be worn in closed places, recommended outdoors if a distance of 1.5m cannot be respected. For children: Children up to 3 years old: no obligation. Children 4-10 years: only if symptoms appear. Children over 10 years of age: Wear mask according to adult rules, or mainly in closed areas.

## 3. Sports & Activities

Looking forward to discovering the activities?

**Good news, all those normally offered at this Resort are available!** Flying trapeze, fitness classes, golf lessons... You'll be spoilt for choice! During your stay, team sports will be reserved for family practice. Matches and tournaments are not permitted at this time. Catching (two people meeting midair) for the flying trapeze is also suspended. Strict sanitary protocols will be applied to ensure your safety. Our cardio-training room will also be accessible by respecting the sanitary rules of use, some of its equipment could be momentarily inaccessible to respect the physical distances regulations.



# 4. Welcoming of your children at our Kids Club

All our child and youth care facilities will be open in accordance with the measures detailed below. In the current context, it is our duty to put in place measures to preserve the safety of all, while offering you and your child a stay that meets your expectations. Our GO team is looking forward to getting to know your child!

If your child is enrolled in Baby Club (4 to 23 months), Petit Club (2 to 3 years) or Mini Club Med (4 to 10 years):

- Before entrusting your child to us, we will ask you to systematically take his/her temperature in the morning. For children under 3 years old, we suggest using a rectal thermometer for its reliability. If your child's temperature is above 38°, we will ask you to keep your child until these symptoms disappear.
- Barriers must be respected at registration and at each welcome: wearing a mask, keeping a safe distance, disinfecting hands and those of the child.
- You will be able to discuss any further details or learn how your child is settling into the Club via telephone and email

- You will be able to visit the facilities on closing day (Sunday). The rest of the week, the premises will be reserved for children and GOs.
- If your child shows symptoms during the day, his or her temperature can be taken by the GO/medical team.
- In case of an emergency call, we will ask you to come and pick up your child without delay.
- Throughout the week, hygiene and disinfection measures will be reinforced.

For children under 3 years old welcomed at Baby Club® or Petit Club®, important equipment to prepare and pack before your arrival:

- Your Personal Child Health Record ('red book') or a record of their vaccinations.
- In addition to your usual equipment, be sure to bring an extra dummy and cuddly toy with you, that will stay all week long in the Club and cannot be brought back into your room.
- For children who can walk: please bring one pair of clean shoes that will only be used at Baby Club® and Petit Club®.
- Bring a thermometer. Preferably a rectal thermometer.
- Adults are required to wear masks in reception when dropping or picking up children.



For children between 4 and 10 years old registered at Mini Club Med, your children will be welcomed by age group during the different activities.

Mini Club Med will be open from 8.30am to 5pm and closed in the evening for a thorough cleaning of all buildings and equipment. The show and the dinners of the Mini Club are suspended, nevertheless many activities will be proposed during the evenings in order to spend precious family moments together.

**If your child wishes to participate in the Passworld (between 11 and 17 years old).**

Does your teen want to join a GO team to discover activities and meet other teens? Great idea! Inside Passworld, he or she will have to wear a mask if the safety distances cannot be kept. He or she will also need to take his or her temperature before joining the group, and only come if it's below 38°. GOs will be equipped with thermometers. If the teen shows symptoms during the day, they will be able to take his or her forehead temperature.



## 5. Restaurants *and bars*

Enjoy your meals with complete peace of mind thanks to more flexible hours and assisted service at our buffet counters. Only our Vasco Gourmet Lounge will be closed for breakfast and open for lunch and dinner. A late breakfast 'Happy Croissant' will be available at the main bar. Our bars will have to close from 11pm in order to comply with the current health regulations in force in the Algarve.





## 6. Spa pool

Our Hammam sauna, jacuzzi and reservation room must remain closed until further notice. Our Cinq Mondes SPA will be open and the team will be ready to help you enjoy a moment of relaxation and serenity.

Our swimming pools will also be open. Here are a few important points about their functioning:

- A circuit will be organised so that people will cross each other as little as possible.
- The capacity of our swimming pools will be limited according to its size (1 person per 4m<sup>2</sup>).
- No collective sports will be played in the pool.
- A soapy shower will be mandatory before entering the pool.
- Wearing a cap is not mandatory at this time.
- Our aquafitness courses are maintained

## 7. Animations

Thanks to the entertainment program that we have concocted for you, you will spend many enjoyable moments in complete safety.

Live concerts, artistic performances, DIY workshops, local sweets, games, family snacks. There will be no GO shows as we usually do, but plenty of other equally fun activities! We will use the open and spacious areas of the Resort for the festive atmosphere: our theatre, Gourmet Lounge and bars will offer live music and DJ sets throughout the week.



## 8. Work hub

Do you have to work during your stays? Dedicated spaces will be made available to allow you to organise your meetings in complete tranquillity. Your new videoconference background will make some people jealous.



### Find out more about our sanitary measures

Information for summer 2020, dated 01/07/2020. The measures presented in this document may change locally, depending on local, regional or national regulations in force at the time of your stay.