

"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 Valmorel."

Your Resort Manager, Mehdi Kamali

Enjoy a peaceful holiday at Club Med! All sanitary measures have been taken to guarantee your safety and allowing 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 Easy Arrival service* allows you to prepare your stay so that everything is ready as soon as you arrive!

* If you arrive with your own transport:

- You will be able to access the Resort between 4 and 8pm.
- 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 (subject to the application of sanitary measures, a delay may justify a slight waiting time).

2. Wearing a Mask

To ensure your safety and that of your loved ones, wearing a mask will be mandatory in closed spaces. We advise you to bring your own masks but you will be able to purchase some in the Club Med shop at the resort.

3 Activities & sports

Looking forward to discovering the activities at Club Med?

all those normally offered at this Resort are available! Hiking, fitness, pilates lessons...You'll be spoilt for choice! During your stay, team sports and tennis will be reserved for family practice. Matches and tournaments are not permitted at this time. 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. We recommend that you bring your own walking equipment, as the loan of equipment is currently subject to strict sanitary protocol.

4. Kids Clubs & Facilities

All our child and youth care facilities will be able to reopen in accordance with the measures detailed below. Our GO team is looking forward to getting to know your child!

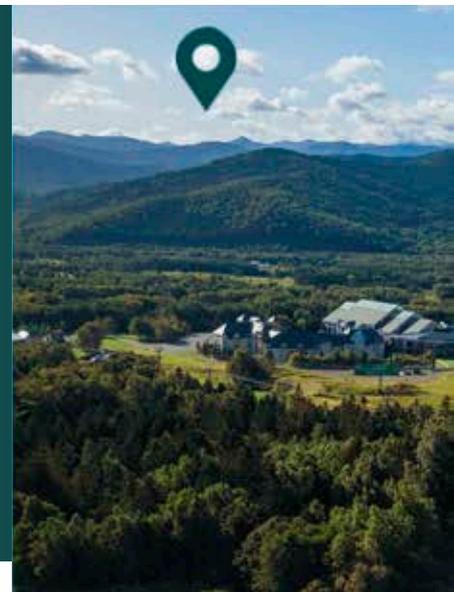


If your child is enrolled in Baby Club® (4 to 23 months), Petit Club® (2 to 3 years) or Mini Club Med® (4 to 10 years):

- 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 you to use 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 is required.
- To communicate on your child's adaptation to the structure, telephone and email will be made use of.
- You will be able to visit the facilities on closing day (Saturday). 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 the event of an emergency, please come and collect your child without delay.
- Hygiene and disinfection measures will be reinforced throughout the week.

"For children under 3 years old welcomed at Baby Club® or Petit Club®, important things 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 building 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 & bars

Enjoy your meals with complete peace of mind thanks to more flexible hours and assisted service at our buffet counters.

Also, the dairy factory 'Gourmet Lounge' will be closed for breakfast but opened for lunch, tea-time and dinner. A late breakfast 'Happy Croissant' will also be available at the main bar.





6. Spa & pool

Our Hammam sauna, jacuzzi and relaxation room must remain closed until further notice.

Our Spa by Carita 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 organized 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 4m²).
- No collective sports will be organized in the pool.
- A soapy shower will be mandatory before entering the pool.
- Wearing a cap is mandatory at this time.
- Aquafitness lessons are maintained
- Collective changing rooms remain closed

7. Entertainment

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 organize your meetings in complete tranquillity.

The information in this document

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.