



Your first time with Club Med

INTRODUCTION PACK

Club Med 

# WELCOME TO CLUB MED, WELCOME TO HAPPINESS

FROM THE MINUTE YOU TAKE OFF TO THE MINUTE YOU RETURN, EVERYTHING WE DO REVOLVES AROUND MAKING YOUR HOLIDAY HAPPY. SO LET US TAKE YOU ON A JOURNEY, A VERY HAPPY JOURNEY, TO PREPARE YOU FOR YOUR HOLIDAY AND HELP YOU MAKE THE MOST OF EVERY MOMENT WITH CLUB MED.



60  
YEARS

PIONEERING  
NEW DESTINATIONS  
SPORTS ACADEMIES  
ALL INCLUSIVE

Club Med 

# Summary



**GETTING TO  
YOUR RESORT**  
PAGE 6



**ON YOUR  
ARRIVAL**  
PAGE 8



**TIME  
TO RELAX**  
PAGE 10



**TIME  
FOR SPORT**  
PAGE 12



**FINE DINING &  
REFRESHMENTS**  
PAGE 14



**LET US  
ENTERTAIN YOU**  
PAGE 16



**CULTURAL TREASURES**  
PAGE 18



**GREAT MEMBERS  
PROGRAMME**  
PAGE 20



# GETTING TO YOUR RESORT

It couldn't be easier. If you are driving to Club Med there are parking places (covered and uncovered) available in the majority of our Resorts.

Transfers from airports and railway stations are free when you book our full package (flights and Resort). Your Club Med team will be on hand to welcome you on your arrival. Transfers are also available at an extra charge for independent travellers.

Enjoy a relaxing check-in after 15:00 on Sunday, and from 18:00 all other days.



Contact your sales agent for more information and to book a parking place or a transfer beforehand.



## Did you know?

**G.O® (Great Organisers)** - these are the Club Med Resort staff. They embody all our values: a multicultural spirit, plenty of kindness and responsibility. They're here to help you with anything you need during your stay.



**G.M® (Great Members)** - this is how Club Med refers to you, our guests.

**Chef de Village** - is head of the Resort and here to maintain the Club Med spirit.

**Crazy Signs®** - this is a true Club Med custom. It's a dance that has become a tradition for every Club Med Resort and is enjoyed by parents and kids alike.

**Dress Code** - each night your G.O® will be dressed to reflect the theme of that evening.



# ON YOUR ARRIVAL

From the moment you arrive Club Med will take care of everything.

### A special welcome awaits

Our G.O® will be waiting to greet you when you arrive at the Resort. The Chef de Village will also give you a personalised welcome and together with the G.O® will tell you everything you need to know about your holiday so you can simply relax and look forward to what's to come.

Because we welcome people from all over the world, our G.O® speak many different languages. You'll be able to tell which ones by the flags on their badges.

### On arrival at Reception

Once you've arrived at the Resort, you'll be given a few things to make sure you get the most out of your stay.

**Your Wristband** - this gives you access to all Club Med's amenities/services throughout your stay (sports, bar, food, etc).

**Club Med Pass** - this pass lets you enjoy a few small supplementary delights. Just put any optional extras from the shop, the SPA or anywhere else in the Resort on this card.

# TIME TO RELAX

Relaxation is the essence of every Club Med holiday.

## SPA experience

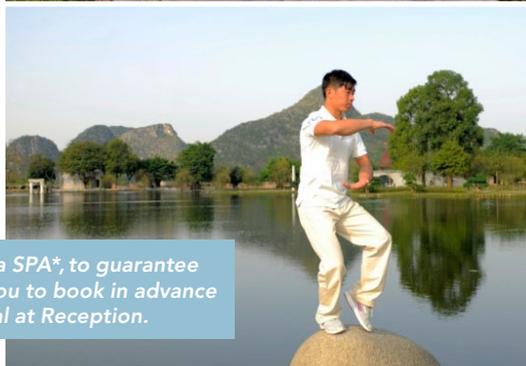
Unwind after a day full of sports activities and recharge and revitalize yourself in our world-class SPAs\*. Prestigious treatments from brands such as L'Occitane en Provence, Carita or Payot, expert therapists and tranquil Zen areas will allow your cares and worries to simply float away.

## Relaxation activities

Enjoy yoga, pilates and Thai Chi Chuan to develop flexibility and eliminate stress and keep yourself trim in our swimming pools and gyms. Or, just simply chill out under a shady palm tree on a lounger by the pool.

There's so much for you to do, everyone's sure to find their own way to unwind.

\*Available at extra cost



*If you are staying in a Resort with a SPA\*, to guarantee the best treatments we'd advise you to book in advance with your travel agent, or on arrival at Reception.*



# TIME FOR SPORT

Offering over 60 sporting activities worldwide, Club Med boasts some great Sports Academies and exhilarating activities. There are Academies for sailing, waterskiing, kite surfing, golf, tennis, flying trapeze... you're sure to find one that suits you.

All our G.O<sup>®</sup> are professional sports instructors and capable of working with people of all ability levels. They're here to teach, assist and offer advice on how to get the most out of your equipment.

## Play it your way

Whatever your sport, whatever your level, anything is possible. Our Academies provide specialist facilities and teaching for both beginners and the advanced. Free access allows you to enjoy sport alone or in groups, learn at your own pace, and still get tips from our sports team.

## Customised courses for sport lovers\*

Whether you're a beginner or advanced sports person, you can arrange some extra tuition for an extra cost. 3 and 5-day courses, either on your own or as part of a small group, will give you personalised training tips.

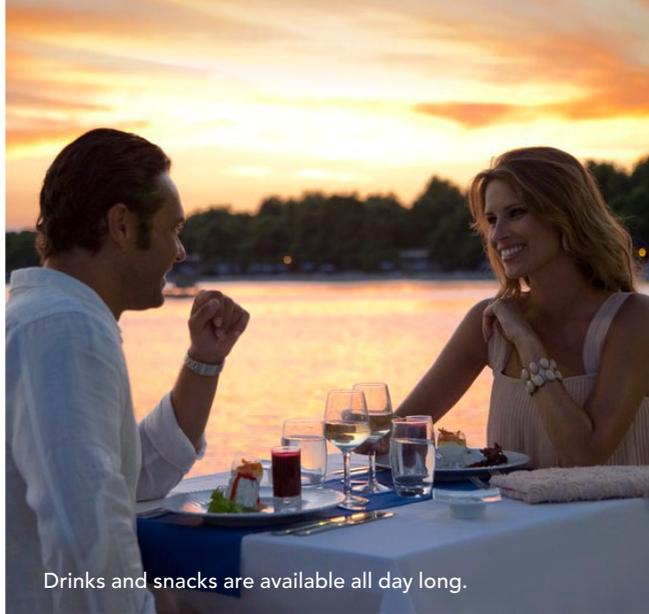
\*Available at extra cost



To guarantee your place, book it before you leave via our website [www.clubmed.com](http://www.clubmed.com), with your travel agency or by phone.



Tournaments, regattas, demonstrations and shows, there's at least one sporting event every week in your Resort for you to take part in.



Drinks and snacks are available all day long.



## FINE DINING AND REFRESHMENTS ALL DAY

### Breakfast

Breakfast offers a large choice of sweet and savoury dishes served every morning in the restaurant til 10am and in the bar til 11am.

Good food and fresh drinks add to your pleasure, especially during and after an active day. That's why unlimited snacks and drinks are available from the bar all day and are all included, just like breakfast, lunch and dinner.

### Lunch and dinner

Discover new menus daily in the main restaurant, which serves a large choice of international dishes.

Or book a meal at the Specialty Restaurant, where you'll sample traditional menus and local flavours in an intimate, exclusive setting.

### Bar and snacks

Enjoy refreshing drinks and tasty snacks all day long, or classic cocktails before dinner. Alcohol and soft drinks are available all day.

### Aperitifs

Toast to another day full of happiness with an aperitif before lunch and dinner.



*The Specialty Restaurant is included in the package, just book in advance at the Reception to reserve your place.*

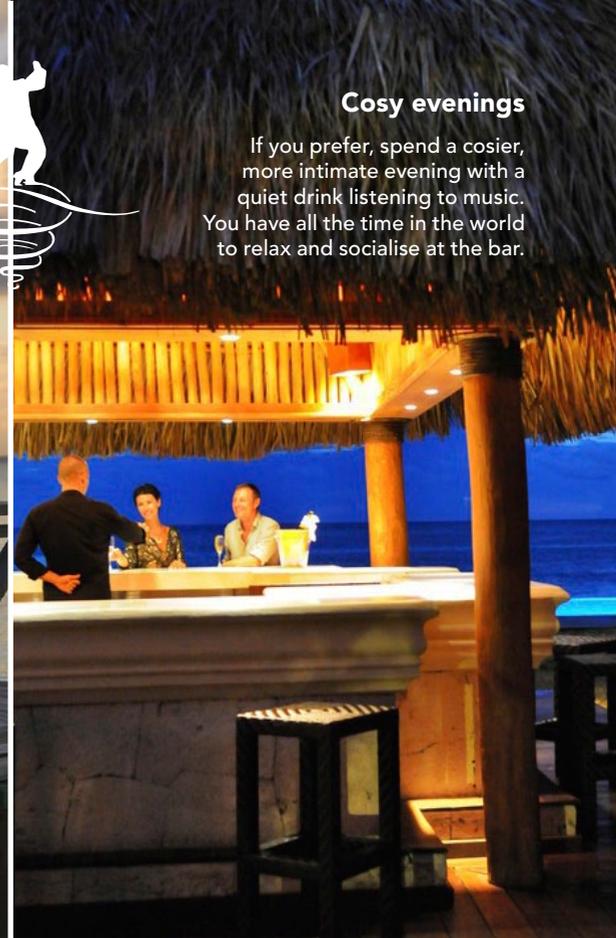


# LET US ENTERTAIN YOU



## Cosy evenings

If you prefer, spend a cosier, more intimate evening with a quiet drink listening to music. You have all the time in the world to relax and socialise at the bar.



There's entertainment for everyone and you can choose between calm, intimate evenings with a lounge ambiance or more sociable entertainment such as shows and dancing.

## A Club Med custom

Be part of a true Club Med tradition - the Crazy Signs® dance. Unique to Club Med, this custom can be enjoyed by all. Join in or just watch, the choice is yours.

## Entertaining evenings

Designed to surprise and excite, every evening is different. Entertainment is themed with relevant decorations and dress code. If you'd like to join in with the G.O® on some of these nights, why not bring some party clothes e.g. white-only and fancy-dress.

## Enjoy the show

Come and see your G.O® in the different shows they put on each evening. All the shows are produced by professional choreographers. It's what makes every evening unforgettable.

## Nights filled with dancing

Move on to the Night Club after the bar closes where you can dance and drink into the early hours. Guess what? It's all included!



# CULTURAL TREASURES TO DISCOVER



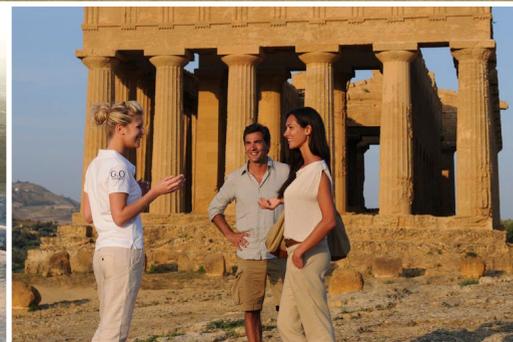
Club Med excursions are an invitation to explore local hidden treasures and enjoy unique experiences, starting from your Resort.

Embark together on a journey of discovery knowing that you're in the safe hands of our professional and knowledgeable guides.

### Amazing experiences

The Resort's Excursion desk offers a wide choice of guided, tailor-made excursions\*. **You can immerse yourself in culture, reconnect with nature or unlock your senses to the surrounding beauty of your trip.** Devised for everyone, the duration and activities will suit you perfectly. Explore historical sites, get off the beaten track, see the sights on horseback, go on safari or explore your destination by boat, and more.

\*Available at extra cost





# GREAT MEMBERS PROGRAMME: HAPPY TOGETHER

Once you set foot in a Club Med Resort, you'll receive the warmest of welcomes. Both of you will become Great Members and will enjoy many benefits. Our loyalty programme consists of three levels: Turquoise, Silver and Gold. The more times you stay with Club Med, the more you will be rewarded. To find out more, please log in to the members space at [www.clubmed.com](http://www.clubmed.com) with your G.M.<sup>®</sup> number or your email address.

A tropical beach scene with clear blue water, a sandy shore, and a thatched hut. A large palm tree is in the foreground on the right. The sky is bright blue with some clouds.

# We hope you enjoy your first Club Med holiday

If there is any other information you require before  
your departure, please do not hesitate to:

Visit  
[www.clubmed.com](http://www.clubmed.com)

Call  
000 0000 000

Contact your  
Club Med travel agent

Club Med 