



# Safe Together Protocols

*Families*

2021.03



# Safe Together Protocols

*Ensuring families peace of mind*





# Summary

## Club Med's *sanitary* and *hygiene* measures



Wearing a protective masks by the team



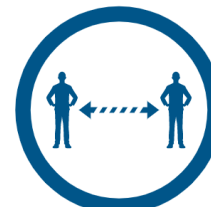
Wearing gloves by the team



Hand sanitizer available



Cleaning reinforcement by sanitizing surfaces and equipment between clients



Social Distance With floor marking



Operating at limited capacity

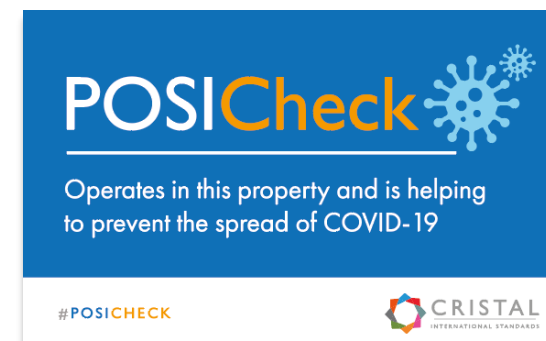


Temperature checks

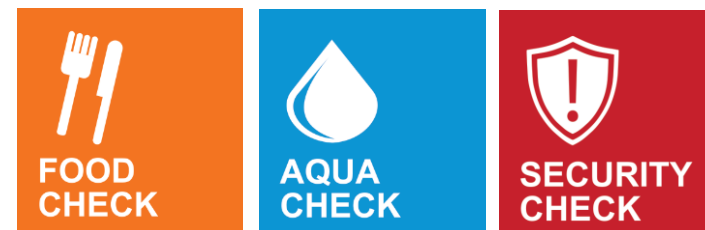
### Approved by Club Med's Scientific Committee

A scientific committee of doctors and professors (6 people) assists us in decision-making and validates the health strategy. A Club Med medical consultant is in charge of this scientific committee.

# All NAM *resorts* are all *certified* by Cristal



- POSICheck pre & post COVID-19 response certification
- 110 qualified hygiene and health & safety professionals
- Prevention of the spread of infection audit protocol





# Housekeeping in Guestrooms

Making sure your family *sleeps* safely

- New process for the linen cleaning - including systematic washing above 75°C.
- During daily cleaning, a reinforced disinfection will be carried out on all main contact points.
- Ability to request for no-housekeeping during your stay.
- A full sanitizing of the rooms after each departure.
- Masks and gloves for all cleaning and maintenance teams.



Switches  
Lights, lamps



Remote  
controls



Mini bar and  
kettle



Handles  
Doors, closets,  
drawers



HVAC or PTAC  
control panel



Cutlery /  
Glassware  
/ Ice bucket



Bathroom  
handles  
Toilet flush,  
shower control,  
sink faucets



Telephone  
Handset and  
Dial Pad



Safe deposit  
box  
Handle, buttons



Toilets  
Seats, splash  
walls



Bedside tables



Writing desk

+ Railing, terrace furniture and glazing.







# Restaurants & Bars

Making sure your family *savors* - safely

## Specific F&B Measures:

- Spacing in between tables increased in an effort to ensure proper **social distancing**.
- **Increase the range of opening hours**: Allowing guests to eat when they want to avoid crowds.
- Food offer adapted: serving single plated dishes, ideal for **individual portions**.
- Dishes are **served directly** by our culinary teams (including the salad bar) – eliminating self service.
- G.Ms required to **wear masks** when entering the restaurant/ at the buffet (removing when at their table)
- **Temperature checks** available at restaurants.

## General Measures:

- **Masks and gloves** by all frontline food & beverage staff: kitchen, restaurant and bar.
- **Hand sanitizer stations** located throughout F&B locations.
- The team will continuously **sanitize** all surfaces before, during and after service.





# Children's Clubs

Taking care of your *little ones*

## Specific Children's Club Measures:

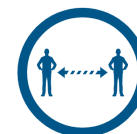
- Presence of **only one parent** for the arrival/departure of the children.
- **Temperature check** of each kid.
  - Will not be permitted in to the facilities if their temperature is over 38°C / 100°F
- Reinforce hand washing: every hour.

## For Parents:

- **Breastfeeding** to take place in an isolated area outside baby rooms.
- Disposable paper used for diaper changes.

## General Measures:

- Staff to wear a **mask + wash hands** regularly
- **Temperature checks** at the beginning of each shift
- **Social distancing** at reception
- **Daily sanitization** of all spaces



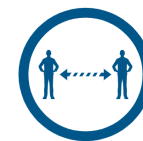




# Sports & Activities

Making sure your family can join an *activity* - safely

- Family sports:
  - Tennis
  - Water sports: kayak, paddle boarding, sailing
  - Cardio training area
  - Outdoor Yoga
  - Pickleball
  - Flying trapeze
- Each sport features an adapted hygiene checklist: the sanitization process including the cleaning frequency; orating at a limited capacity and new set-up allowing for social distancing.
- Group sports will be suspended to respect social distancing measures.





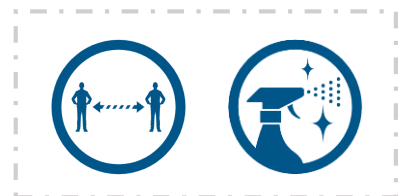


# Pools (in accordance with local protocols)

## Making sure you can *swim* safely

### Specific Measures :

- Controls of the water quality PH - twice a day
- Setting up swimming lanes
- Increase the frequency of cleaning the footbath
- Spacing of 2 meters between each lounge chairs
- Sanitizing floaties after each use (armbands, boards)
- All cleaning / sanitizing protocols strictly followed







# Entertainment / Ambiance

Making sure your family has *fun* - safely

## Adapted Programming:

- Programming based on **minimalist events**: live performances, magician, circus, sunset rituals, movie under the stars.
- **Outdoor shows possible** without interaction between the audience & the artists
- **No social gathering** scheduled or **collective events** such as dance floors, nightclub, dance parties, crazy signs

## Adapted Performances:

- Each happening will be performed with a distance of **3 feet between each performers**
- During shows, artists won't be wearing masks or gloves
- No more G.Ms or kids on stage to participate
- Strict measures taken for microphones usages & all equipment will be **sanitized daily**







# Common Areas

Making sure your family *enjoys the resort* - safely

Reinforced measures for the cleaning of common areas (hall, lifts, sanitary facilities, corridors, etc.):

- Systematic wearing masks and gloves for all maintenance and cleaning teams.
- Increase frequency of daily cleaning.
- Cleaning systematically complemented by disinfection with a dedicated product on all critical contact points.

Special measures for elevators:

- Provision of disinfecting wipes and/or hand sanitizer in front of elevators
- Frequency of cleaning and disinfection every 45 min
- Signage to indicate the max. number of people per elevator







*Thank you*