

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.

SINCE
1950

DESTINATION DISCOVERY
PIONEERING
NEW DESTINATIONS
SPORTS ACADEMIES
ALL INCLUSIVE

Club Med 

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getting TO YOUR RESORT

Transports

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.

Check-in

Enjoy a relaxing check-in after 3pm on Sunday, and from 6pm all other days.



Serre-Chevalier 3 Ψ , French Alps

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



Val Thorens Sensations 4 Ψ , French Alps

on your arrival

WELCOME TO CLUB MED

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

A special welcome awaits

Our G.O's 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's will tell you everything you need to know about your holiday so you simply relax and look forward to what's to come.

Because we welcome people from all over the world, our G.O's 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.



Did you know?

- **G.O's (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's (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's will be dressed to reflect the theme of that evening.

live

TO SKI

A Club Med skiing holiday means you'll want to get out onto the slopes as soon as possible and with a piste right on the doorstep of your Resort, you can.

Easy arrival

Beat the queues! Pre-book your ski kit and lessons with our Easy Arrival service, our new pre-booking tool available in every ski Resorts. *For more information, please call us or contact your travel agent.*

Level ski classes

Sign in for all-level ski classes after arrival. From beginners to expert skiers, our Alpine skiing or snowboarding instructors are here to help evaluate your level and advise on classes to attend.

Exclusive partnerships

Our exclusive partnerships with the French (ESF), Italian and Swiss Ski Schools guarantee truly professional teaching, with tips to improve your style. Plus, with all their local knowledge, your instructors can help you discover hidden runs and the best of the piste.

Free Ski pass

Your free Ski Pass will be waiting for you at Reception. It's valid for the full 6 days of your stay from your arrival date.

Equipment rental

Equipment rental - skis or a snowboard, every Resort has a Club Med Ski Service that offers you a rental option*. In a real store environment, you can hire high quality equipment chosen from the best brands. Try a different winter sport and change your equipment at any point*.

*Available at extra cost

**Submitted to quotas



Book your equipment before you leave and receive a

15%
discount**.



Club Med

Val Thorens Sensations 4th, France The Alps



Villars-sur-Ollon 4Ψ, Switzerland The Alps



If you are staying in a Village 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.



other sports AND ACTIVITIES

Winter recreations

As well as skiing and snowboarding, there are plenty of other winter recreations to try as part of your all-inclusive package, such as hiking, snow-shoe walking, and sledging. What's more you can even experience exhilarating snow activities such as snowmobile, ice-riding, and ice-diving*.

Relaxation

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 in Provence, Caudalie and Payot, expert therapists and tranquil Zen areas will all allow your cares and worries to simply float away. Our swimming pools and gyms are also great places to relax and keep yourself trim.

*Available at extra cost



fine dining

AND REFRESHMENT ALL DAY

Nourishment for the day ahead or relaxation after a long, busy day, meal times are the perfect time for families to get together, and it's all included.

Breakfast

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

Lunch and dinner

Discover new menus daily in the main restaurant, which serves an exciting array of international dishes. Or enjoy a meal at the Alpine Specialty Restaurant where you'll sample traditional menus and local flavours unique to your Resort.

Afternoon tea

After an active day on the slopes, relax with pancakes and hot chocolate.

Bar

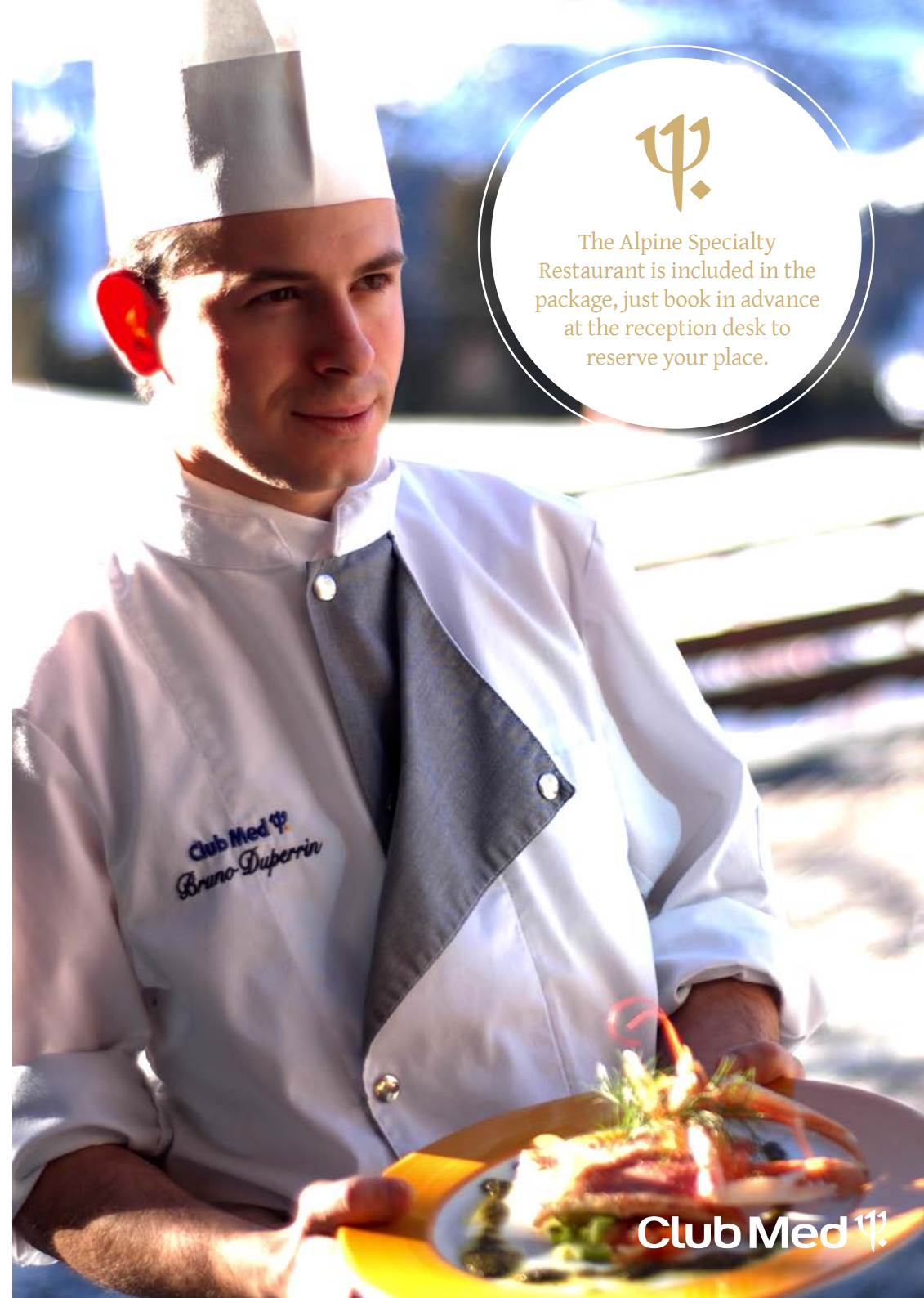
Enjoy refreshing drinks all day long, or classic cocktails and tasty snacks before dinner. Alcohol and soft drinks are available all day.

Aperitifs

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



Drinks and snacks are available all day long.



The Alpine Specialty Restaurant is included in the package, just book in advance at the reception desk to reserve your place.

Club Med Ψ



let us ENTERTAIN YOU

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

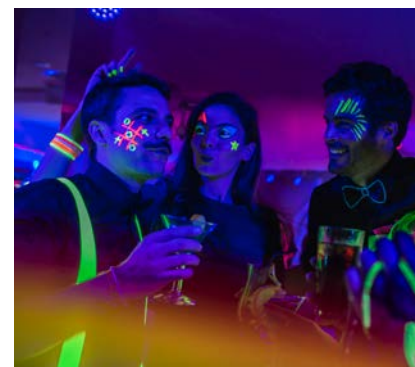
Be part of a true Club Med tradition - the Crazy Signs® dance. Unique to Club Med, this custom can be enjoyed by all. Join in or just watch, the choice is yours.

Entertaining evenings

Designed to surprise and excite, you'll find every evening is different. Each night the entertainment is themed with relevant decorations and dress code. If you'd like to join in with the G.O's on some of the themed nights, just pack some clothes for each night e.g. white-only, fancy-dress party.

Enjoy the show

Come applaud your G.O's in the different shows they put on each evening and enjoy a cocktail at the bar while you watch. All the shows are produced by professional choreographers. It's what makes every evening unforgettable.



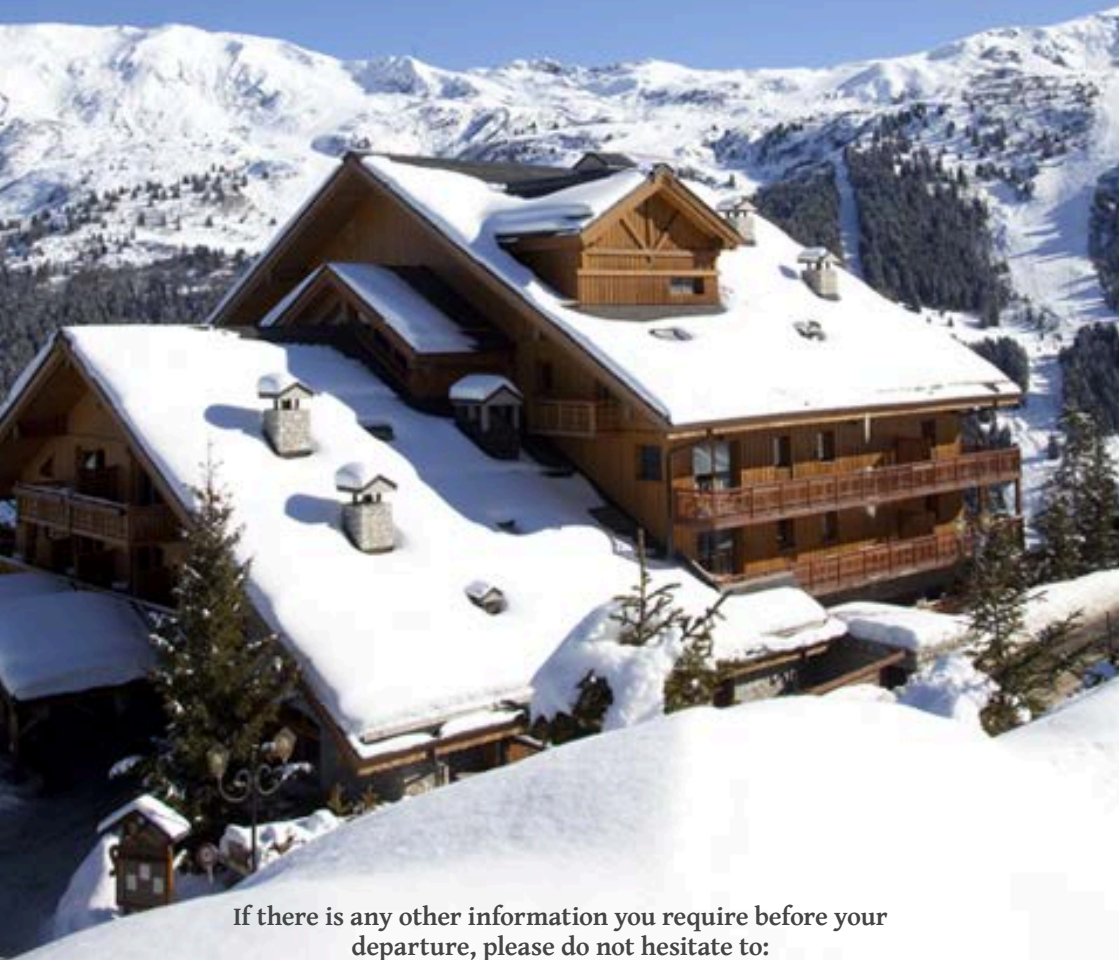
great members programme

HAPPY TOGETHER

Once you set foot in a Club Med Resort, you'll receive the warmest of welcomes. You will become Great Member and will enjoy many personalised benefits. Our loyalty programme consists of three levels: Turquoise, Silver and Gold. The more times you stay with ClubMed, the more you'll be rewarded. To find out more about our loyalty programme, please log in to the members space at www.clubmed.com with your G.M® number or your email address.

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.co.uk

Call us on
08453 670670
(*Calls charged at local call rate)

Contact
your travel agent

Club Med Ψ