



Club Med Resort Sun Guide

Enjoy the best all-inclusive experience and share unforgettable moments



Welcome to Club Med

“A Place to be Happy”



The purpose of life is to be **happy**. The time to be happy is **now**.
And the place to be happy is **here**.
- Gérard Blitz

At Club Med, we pride ourselves on creating seamless vacations for all our guests by taking care of all the details.

This pamphlet will guide you on how to make the most of every memorable moment at Club Med.

Did you know?

Club Med pioneered the all-inclusive concept since 1950.

Committed to green practices

Most Club Med resorts are Green Globe certified, reflecting our dedication to sustainable operations.

Many of our resorts have been awarded the Ecoleader label by TripAdvisor. Additionally, since 2018, 100% of our new resort constructions have been BREEAM eco-certified.

[Learn more about our Green Practices](#)



Learn to speak *Club Med*

At Club Med we've developed our own language of hospitality. Here's some terms you should know:

G.O, G.E, G.M

G.Os® (Gracious Organizers) and G.Es® (Gracious Employees) are here to make your stay unforgettable. They put extra heart into caring for your kids, cooking your meals, teaching sports whether you're a beginner or refining your skills, and more.

G.Ms®: That's YOU! G.Ms® (Gracious Members) are guests at the resort.

CHEF DE VILLAGE

The "Chef de Village" is the Resort's General Manager who oversees the on-site team and day-to-day affairs. You'll see him or her around the resort ensuring every guest is experiencing maximum happiness.

CRAZY SIGNS

Crazy Signs are Club Med's signature dance moves. They are very easy to learn with the help of our G.Os® and are a part of Club Med's DNA. Come and tag along; you will have a lot of fun.

45

In 1995, Club Med commemorated its 45th anniversary with a signature t-shirt, now a hallmark of unity at the resorts.



Tune in to *Club Med*

Explore our curated Spotify playlists and get into the vacation spirit before you arrive:



[Click here or Scan this code to access the playlists](#)



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Travel & Transportation



FLYING

Experience a seamless trip by booking an air-inclusive package with Club Med. With these packages, airfare and transportation to and from the airport is included. For those who haven't booked this package, we're still here to help with your transportation!

If you would like to book a transfer to and from the airport, contact Club Med at 1 (800) CLUB MED or your preferred Travel Advisor at least one week in advance. Or, visit clubmed.com and log in to your customer account with your booking number to use the Easy Arrival Service.



GETTING TO AND FROM THE AIRPORT

- Vehicles leave from designated meeting points at airports.
- Shuttles are shared.
- When you arrive at the airport, look out for staff with a Club Med nameplate; or at select airports, go to Club Med's counter.
- Traveling with children? Car seats are not available at all resorts. We recommend bringing one.

DRIVING

Club Med Québec Charlevoix offers indoor parking for an additional fee. Reserve your spot soon via your customer account, as space is limited. Complimentary outdoor parking is also available.



Easy Arrival Service

Simplify your arrival

Easy Arrival is a free virtual service available before you arrive at the resort.

To take advantage of the benefits, just access Club Med's website, sign in to your customer account with your reservation number and fill in all information about each traveler's preferences.



Benefits of using Easy Arrival



No wasted time checking in and checking out

By filling in your details in advance, you will be pre-registered for a resort account attached to your credit card. This will allow you to purchase any extras, and reduce time spent in arrival queues. Just check-in at reception, put on the bracelet that unlocks your room and enjoy the comfort and convenience of your resort immediately.



Early registration for excursions & wellness

By pre-registering, you will have access to our reservations system where you can pre-book excursions and spa treatments.



Pre-registration for children's clubs

Sign up in advance for our kids' clubs and activities. You can also provide important information about your child, such as diet restrictions and allergies. When you arrive, confirm your registration by visiting the children's club facilities.

Stay tuned!

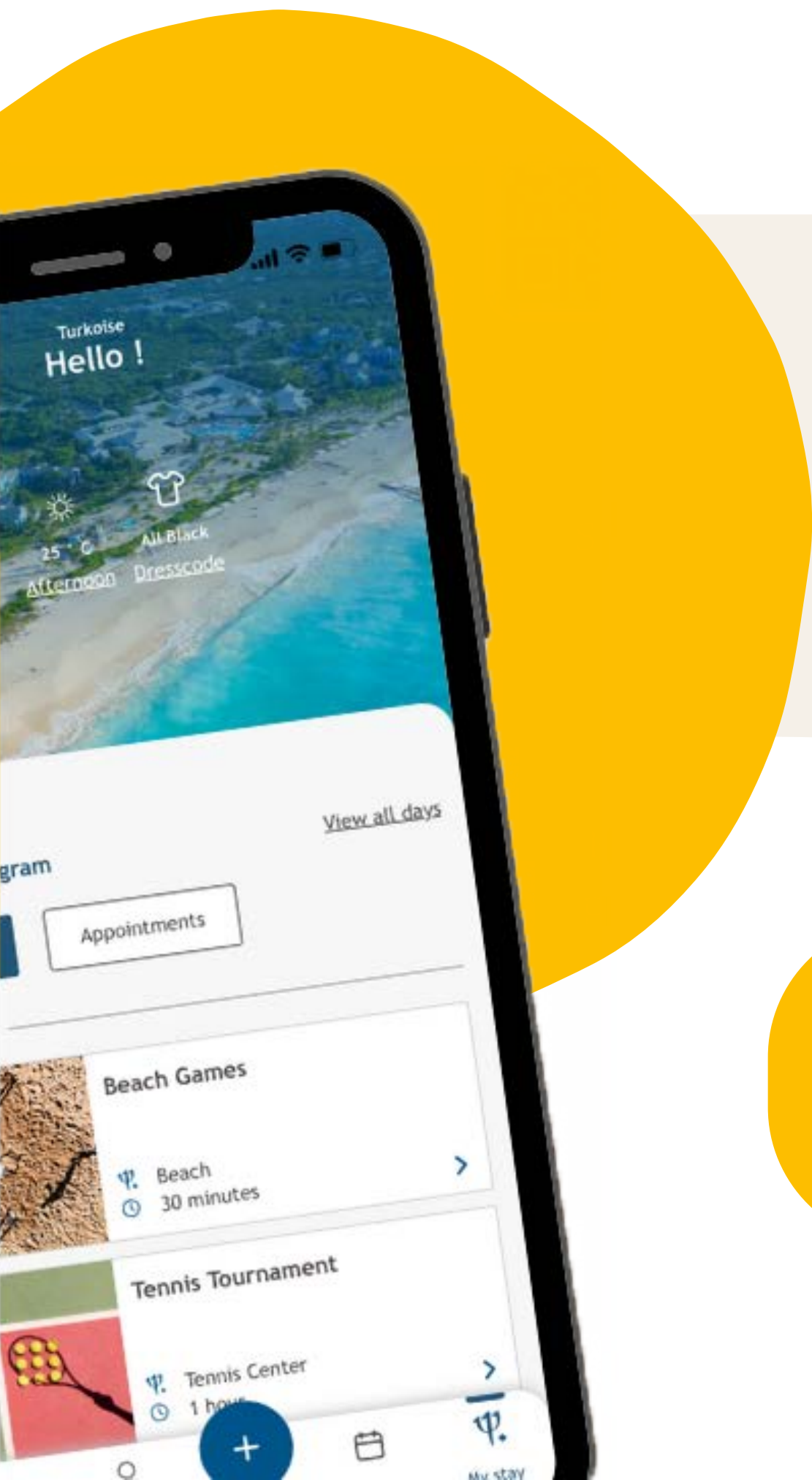
You will get an email about signing up for our Easy Arrival Service. Forms must be completed at least 3 days before arriving at the resort.

Download My Club Med App

With “My Club Med” app, enjoy your stay to the fullest

Plan your trip, choose activities that match your mood and browse from our suggestions.

Utilize our seamless and hassle-free technology so the only thing you have to care about is having a great time.



All you need is in “My Club Med” App*

A complete guide of the resort restaurants, spa, activities, dress codes, G.O team ... Everything you need to know to fully enjoy your stay.

Personalize your stay

Discover your resort’s program schedule and select activities to create your perfect day.

Did you know?

Avoid waiting at the reception desk thanks to the app. With Easy Check-In & Check-Out, you can **open your account before** you arrive. This service is available for those visiting our North American resorts.

*My Club Med App is not available in the following resorts: Aime La Plagne - Saint Moritz Roi Soleil - Club Med 2 - Kamarina - Saint'Ambroggio - Cargese - Agadir - Bodrum - Cap Skirring - Kemer - Yasmina

Check-in & Check-out



Hours

Check-in: Starts at 4 p.m.
Check-out: 10 a.m.

Things to know

- Even if you arrive later, our team will be waiting to get your vacation off to the best start possible.
- On your departure day, you must leave the room and check out by 10 a.m., but you can stay and enjoy the resort grounds and amenities until 3 p.m.
- If you are wanting an early check-in or late check-out, please check your booking voucher for more details and fees.

Upon check-in...

All travelers will receive a resort pass or digital bracelet. This will be the key to your room and the payment method for any additional expenses made in the resort.



Did you know?

100% of our G.O uniforms are made from recycled plastic bottles?

Food & Drinks

One of the best parts of staying at an all-inclusive Club Med resort is indulging in all-day dining!



In the morning...

Delight in our breakfast buffet, serving an impressive spread of both hot and cold dishes. For lighter fare, try one of our healthy options, like fresh-pressed juices and smoothies.

Day & night...

For lunch and dinner, choose between a diverse array of dining options. Enjoy our legendary buffet, where skilled chefs craft international dishes, regional specialties made from locally-sourced ingredients, and your favorite comfort foods.

For a more refined experience, savor exquisite meals at our sit-down and à la carte restaurants (reservation required).

Or, try something different. Lounge with a tropical drink at sunset while dining at one of our casual oceanside bistros, grab a quick bite at a poolside cafe, or dress up for a classy evening at one of our fine-dining restaurants. Throughout the day snacks are available at numerous spots on resort grounds.

Bars & Lounges

Enjoy a wide array of craft cocktails, wines, beers, non-alcoholic beverages, and fun kids' drinks in multiple settings, from festive poolside bars and chic lounges, to intimate wine bars. Premium wine and spirits are available at an extra cost. Toast to another full day of happiness!

Expect Special Events

Throughout your stay you will have access to festive events to make your vacation unforgettable. Beach BBQs, garden parties, cooking demonstrations, culinary classes, and holiday feasts can all be expected.

Special Diet?

If you have specific dietary restrictions, please inform the chefs at any of our restaurants. We are happy to accommodate you.

Wellness Fusion

Club Med partnered with renowned Chef Chloe Coscarelli to create delightful plant-based dishes. As part of our Wellness Fusion program, we offer a variety of healthy, vegan offerings to accommodate all dietary needs.

Sports & Activities

We're a Leader in Active Vacations

From our earliest days, sports and recreation has been an integral part of the Club Med experience! Every resort has more than 15 land and water activities for all ages, as well as a packed schedule of classes, lessons, and special offerings. You can check the resort program, which is viewable on screens in the resort, or use the Club Med app to learn more.



Did you know?

Club Med often hosts tournaments, international competitions, demos, sailing races, and special sporting events.

Some Included Activities

WATER SPORTS

- Snorkeling
- Paddle Boarding
- Sailing
- Kayaking
- Aqua Gym
- Wingfoil

LAND SPORTS

- Tennis
- Pickleball
- Yoga
- Archery
- Flying Trapeze
- Bocce Ball
- Mini Golf
- Volleyball
- Basketball

MOUNTAIN SPORTS

- Mountain Biking
- Guided Hikes
- Nature Walks

Additional recreational sports are available for a fee, such as golf, horseback riding and scuba diving.

Qualified Instruction & Equipment

Our G.Os are qualified and experienced. From tennis, to sailing, circus performances, to wingfoil, they will teach you! If you're already experienced in a sport, our instructors can help you perfect your game. We offer top-notch equipment, but feel free to bring your own if you prefer. If you'd like time with a private trainer, please consult with the sports team onsite.



To preserve local ecosystems, Club Med offers various eco-conscious activities, including turtle monitoring and protection programs, scuba diving for plastic collection, and coral nurseries in collaboration with our environmental partners.

Mind, Body & Soul



Wellness Fusion by Club Med

Club Med is an idyllic retreat to recharge your mind, body, and soul. Our Wellness Fusion program offers a variety of wellness options, including spa treatments, yoga, guided meditation, saunas, hammams, and organic food. Most are included in your stay, with some requiring an additional fee. Relax, revive, and reset with our curated wellness selection.

Our Spas*

Whether you're looking for a moment of relaxation, or a full day of rejuvenation, treat yourself at one of our Club Med Spas. Our prestigious, world-renowned spa partners, such as Cinq Mondes and Sothys, offer cutting-edge beauty and massage services that can be combined to create a customized treatment plan just for you. Using essential oils and rare plants, our spa experts will pamper you.

Pro tip: Pre-book your wellness activities and spa treatments* before your arrival in your customer account, or visit the reception desk on your arrival.

Elevate Your Well-Being with Jonah Kest

Club Med's Yoga Ambassador, Jonah, is a widely celebrated Ashtanga and Vinyasa yoga teacher known for his inspiring classes and collaborations with world-renowned lifestyle and wellness brands.

He has meticulously trained our Yoga G.Os to enhance our yoga programs and deliver his signature practice. This elevated experience is part of our Wellness Fusion program and is included in every guest's stay.



JONAH KEST

The 6 Pillars of Wellness Fusion



Healthy Food



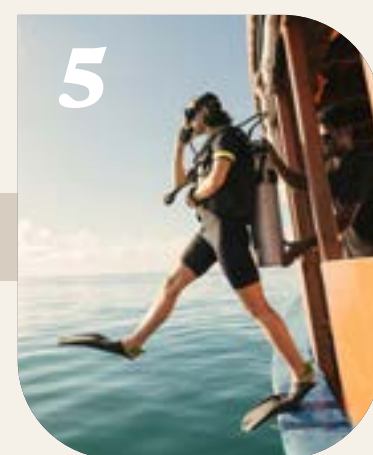
Mindfulness & Yoga



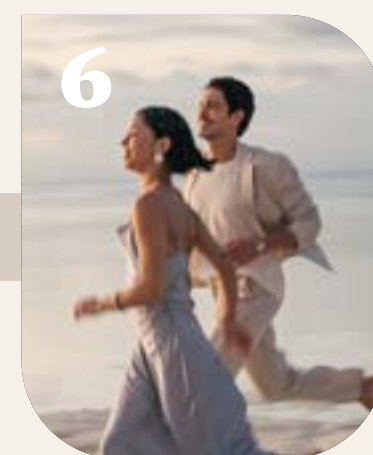
Blissful Spa



Nature Reconnection



Sports & Activities



All-Inclusive Peace of Mind

*Available at an additional cost.



Excursions

Club Med resorts are located in global destinations rich in culture, natural wonders, history and art.

We offer full-day and half-day excursions to guests of all ages to get out and explore the world outside the resort. For example, you might want to visit an ancient Mayan temple in Mexico, hike to a waterfall in the Dominican rainforest, visit a charming fishing village, or peruse a local art gallery.

Our passionate, knowledgeable, multilingual guides will take you to discover local treasures and create lasting memories.

You can take a pre-arranged tour, or custom-tailor your own experience with the help of our guides.

PRO TIP

Some of our excursions can fill up quickly. Visit your customer account to pre-book, or visit the Discovery Center upon arrival.

Family-friendly Amenities

Club Med has long specialized in creating magical and memorable family vacations. Our resorts feature areas specifically designed with kids in mind, such as splash parks, kids' snack bars, child-friendly pools, and playgrounds.

Plus, our Children's Clubs give parents the chance to drop off their kids for a full or half day, leaving childcare duties to our professional team of G.Os, so they can enjoy a well-deserved break.

Baby Welcome[®] Service

From 4 to 23 months old

Ensure all the essential equipment for your family's well-being through this service, included in advance at no additional cost. On the day of arrival, everything your little one needs will be available in your room, including:

Baby bathtub

Bottle warmer

Changing table

Portable crib

*Baby stroller**

This service is offered automatically according to the information included in your reservation (children's date of birth). Upon arrival, please contact reception if the equipment isn't in your room.

**For baby strollers, you can request one when you arrive at the resort to help you to your room. Subject to availability.*

Children's Clubs

baby*

Club Med 

From 4 to 23 months old

Baby Club Med provides you with childcare equipment, specially crafted meals for babies, and activities supervised by G.Os. Such as outdoor walks, Baby Gym sessions, musical awakening, storytelling.

petit*

Club Med 

From 2 to 3 years old

Led by dedicated G.Os, this playful and reassuring space provides your children with the perfect balance of discovery activities (sports, creation, expression, play) and restful moments.

**Service available at an additional cost.*



Family-friendly Amenities

Children's Clubs



From 4 to 10 years old

Supervised by a dedicated team of G.Os, Mini Club Med + is a new approach to childcare. We provide positive educational experiences and encourage kids to connect, create, and develop new skills.



From 11 to 17 years old

Curated by our G.O team, teenagers will enjoy activities and explore spaces designed just for them at their own pace, fostering connections through music mixing, video workshops, water skiing, tennis, golf, volleyball, and more.



At Club Med Michès Playa Esmeralda, kids will discover the Little Gardener's House, an eco-friendly community garden where kids can plant, grow, and care for their own fruits and vegetables.

Remember!

- Always bring a bag with your children's personal items to the kids' clubs. It's essential to protect your little one's skin from the sun, so pack sunscreen, lip balm and extra clothing.
- To keep our little guests safe and smiling, we kindly request that you provide vaccine records for Baby Club Med® and Petit Club Med®.
- Children's Clubs and babysitting services do not operate on Sundays. It's the perfect occasion to share and create unforgettable memories.
- Book childcare services in advance by logging in to your customer account using the Easy Arrival service.

Fun for kids, peace of mind for parents
Our G.Os are CPR certified and child care experts.



Entertainment

Club Med has always been known for its convivial, festive atmosphere and its live entertainment! No two evenings are the same. From lounge events, to musical performances, sing-a-longs, to dance parties, there's always something fun to do with your evenings at Club Med. You can view the program on resort screens or in the Club Med App.

Lounge Evenings

At the beginning of the evening, enjoy a live music concert by bands from around the world. You can also opt for an intimate evening for two or stay with friends at the bar.

Unique Themed Nights

A different theme transforms Club Med every night. One of our classics is our White Party. Remember to pack a white and elegant outfit if you wish!

Applaud Your G.O

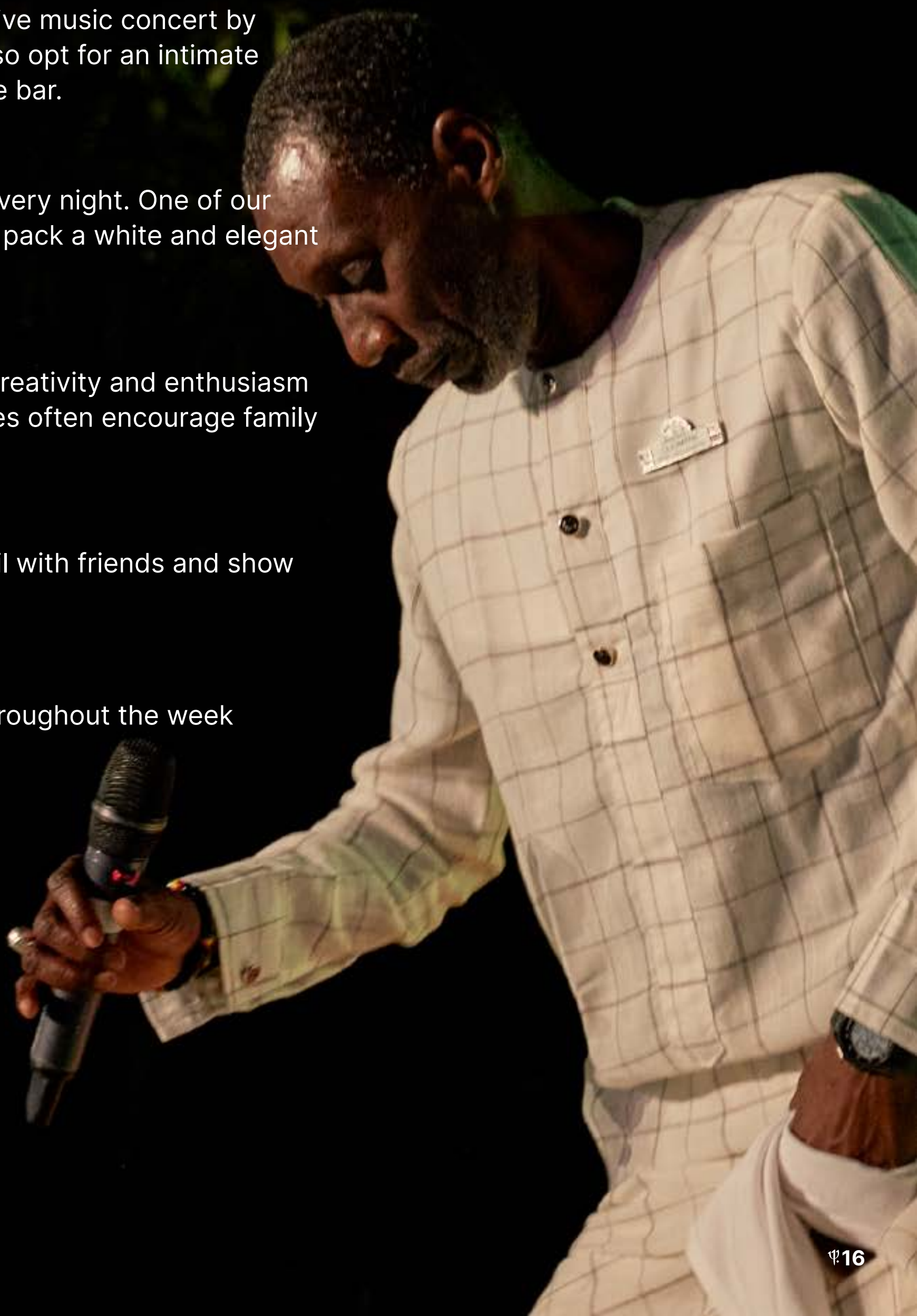
Our G.Os perform in shows staged with creativity and enthusiasm throughout the week. These performances often encourage family participation.

Feel Like Dancing?

Head to the dance floor to have a cocktail with friends and show off your best moves.

Kids Entertainment

We offer family-friendly entertainment throughout the week to delight your kids.



Time to Pack!

You're coming to Club Med! Are you excited? We are! We know preparing to travel is both exhilarating and stressful. With that in mind, we wanted to help you with your packing list.



Here's a list of a few essentials we suggest you bring:

- Swimsuit
- Flip flops
- Sports attire (sneakers, workout clothes...)
- Hat
- Camera
- Chargers
- Beach bag
- Personal toiletries (lip balm, sunscreen, lotion)
- For infants: diapers & wipes
- Prescription medications
- An all white outfit or festive wear for our white night & other special events.

Pssst... take a look at the app if you want to dress in the theme of the evening: elegant, white, bohemian, casual chic, etc.

- Your biggest smile

Forgot something?


No problem! We have a boutique inside the resort that carries various items ranging from clothing, shoes, souvenirs, and more.



Experience a World of Luxury

Private villas on stilts, alpine mountain chalets with breathtaking panoramic views, cruises on the legendary French sailing yacht, Exclusive Collection Spaces in Mexico, the Caribbean, and across the four corners of the globe — our Exclusive Collection combines remarkable destinations with luxurious accommodations, unmatched hospitality, and personalized services, all within Club Med's festive atmosphere.

Where luxury and the *Club Med spirit* come together

-  **Greater exclusivity & privacy**
-  **Elevated comfort & design**
-  **Room service continental breakfast***
-  **Daily Champagne starting at 6 p.m.**
-  **Dedicated concierge service**
-  **Private transfers***

— **And so much more...**

*Available at select resorts



Great Members Loyalty Program

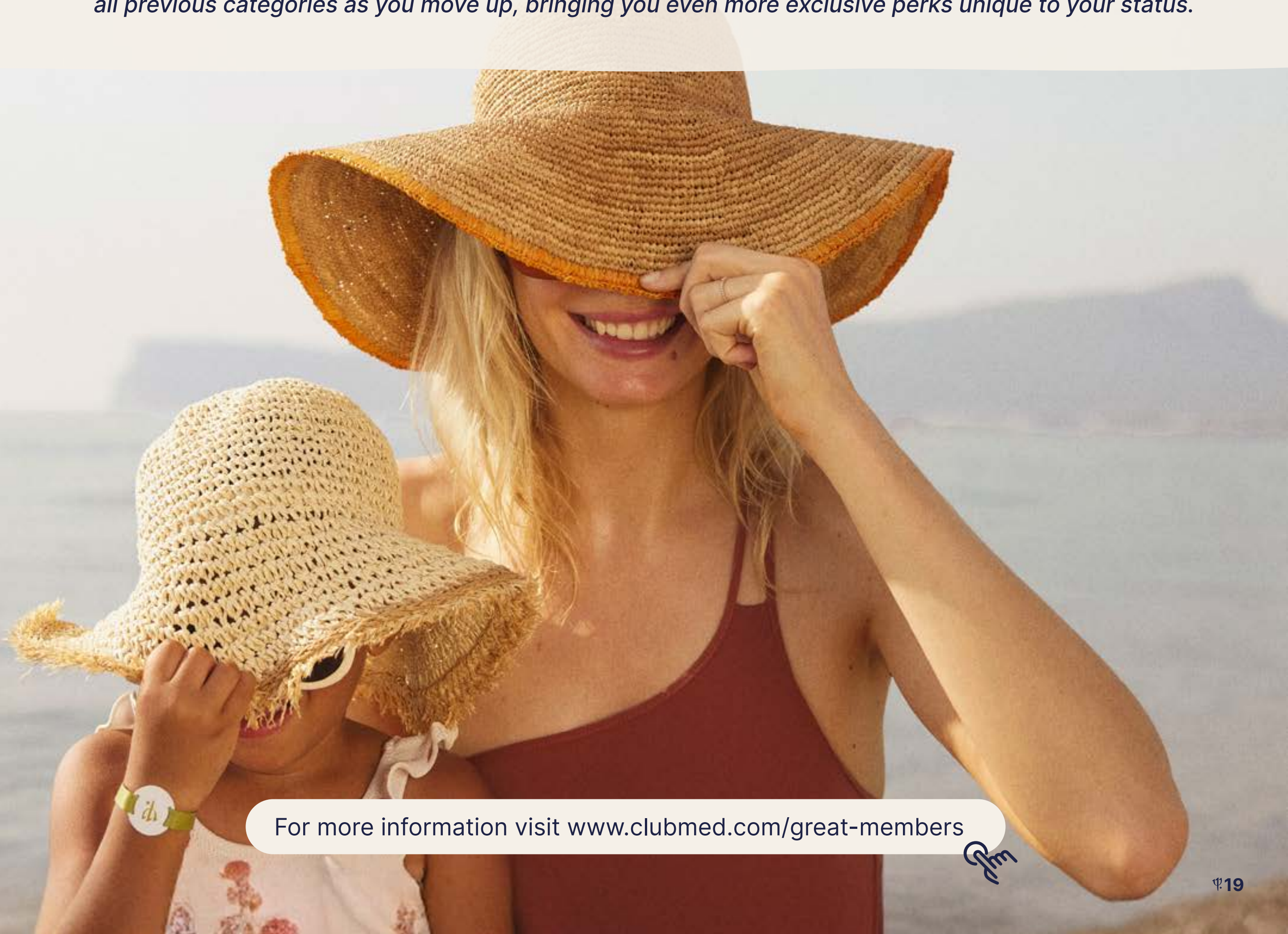
We treasure your loyalty

As a Great Member, your loyalty is cherished and always rewarded. Every time you disconnect and enter the Club Med world, you can accrue loyalty points and special perks. We are pleased to welcome you, each and every time.

Our Great Members Loyalty Program consists of 4 levels



The more you stay at Club Med, the more you will be rewarded. Enjoy enhanced rewards and service from all previous categories as you move up, bringing you even more exclusive perks unique to your status.



For more information visit www.clubmed.com/great-members



Sea you soon

Club Med 

