

# Your first time with Club Med



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INTRODUCTION PACK

Club Med 





**60**  
YEARS

**PIONEERING**  
KIDS CLUBS  
SPORTS ACADEMIES  
ALL INCLUSIVE



# 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. THERE'S SOMETHING FOR EVERYONE AND, OF COURSE, IF THE KIDS ARE HAPPY YOU'RE HAPPY AS PARENTS. 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.

**Club Med** 



# Summary



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# 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 and your family 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 your family access to all Club Med's amenities/services throughout your stay (sports, bar, food, etc.). Two types of wristbands will be provided - one for Over 18s, one for Under 18s.

**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.

# LIVE TO SKI

With a piste right on your Resort's doorstep, your Club Med skiing holiday starts straightaway. Rest assured, you can relax knowing the whole family's well cared for.



**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.

**Our exclusive partnerships** with the French (ESF), Italian and Swiss Ski Schools guarantee 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.

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

**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



**Book your equipment before you leave and receive a 15% discount.**



To learn more about ski classes for kids, please refer to pages 16-21.







# KIDS JUST WANT TO HAVE FUN

Children of all ages can enjoy our snow sports. Even if it's not skiing, there is sledging, snowball fights and lots of other fun-filled activities in the snow.

## Kids Clubs

Our Kids Clubs will allow your children to discover new things about themselves, others and the world around them in a fun and interactive way.

They're great for you too, as you can relax knowing your little ones are in safe hands with our professional G.O®. It means that at the end of the holiday your kids return home rich in memories and experiences, and you come back completely relaxed.

### Baby Club Med®\* (4-23 months)

Of course, we welcome families with babies too and provide a whole range of facilities to make your stay enjoyable and hassle-free. **Page 14**

### Petit Club Med®\* (2-4 yo)

For 3 year olds enrolled in Petit Club Med®, we offer customised lessons that will help them discover snow sports\*. **Page 16**

### Mini Club Med® (4-10 yo)

Lessons are included in the package for children from 4-12 years old enrolled in the Mini Club Med®. **Page 18**

### Juniors' Club Med® and Club Med Passworld® (11-18 yo)

Club Med gives your teens the freedom to enjoy exciting activities and spend time with new friends. **Page 20**

\*Available at extra cost



Bring your child's health record and medical certificates along. Children under 6 years will need these to enrol in Baby®\*/Petit®\*/Mini Club Med®.

# BABY CLUB MED®\* FIRST STEPS IN THE SNOW

We're always happy to welcome babies and we provide all the baby care equipment you require.

### Equipment

On arrival, you'll be given a Baby Welcome®. This includes a **baby bed**, **changing mat** and a **baby bath** in your room. Pushchairs are also available at the desk should you want to walk around the Resort.

### Meal times

Special menus are **tailored for babies**, taking into account nutritional needs and even allergies.

Delightful ready-made baby food is available in baby corner and our Baby Restaurant® offers a **variety of fresh food** for parents and children under 4 (in certain resorts).

### Facilities


**Open 24 hours** a day, Baby Feeding Rooms provide parents with a **dedicated space** for preparing baby's meals. Bottle warmer, microwave, fridge, mixer, steriliser, water, fruit and biscuits - it's almost like being at home. The boutique also sells toiletries and nappies.

### Babysitting

Pyjamas Club®\* and babysitting services are available for children aged 4 months and upwards. Leave them in the capable hands of our experienced G.O.® and bedtime will be a fun and easy end to a perfect day.

\*Available at extra cost



 *Book a Baby Club Med place and our free Baby Welcome for your child before departure through your travel agent and start your stay with total peace of mind.*

**A BUSY BABY'S DAY!**

A specially designed schedule of stimulating indoor and outdoor activities will keep baby happy all day long.

8.30 a.m.	Breakfast with the family
9.30 a.m.	'Awakening' games, leisure time, outdoor activities
10.30 a.m.	Morning nap
11.00 a.m.	Meal
12.00 noon	Siesta, tender rest
2.00 p.m.	Outdoor games
4.00 p.m.	4 o'clock light meal
4.30 p.m.	'Awakening' games
5.00 p.m.	Reunion with parents for bath and cuddles
6.00 -7.30 p.m.	Dinner in the Baby restaurant with family







# PETIT CLUB MED® FUN ON THE SLOPES



It's your child's first Club Med snow holiday and we're here to make it extra special for them. Children will enjoy days filled with fun and activities.

## Activities

Early learning games with G.O®, sledging, nursery rhymes, walks in the snow, and winter sports are just a few of the activities for a super active holiday. Of course, there will be nourishing meals in between and plenty of time to rest.

## Ski apprenticeships

There are also **ski apprenticeships** available in **certain Villages** for children **from 3-year-olds\***. Courses last 5 days and hiring of Petit Enfant Ski Kit is included in the overall price.

\*Available at extra cost



Book a Petit Club Med® place and ski classes early so your child can enjoy a fun-filled holiday too.



4-10 YEARS

# MINI CLUB MED®

Our G.O® pull out all the stops to give children aged 4-10 a fabulous holiday. They'll enjoy a wide variety of activities and make lots of new discoveries. To ensure everyone is happy and learning at a pace that suits them, we organise groups by age: 4-5 years, 6-7 years and 8-10 years.



## Discover skiing

Introduce your children to the pleasures of gliding down the piste. We have full day skiing lessons for children aged 4 plus supervised by a professional ski instructor. They can even work towards their Ourson, Flocon or Etoile badges (official skiing diplomas).

## Lessons

Lessons are included in the package for children from 4-12 years old enrolled in the Mini Club Med® in Chamonix Mont-Blanc, Val d'Iserre and Les 3 Meribels Resorts. In the school holidays, snowboard classes are also available for kids under 8 (otherwise available at extra charge with adult classes for those above 12).





# JUNIORS' CLUB MED® & CLUB MED PASSWORLD®



Whether it's exciting activities or spending time with new friends, your teens are free to do whatever they like. Our G.O® are on hand if they want some ideas of what to do, but they'll never impose. It's a teenager's dream holiday.

Depending on your Resort, your kids can either enjoy **Club Med Passworld®** - a dedicated space designed full of innovative high-tech gear or **Juniors' Club Med®** designed specifically for 11-18 year olds.

## Mountain experience

Our "Special Teenagers Ski Programme" gives them a chance to try out different styles and Alpine skiing techniques.

## SPA experience

In specific Resorts, there is a teens SPA\* (age 11 plus) that the kids can enjoy with friends or family.

## Evenings

Evening and night activities for teenagers include: movie nights, disco, entertainment shows - in fact they'll love their evenings as much as they do their days!

\*Available at extra cost





# OTHER SPORTS AND ACTIVITIES



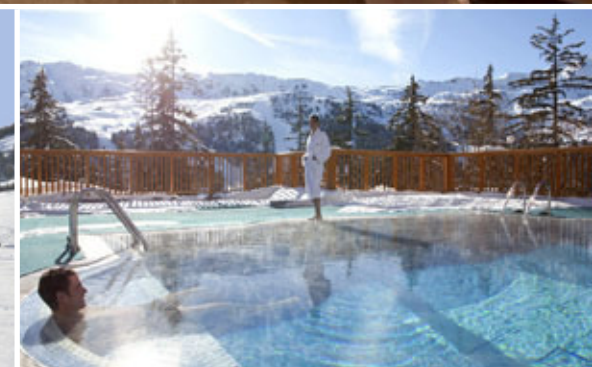
## Winter recreations

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 luge. 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 en 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



*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.*





## FINE DINING AND REFRESHMENTS 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 til 10am and in the bar til 11am.

### Bar

Enjoy refreshing drinks all day long, or classic cocktails before dinner as alcohol and soft drinks are available all day.

### Lunch and Dinner

Discover new menus daily in the main restaurant, which serves an exciting array 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.

### Aperitifs

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



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





# 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 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. The kids will love dressing up, too.

## 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.

Everyone is invited to take part in the production, even the kids, so why not get involved. Let the kids come rehearse and perform with the G.O.® too and really make it a magical night to remember.

## 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!





## GREAT MEMBERS PROGRAMME: HAPPY FAMILIES

Once you set foot in a Club Med Resort we welcome you as part of one big happy family. You become a Great Member and all your family will be instantly entitled to many personalised 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.au](http://www.clubmed.com.au) with your GM number or your email address.



We hope you enjoy your first  
family holiday with Club Med.

If there is any other information you require before your departure, please do not hesitate to visit: [www.clubmed.com.au](http://www.clubmed.com.au), call **1800 258 263** or contact your Club Med travel agent.