

Club Med 

Club Med Mountain Guide

Live the best all-inclusive experience
and share unforgettable moments.



We are delighted that you have chosen Club Med for your vacation.

To help you prepare, we've created this comprehensive guide with everything you need to know to make the most of your days in the snow.

Experiences not to be missed:

- Learn the art of skiing or snowboarding.
- Admire the view from the mountain tops.
- Recharge your batteries after skiing with a yoga class.
- Explore your destination beyond the slopes.
- Treat yourself to fondue and raclette.



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Transportation



Some tips if you haven't booked your flight with us:

- Prioritize international airports for easier travel.
- Keep your Resort's check-in and check-out times in mind when choosing your flights.
- Check shuttle options via airports and train stations closest to your Resort.



Shuttles

- If you still need to book a transfer, Club Med offers this service up to 7 days before departure for booking via your customer account or your travel advisor.
- The shuttles are shared. If you wish to hire private shuttles, you can make the request subject to availability.
- At airports and train stations, look for staff with a nameplate or identification sign, or go to the Club Med counter.



Arrival and departure

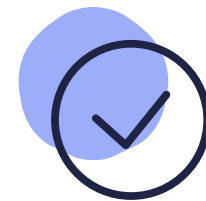
Please note

Schedule • Arrival: 4:00 p.m - Departure: 10:00 a.m

- Even if you arrive late, our team will be waiting for you to ensure your experience starts as well as possible.
- On the day of your departure, you must vacate the room before 10 a.m., but you can stay and enjoy the Resort until 3 p.m.
- If you want an early check-in or a late check-out, you can consult the conditions and prices.

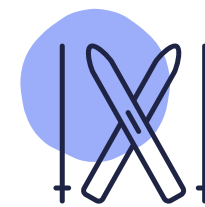


When checking in, you will receive:



A digital bracelet

This bracelet will be used to open your room and your ski locker, and can be used as a means of payment for any additional expenses within the Resort.



The ski pass

This is your access card to the ski lifts and gondolas that take you to the slopes. It activates the morning after your arrival.

Our advice

Take a photo of your ski pass, it will be easier to request a new one if it is lost.



Sliding equipment

Ski equipment and gear are essential for your vacation. If you did not do so at the time of booking, you can add them as an extra directly in your customer area or with your travel advisor.



- No need to travel with extra luggage and equipment.
- Equipment is available for all levels of skiing or snowboarding.
- Club Med works with renowned brands and renews its equipment every season.
- **By completing the online check-in form, you will be able to collect your equipment directly from your locker upon arrival.**



If you encounter unforeseen circumstances, you will find a team of specialized GO[®]s at the Ski Pro Shop to support you:

- Equipment rental according to age, level, and snow conditions.
- When purchasing protections and accessories.
- To the maintenance and repair of equipment.

Please note that to avoid costs for possible damages, you can take out Zero Worry insurance (See terms and conditions).

What you need to know about ski equipment

● **They vary depending on** the person's skill level, height, and weight.

● **They change depending on the type of sport.** For example, alpine skiing and Nordic skiing require different equipment.

● **It is important to properly adjust** the equipment to ensure good safety.



Board sports

Regardless of the Resort, Club Med offers classes, tours, and activities to help you make the most of your vacation.



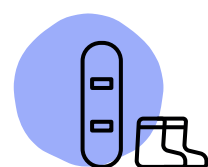
Alpine Ski Group Lessons

Up to 25 hours per week of group ski lessons are offered as part of the all-inclusive package and spread across different levels so you can improve with every turn on the slopes.

Levels for Alpine Skiing

- Level A** ● You have never skied.
- Level 1** ● You can stop by snowplow.
- Level 2B** ● You can make a turn with almost parallel skis.
- Level 2A** ● You can make a wide turn with parallel skis.
- Level 3B** ● You have mastered parallel curves.
- Level 3A** ● You ski all categories of slopes.
- Level 4** ● You ski on all types of snow and terrain.

Ski lessons are offered to children from 4 years old.



Group snowboard lessons

Have you always dreamed of feeling the adrenaline rush of snowboarding or perfecting your moves? Just like skiing, group lessons are also included in your stay.

Levels for Snowboarding

- Level 1** ● You've never snowboarded before or have only practiced for a few hours.
- Level 2** ● You can turn both ways.
- Level 3** ● You can control your speed and directions.

Snowboarding lessons are offered to children from the age of 8.



Things to know about ski lessons and snowboarding:

- **Registration for lessons is mandatory**, via the check-in form on your customer account or in person at the resort's ski office.
- **Classes usually start on Monday** according to the Resort schedule.
- **Classes take place five times a week**, in the morning and afternoon.
- For children, **ski lessons are offered from 4 years old** and **snowboard lessons from 8 years old**.



Are you looking for an even more personalized board sports experience?

Club Med offers individual lessons with dedicated instructors from 3 years old. Simply schedule the service as soon as you arrive at your station.

Ski/snowboard lessons on Saturdays and Sundays are not included.

You can book ski lessons à la carte for Saturday.



Learn board sports with the best instructors.

Club Med instructors are graduates of local ski schools. If you go to a European resort, you will meet professionals from:

● **l'ESF** (French National Ski School) ● **l'ESS** (Swiss Ski School) ● **l'ESI** (Italian Ski School)



Children's clubs and services



From 4 to 23 months

Additional service upon reservation*

For more details, consult directly on the site or the mobile application.



From 2 to 3 years old

Additional service upon reservation*

In the snow, the Petit Club Med awakens children's creativity and curiosity with learning sessions in the snow, in addition to play areas, crafts, games, and moments of relaxation.



From 4 to 10 years old

Service included*

For those wishing to learn to ski or improve their skills, ski lessons are included from age 4. They are taught by professional ski instructors, in addition to the program specially designed for this age group.



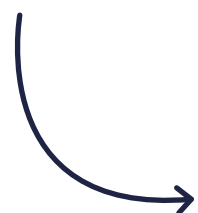
From 11 to 17 years old

Service included*

Teenagers will also be able to enjoy a full program with ski and snowboard lessons, entertainment programs, games, and activities offered by the GO® in dedicated locations.



Please note for Kids Clubs



Always bring a bag with your children's personal belongings to the Kids Club. Protecting your little ones' skin during winter is essential: pack sunscreen and lip balm.

To ensure the safety and smiles of your little ones, we ask that you **provide your vaccination records** for access to **Baby Club Med** and **Petit Club Med**.

Children are not supervised on Sundays. It is the ideal opportunity to share and create unforgettable moments with the family.

* If the Resort offers the service, see the website.

Online check-in

How to check-in before arriving at the Resort?

All you need to do is go to the Club Med website, log in to your customer account and click on «Make your arrival easier». You will then be able to enter all the information relating to each traveler's preferences.

What are the benefits of online check-in before arrival?

1

No time wasted checking in and out

By filling in your details in advance, everything will be recorded and an account will be opened with your credit card, to simplify your spending in Resort. As this process is mandatory upon arrival, you will save time and will only have to collect your ski pass and the bracelet which unlocks your room and your locker.

2

Pre-registration for children's clubs

You can save time by providing information about your children online (eating habits, need for a comforter, swimming armbands, etc.). All you have to do is go to the Kids Club to confirm their registration, meet the GO® team and find out about their activity schedule.

3

Equipment stored in an individual locker

If you rented your equipment with Club Med, you can directly indicate your height, weight, and skiing level in order to benefit from the equipment ready in your locker upon your arrival. Our team will be available if you need help or discussion.

4

Early Registration for Ski and Snowboard Lessons

You can arrive at the resort with a guaranteed place on ski and snowboard lessons. Simply communicate your level to register for the course appropriate to that level.



Need a reminder?

Stay connected. You will receive an email regarding the opening of the service. Forms must be completed no later than 3 days before your arrival at the Resort.

It's time to pack your bags

Ski-specific clothing makes all the difference when learning the sport, keeping the body warm and aiding mobility throughout a full day on the slopes.

Make sure you arrive at the station with your thermal clothing and protective accessories in your suitcase.



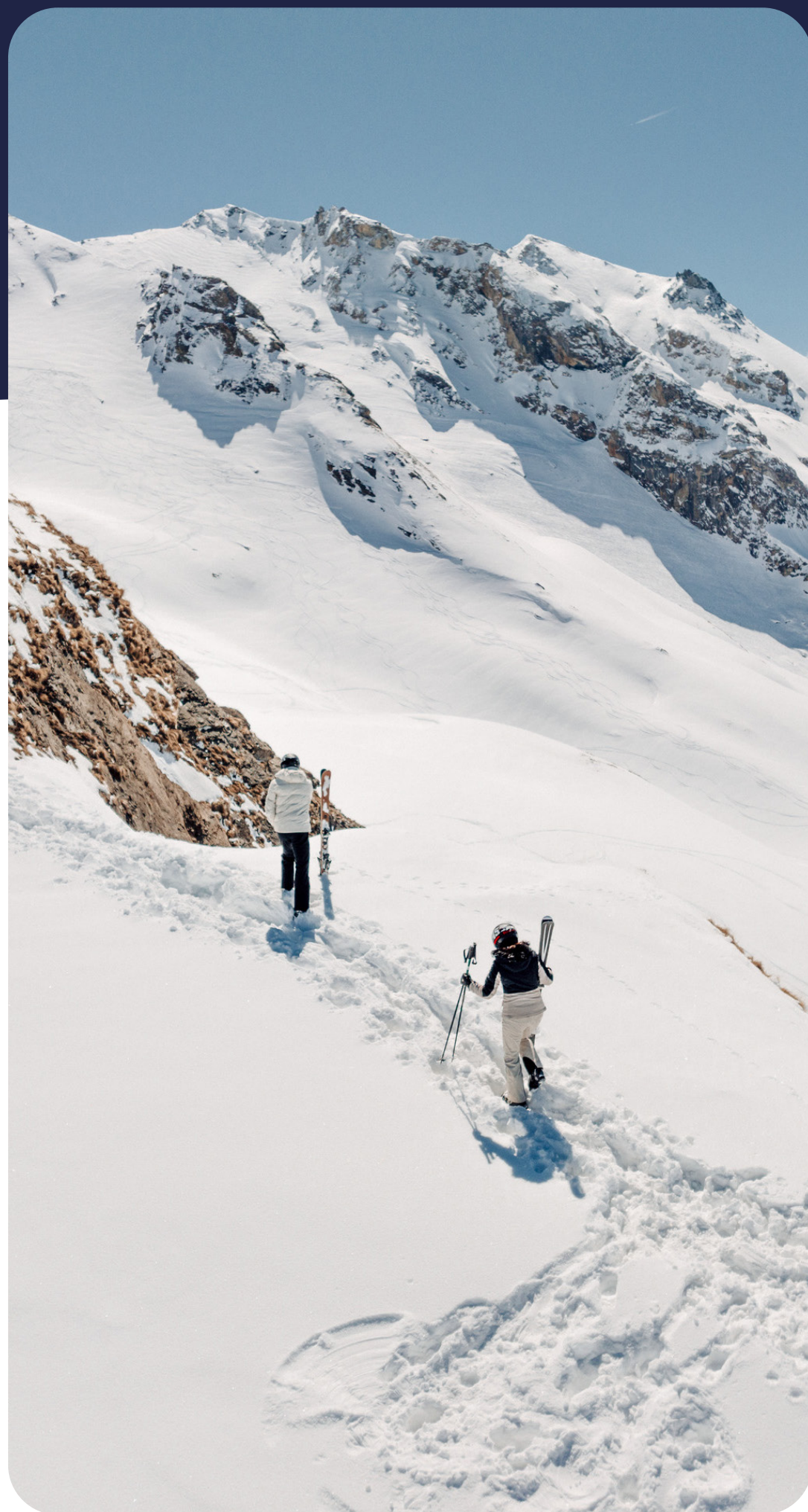
TO PUT IN YOUR SUITCASE

Ski clothing ● Durable gloves ● Thermal socks ● Hats
Waterproof/windproof jacket ● Waterproof pants ● Neck warmer ● Fleece Base layer ● Goggles ● Sunscreen ● Lip balms



Did you forget something?

We also have a boutique inside the complex that offers clothing, shoes, health items, and more.



Stay up to date with everything happening in your Resort and plan your day with the app:

- Program of activities
- Spa reservation
- Reservation of gourmet restaurants
- Room service requests
- Dress code
- And much more



My Club Med App

Your new travel companion. Download the app and use your booking number to connect you.

Arrival at the Resort

A five-step arrival to enjoy your stay



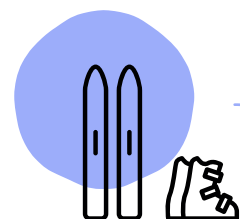
Check-in at reception

Collect your wristband and ski pass.



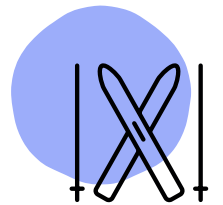
Ski school office

Confirm your level group for the week.



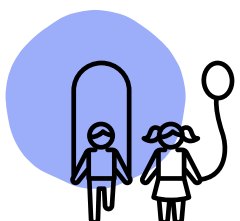
Ski room

Try your equipment.



Ski Pro Shop

Change your equipment if necessary.



Kids Clubs

Confirm registration.



Got a question?

Visit the website clubmed.com or contact your travel advisor.

See you soon

Explore your Resort

During your winter vacation, you can enjoy the best of the mountains whether on the slopes or off.



Resorts located in the most famous ski areas in the world

Club Med mountain resorts offer an impressive infrastructure with relaxing environments, terraces with panoramic views, lively nightlife, and activities for all ages.



Discover the flavors of the mountains

Take a journey through local cuisine! Depending on your Resort, sample Savoyard cuisine in the European Alps, or explore dishes made with local ingredients in Canada.



Recharge your batteries in wellness environments

A heated swimming pool with mountain views, yoga classes, and relaxing activities are also part of the ski holiday. **Enjoy rejuvenating moments at the Club Med Spa*** with personalized treatments and massages, and enjoy a moment in the sauna or hot tub.



Discover the ski area of your Resort

Set aside a day in your itinerary to **experience the local culture**. Take the opportunity to stroll through the villages and historic centers and discover their shops, authentic chalets, galleries, and find unique souvenirs.

*In a selection of Resorts



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