



Club Med Mountain Resort Snow Guide

Live the best all-inclusive experience and share unforgettable moments



Hello,

We are thrilled that you chose Club Med for your winter vacation. You will soon visit one of our resorts, and we want to offer you **the best mountain experience you could ever want.**



To help you plan your vacation's next steps and get everything ready even before your arrival, we created this **thorough guide with everything you need to know about transportation, services that assist your stay, and tips to make the most of your days in the snow.**

Refer to this brochure to check information before, and during your trip.

See you soon!



If you have any questions, please visit clubmed.com or contact 1 800 CLUB MED or your travel advisor

Experiences you can't miss:

- Learn the art of skiing or snowboarding
- Admire the view from the mountaintops
- Rejuvenate after skiing with a yoga class
- Explore your destination beyond the slopes
 - Indulge in fondue and raclette





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Transportation



Experience a seamless trip by booking your flight with us. For those who haven't booked an air-package with us, follow the outlined steps and tips to ensure a smooth journey.

- Prioritize **international airports** for easier traveling
- Keep in mind your resort's **check-in and check-out** times when choosing your flights
- Check **shuttle options** via airports and train stations closest to your chosen resort



SHUTTLES

If you still need to hire a shuttle to and from your resort, **Club Med** offers this service and a team ready to provide any required support.



How to book your shuttle?

Contact us at least 1 week in advance to include your transfer by calling 1 800 CLUB MED. Or visit clubmed.com and log into your customer account to use the Easy Arrival service.



HOW DO CLUB MED SHUTTLES WORK?

- Vehicles leave from designated **meeting points** at airports and train stations.
- **Shuttles are shared.** If you wish to hire private shuttles, check our availability.
- At airports, look out for staff with a nameplate or go to **Club Med's counter.** At train stations, search for staff with **identification signs.**



Easy Arrival Service

What is Easy Arrival?

This is a free, virtual service that prepares everything 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.



No wasted time checking in and checking out

By filling in your details in advance, everything will be registered, and the resort account for extra expenses will already be opened with the credit card, reducing time spent in arrival queues. Just put on the bracelet that unlocks your room and enjoy the comfort and convenience of our resort.



Stored equipment in an exclusive locker

If you have already set aside your ski rental equipment when filling out the Easy Arrival form, it will be waiting for you, tailored to your size, weight, and ski level, in a private locker. **You can access the locker with the same bracelet that opens your room, or with a code. Our team will be available if you need any assistance.**



Pre-registration for children's clubs

Children are sure to have fun at our resorts. To ensure they participate in activities, simply sign them up to Children's Clubs according to their age, providing all information about restrictions, eating habits, and any additional information. When you arrive at the resort, all you have to do is go to the Children's Club to confirm your registration, meet the G.O team, and get the week's schedule.



Early registration for ski and snowboard classes

You can arrive at the resort with a guaranteed spot in ski and snowboard classes. Just communicate your level to enroll in the appropriate class for that level.

✉ Stay tuned!

You will get an email about the opening of the service. **Forms must be completed up to 3 days** before arriving at the resort.

Check-in & Check-out

After your trip, **Club Med's team** will be available to welcome you and meet your every need. **Get ready to start your winter getaway and explore every corner of the resort.**



Hours

Check-in: Starting from 4 p.m.
Check-out: 10 a.m.

Important!

- Even if you arrive later, **our team will be waiting** to get your experience 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 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 digital Bracelet

This will be the key to your room and ski locker and the payment method for any additional expenses within the resort.



The Ski Pass

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



Ψ Extra Tip

Take a photo of your ski pass. That way, it's easier to request a new one if lost.

Ski Equipment

Ski equipment and gear are must-haves for your vacation. You can book directly through clubmed.com, 1 800 CLUB MED or your travel advisor.

If you have completed the Easy Arrival form, you can pick your gear up at the Ski Pro Shop or directly from your exclusive locker.

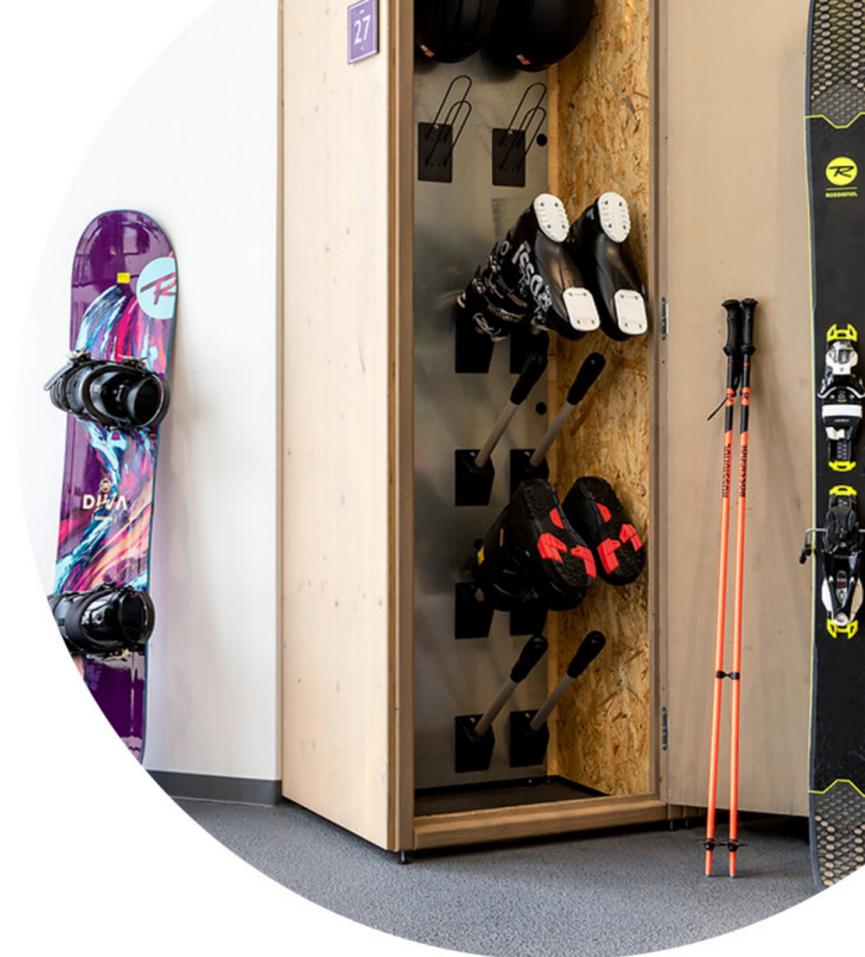
Advantages of renting your equipment in advance with Club Med:

- No need to travel with extra luggage & equipment.
- Equipment is available for all ski, snowboard, and snowshoe levels.
- You don't have to wait for your equipment in the line, it will be in your reserved locker upon arrival if you filled out the Easy Arrival.

If you encounter any unforeseen circumstances, you will find a team of G.Os specialized in skiing at the Ski Pro Shop to help you with whatever you need:

- **Equipment rental** according to age, level, and snow conditions
- Purchase of protection and accessories
- **Equipment maintenance and repair.** To avoid charges for possible damages, you can hire our Zero Souci insurance*

(*) At an extra cost



THINGS 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.** In other words, equipment differs for alpine skiing and Nordic skiing, as these have disparate surfaces.



Boots, which secure your feet to the equipment, **must always be well-adjusted** to ensure safety during the activity.

DID YOU KNOW

You will ski with the best equipment. After all, **Club Med works with the market's most renowned brands and renews** its equipment every snow season.

Children's Clubs and Services

Children have exceptional experiences and schedules at all **Club Med** snow resorts with sports, activities, creative workshops, entertainment, talent shows, and more. To make the most of everything your resort offers, be sure to **register your children in advance through Easy Arrival**.



Discover Club Med's services and children's clubs:

• **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:**

- Baby bathtub
- Bottle warmer
- Changing table
- Portable crib
- Baby stroller

The 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 available in your room.

*Baby stroller – you can request one when you arrive at the Resort. Subject to availability.

• **Baby Club Med®***

From 4 to 23 months old

The program has **childcare equipment, appropriate food, babysitting services**, and all the essential care to make babies' first winter vacation smooth.

• **Petit Club Med®***

From 2 to 3 years old

Monitored by G.Os specialized in early childhood, Petit Club Med sparks children's creativity and curiosity with learning sessions in the snow, playful and comfortable spaces, crafts, games, recreation, and moments of relaxation.

*Check the availability of children's clubs at your resort.



- **Mini Club Med+**

From 4 to 10 years old

For those keen to learn to ski or elevate their skills, ski lessons are included from age 4. They are given by professional ski instructors, in addition to a program designed especially for that stage of childhood in which vacation memories are the most memorable and colorful.

From the very first day of the trip, children embark on unforgettable experiences and take their first steps in winter sports.

- **Teens & Chill Pass**

From 11 to 17 years old

Teenagers can also enjoy a complete program with ski and snowboard lessons, entertainment listings, games, and activities offered by G.Os in dedicated environments.

Fun for kids. Peace of mind for parents.

All children's clubs are monitored by trained G.Os who are devoted to offering the best experience to children. Your kids will have fun with the utmost care and safety.

Our G.Os are trained to care for children ages 4 months and up.

(*) At an extra cost.
Check the conditions of these services and their availability at the resort. We recommend booking the service in advance, during your reservation, or before your arrival. Limited capacity.



Remember!

- **Always bring a bag with your children's personal items to the kids' clubs.** It's essential to protect your little ones' skin during winter, so pack sunscreen and lip balm in your bag and extra clothing.
- To keep our little guests safe and smiling, we kindly request **vaccine records for Baby Club Med® and Petit Club Med®** access at the resort.
- **Child monitoring services do not operate on Sundays.** It's the perfect occasion to share and create unforgettable family moments.

(*) At an extra cost.



Snow Sports

The most anticipated moments of any winter vacation are learning new sports, exploring the slopes, improving skills, and reaching unimaginable places. Regardless of your resort, Club Med offers classes, tours, and snow activities for you to be surprised and enjoy each of these experiences.



Group alpine skiing lessons

Up to 25 hours a week of group ski lessons are offered as part of the all-inclusive package and divided into different levels so that you can improve with each turn on the slopes. Once you've registered, all you have to do is count on the help of the resort's instructors to organize suitable classes for your level.

Levels for alpine skiing*:

Level A: You have never skied.

Level 1: You can halt your skis in the wedge position (snow plough).

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 master parallel curves.

Level 3A: You ski all slope categories.

Level 4: You ski on all types of snow and terrain.

*Skiing level categories can vary from one mountain resort to another.



Group snowboard lessons

Have you always wanted to feel the adrenaline of snowboarding or to hone your moves? Just like skiing, group lessons are also included in your stay*. **Take advantage of a laid-back atmosphere to learn new techniques and share tips with guests at the same level as you.**

*For children, check age/time of year information.

Levels for snowboarding:

Level 1: You have never snowboarded or have only practiced for a few hours.

Level 2: You can take turns to both sides.

Level 3: You can control your speed and direction.



Hiking and Snowshoeing

If you are eager to explore the mountains in a brand new way, enjoy a complete program with hikes and walks supervised by instructors*

(*)Available in certain resorts. Please inquire.



What you need to know about **Club Med ski and snowboard lessons:**

- **Advance sign-up for lessons are required**, available through the Easy Arrival service online or in person at the resort's ski desk.
- Classes **typically start on Mondays** according to your resort's schedule
- Classes are held **five times a week** with morning and afternoon spots
- For children, ski lessons will be offered **starting at age 4**, and snowboarding starting at age 8



Looking for an even more customized snow sports experience? Club Med offers individual classes with dedicated instructors from 3 years of age and up. Simply schedule the service upon arrival at your resort.

Ski/Snowboard lessons on Saturdays and Sundays are not included. You can book à la carte ski lessons for Saturday morning.

(*) À la carte services are services at an extra cost

You will learn snow sports from the best instructors

Club Med's instructors graduated from local ski schools.

In other words, if you go to a European resort, you will meet professionals from the ESF (French National Ski School), ESS (Swiss Ski School), and ESI (Italian Ski School).

In Canada, instructors are also certified by the Canadian Ski School, and in Asia, by local schools with the same level of excellence.

Check out what's new!

- You can start your classes starting Monday afternoon, following the progress of the group that began in the morning. If you are interested, please let us know on Sunday after you check in.
- Snowboard classes are offered for children from 8 years old during the entire season.



Zero Souci Insurance*



Your safety on snow is always a priority. That's why **Club Med offers the Zero Souci* insurance**, allowing you to enjoy your winter holidays worry-free. The service can be hired directly at the resort's reception.



Protection for you and your equipment



First aid care



Loss or minor damage to equipment



Mountain rescue in case of accidents (snowmobile or helicopter)



Are you skiing for the first time? Keep in mind:

- Wear appropriate clothing and protective accessories
- Apply sunscreen before venturing onto the slopes
- Relax the body to help maintain balance
- Take frequent breaks to hydrate. Staying hydrated helps you adapt to high altitudes.
- Falling is part of the learning process

(*) At an extra cost

Explore Your Resort

During your winter vacation, you can enjoy the best of the mountains on and off the slopes. Club Med mountain resorts are located in the world's most famous ski domains and offer an impressive infrastructure with relaxing environments, terraces with panoramic views, lively nightlife, and activities for all ages.

TAKE A BREAK FROM SNOW SPORTS TO:



Discover the flavors of the mountains

Take a trip through local cuisine! Try Savoyard food in the European Alps, discover authentic oriental cuisine in Asia, or explore dishes using locally sourced ingredients in Canada.



Recharge in wellness environments

A heated pool overlooking the mountains, yoga classes, and relaxing activities are also part of ski holidays. Enjoy replenishing moments at the Club Med Spa* with individualized treatments and massages, and savor some time in the sauna or hot tub.



Get to know your resort's ski domain

Set aside a day in your itinerary to explore the local culture. Take the opportunity to stroll through villages and historic centers with boutiques, authentic chalets, galleries, and find unique souvenirs.



And most importantly, collect moments!

If you aim to reach the highest mountain just to enjoy the view, go for it! There is no shortage of paradisiacal settings to get lost in and take incredible photos with family and friends.

(*) At an extra cost

Time to Pack!

Ski-specific apparel makes all the difference when learning sports, keeping the body warm, and helping with mobility throughout a full day on the slopes. **Make sure to arrive at the resort with your thermal clothing and protective accessories in your suitcase and don't waste any time ensuring a comfortable time.**



Forgot something?

We also have a boutique inside the resort that carries various items ranging from clothing, shoes, health items and more.



Items that must be in your suitcase:

- Ski clothes
- Resistant gloves
- Thermal socks
- Beanies
- Waterproof/windproof jacket
- Waterproof pants
- Neck warmer
- Fleece
- Base layer
- Goggles
- Sunscreen and lip balm

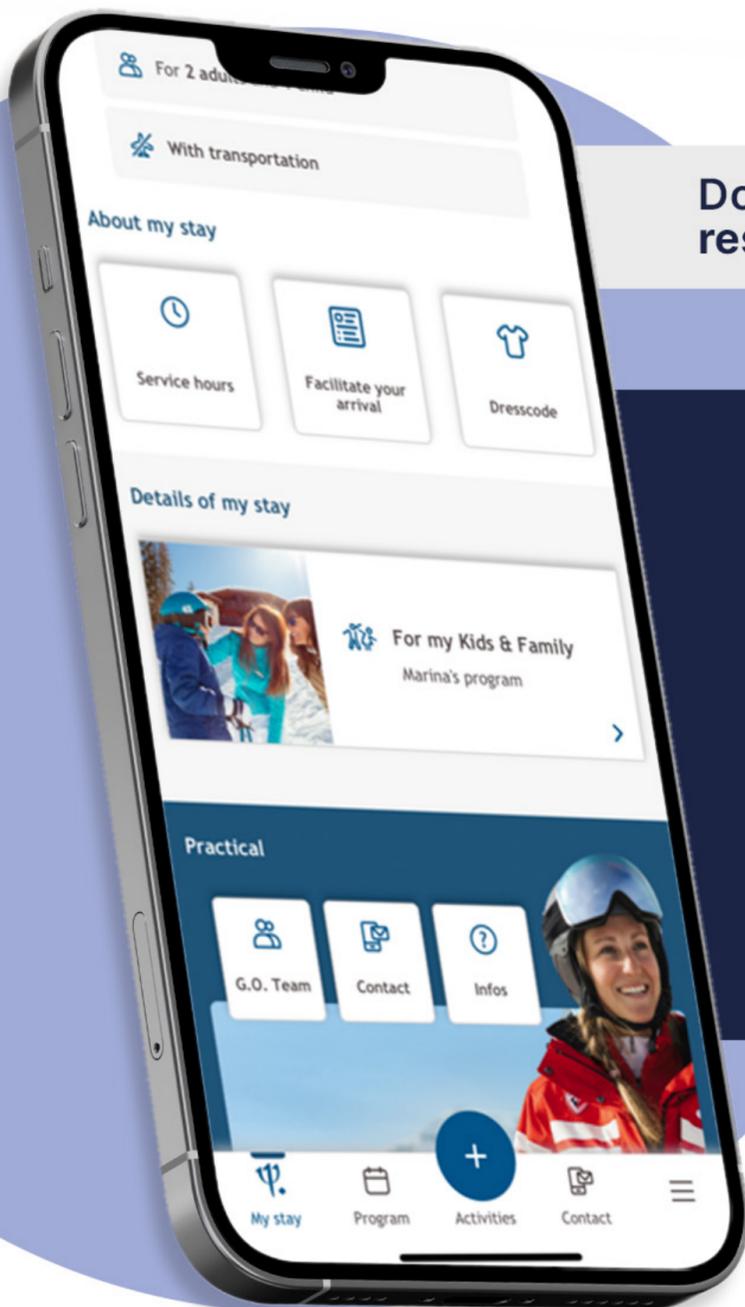
Helpful Tips!

Check out some essential tips to make your trip even more complete.

My Club Med

Your new travel companion

Available on the
Apple Store and Google Play



Download and use your reservation number to join.

Stay up to date with everything taking place at your resort and plan your day with the app.

- Activities' schedule
- Spa reservation
- Gourmet restaurants reservation
- Room service requests
- Dress code
- And much more.



Information during your trip

The resort's reception is open 24 hours a day, with staff always willing to answer any questions.



Arriving at the Resort

Once you arrive, follow the five steps below and enjoy your stay!



Reception Check-in
Get your key



Ski Lessons Desk
Verify your lesson



Ski-Room
Check your equipment



Ski Pro Shop
Change equipment if needed



Children's Clubs
Confirm registration

**We are waiting for you.
Have a great trip!**



Any questions?
Visit clubmed.com, call 1 800 CLUB MED
or contact your travel advisor

Ski you soon

Club Med Ψ

