

All You Need to Know About



FAQ

Frequently Asked Questions

General Health procedures 3

If a case is detected 4

Restaurants & Bars 5

In the Guest Rooms 6

Check-in / Digital 7

Kids' Clubs 7

Sports & Activities 8

Spa 8

Meetings & Events 9



General Health procedures

Will GMs need to wear masks and gloves in the resorts?

GM's will have to wear a mask in all indoor spaces. Outside, it will be at their own discretion. Our teams will wear a protective face mask when indoors, preparing food, cleaning, and as required by local regulations.

How will the spacing be handled in the pools?

New measures are implemented to make sure our guests can enjoy our pools safely :

- Spacing of 2 meters between lounge chairs
- All cleaning / sanitizing protocols strictly followed

What will we do if someone isn't following the safe distancing policies?

A "Safe Together" Manager will make sure that rules are applied in the resort by GOs and GMs. The Manager is trained on each protocol and will be present to remind our clients the current rules to apply in the resort.

Will GMs have to sign a waiver for Covid-19 (not CM responsibility if they contract the disease)? No. Our GMs will not be asked to sign any waiver when they arrive in the resort.

Is temperature reading mandatory? Yes, the temperature reading is mandatory at Check-in and every morning at the entrance of the restaurant for breakfast.

Will masks be available to purchase at the boutique?

Yes, masks are available at the Boutique.

How will we handle arrivals from GM's originating from states that are supposed to quarantine upon arrival like NY/NJ etc.?

There is indeed an order in place by the governor of Florida, requiring travelers coming from the NY Tri-State area to self-quarantine during 14 days on arrival. We hope it will be rescinded shortly. In the meantime, we are more than happy to work with clients from that area to reschedule their vacation plans, and we remind those who decide to travel that it is a self-quarantine order, and therefore a decision that we leave to their own discretion and good judgement.





Case detection

Will we take clients' temperatures ?

Temperature checks will be done for every arrival in the resort, as well as periodically during their stay. At the kids clubs, temperature checks will be done twice a day.

What happens if a case is detected in the Resort ?

Each GM, GO or GE that is feeling ill and has symptoms of fever, flu, or breathing problems will have an immediate medical consultation for diagnosis. We will follow all recommendations from the doctor and local health authorities as well as isolate suspected cases according to strict protocols. An external cleaning service will also be contracted to disinfect all of the necessary guest rooms and common spaces.

We will ensure the person is self-quarantined, report the case to local Health Authorities, and follow their recommended procedures.

What will happen if a GM has a high temperature at check in?

The temperature check will be carried out for guests upon arrival. If the temperature exceeds 38°C / 100°F , the guests will be accompanied to the next Hospital to detect if it is due to COVID-19, if not they will be accepted in the resort.

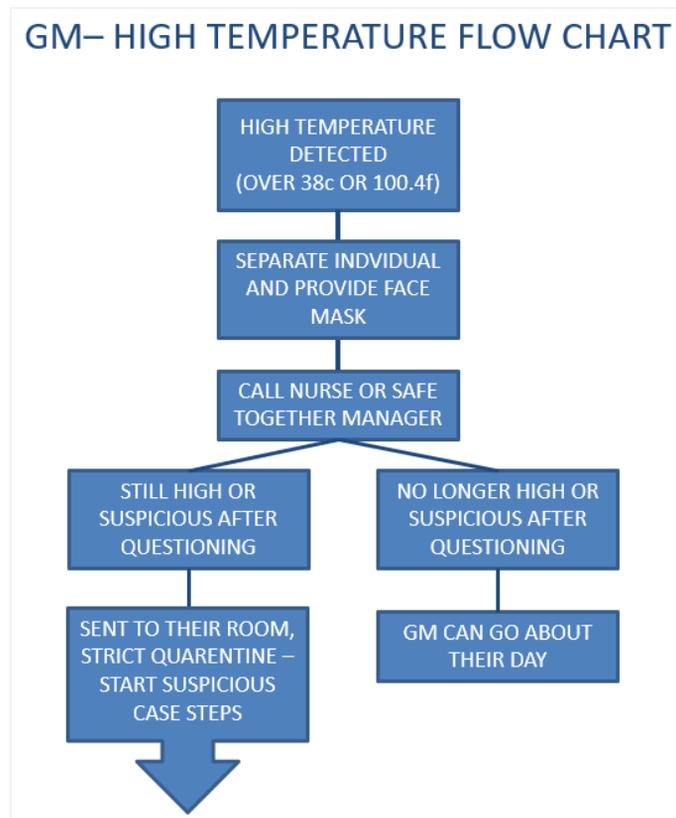
How many days does a Covid-19 test result take to come back? After being tested at the Hospital, the results are available within 24h.

How many days of their vacation would they be quarantined into their room while they wait for a test result to come back ? The GM would wait 24 hours in the Quarantine bedroom until they get the results.

If a client presents high temperature and needs to be tested at the Hospital, does he have to pay to go the Hospital ? The GM will be transferred by Club Med to the Hospital.

If someone has a high temperature, and we quarantine them to their room for 24h, and the result comes back negative, will we be offering any credits for the days they were quarantined and unable to enjoy their vacation after they return home? Each situation will have to be handled on a case by case basis, but in case of quarantine, we will offer a future travel credit for the land value of the number of days impacted.

GM– HIGH TEMPERATURE FLOW CHART





Restaurants & Bars

How are we handling the buffet ? Will we still have buffets available and will guests serve themselves?

The guests will continue to go to the buffet, with nose and mouth covering being compulsory, and they will help themselves as every dish will be presented in individual portions, with no communal touch surfaces.

The buffet is entirely adapted with single portions, plated dishes and individual containers (Example: individual yoghurt replacing bulk yogurt bowls).

The Club Med all-inclusive model requires us to have large capacities for our catering areas. Limiting our resort occupancy to 70% allows us to implement social distancing measures:

- Distance between tables in our restaurants and bars
- Limitation of the number of customers in our buffet areas
- Avoiding groupings of customers at the bar counter, in particular

We are also increasing the hourly ranges of our restaurants to reinforce this social distancing.

Do we have a specific protocol for cleaning at the bar / restaurant, for glasses, plates and utensils ?

Yes, we carry out reinforced cleaning/disinfection for all the elements present on the tables (salt, pepper, sugar, etc.) after each use. Cutlery, glasses and other items not used by GMs will also be removed and machine cleaned.

In Turkoise, will the outdoor terrace be open to all in the evening or reserved for the Cave ?

Yes, GMs will still have to book La Cave for dinner time, but there is additional seating around the side of the restaurant that is available to everyone.

Is the variety on our menus reduced?

It will be slightly reduced, but we will keep at least 70% of the regular menus.





In the Guest Rooms

Will the rooms be cleaned twice a day ?

Housekeeping will clean rooms once a day, with a reinforced process. But not twice to avoid repeatedly entering guest rooms.

Will the rooms have a seal on the door after they are cleaned once a GM checks out?

Each room will carry an indication after its daily cleaning (seal or sticker)

Signage will be presented to reassure GMs and highlight the disinfection measures :

- An indication on the entrance door that room as been sanitized
- An information easel placed on arrival on the bed or on the desk indicating complete disinfection of the room and compliance with specific protocols and requirements
- On TV, the specific measures and actions implemented within the Resort are displayed.

Is there an amount of time during which rooms will be left vacant in between the check-out of a GM and the check-in of new guests?

In case of a suspicion/confirmed case, the room will be blocked to prevent further arrivals of guests. Otherwise, each time the occupant changes, the entire room will be disinfected with disinfectant products instead of detergent products, the linens changed and a full sanitizing of the major contact points will be carried out.





Check-in / Digital

If a GM checks-in online, how do we get their credit card information and how do they get their bracelets with their room key chip?

G.Ms will receive an email ahead of time to prepare their arrival, including the process for **Easy Check-in**. It is a secure platform that allows them to register their Credit card information ahead of time. The guests will put the bracelet on themselves, with assistance from the G.O team on arrival.

Can we have the GM's room key on their phone?

We cannot offer the room key on the G.M's phone today, nor can they do the Easy Check-in on the app. The bracelet plays this role, works perfectly and offers even more uses (room key, payments, G.M identification).



Kids' Clubs

Is there a capacity limit for the Baby Club?

Yes, the capacity of the Baby Club will be adapted according to the surface of the Baby Club (eg: maximum of 15 babies in Sandpiper).

How do we ensure social distancing at the baby/petit/kids clubs?

When at activities, children must remain 6 feet apart. No activities that involve contact will be organized (ex. "tag," "red rover").

We will only offer activities where each child has his/her own piece of equipment (ex. Mini golf, mini tennis, sailing, kayak). All equipment will be disinfected and placed out for the children upon arrival to the activity. All equipment will be disinfected before/after each activity.

All meals/snacks will be served under strict guidelines. Children will be seated 6 feet apart for those who can eat independently.





Sports & Activities

With the limit of occupancy, how do we address the concerns of GMs afraid that the resort will feel empty? (not enough GMs to create a good ambiance)

The resort's capacity will be limited to 70%, which allows to welcome enough guests to create the Club Med ambiance. The GO team will ensure the Club Med Spirit. We replaced larger gatherings by small scale events, more intimate with a warm & convivial atmosphere.

Will pools be open?

Following the local regulations, pools in Sandpiper, Turquoise and Cancun will be open.

Is there a limit on the number of GMs in pools ?

Club Med limits the volume of people who can access the pool at any one time based on the pool size. The maximum number of people must not exceed three people per 2m² in outdoor pools.

Protocols to be implemented at the beach?

The same protocols and hygiene measures for the pools will be applied for the Beach, including :

- Spacing 2 meters between each lounge chair
- Sanitizing floaties after each use (armbands, boards)
- All cleaning/sanitizing protocols strictly followed

If there are no sports tournaments, does this mean that pick up games with other GM's are not allowed ?

No sports tournaments will be organized by Club Med, but GMs can play together while respecting the hygiene measures and social distancing.

For sports classes, tennis for example, how does it work ?

There are specific protocols and hygiene measures for each sport, following the local regulations.



Do 2 person spa packages need to be selected by 1 or BOTH people to be confirmed correctly?

We will not offer 2 person Spa packages until further notice.

Are all pre-booked spa services loaded into NA at this time still valid?

The pre-booked services are currently not offered for booking. They should once again be available soon on our website .



Meetings & Events

Group arrival

What is the new procedure for a group arrival and departure at the airport and at the resort?

It will be carried out in an outdoor area (i.e. at Sandpiper we will use the Conference Center Patio).

- The process will be same as before but with **markers** to keep our guests 6 ft apart as they are waiting in line.
- Temperature check of each guest upon arrival
- The guests will be responsible for putting on their own bracelets
- If the guests did not open an account online, they will be asked to go to the reception at their earliest convenience. Another possibility is one credit card (normally of the group leader) to put down for the whole group ONLY in case of incidentals (room damage, etc). Purchases will be for the individual to handle.
- We can organize for a team of GOs to help bring people to their rooms

Group Departure from the resort:

The bus will be ready to pick our guests up in front of the reception area or at the Conference Center Patio. The bus capacity will be reduced to 50% to welcome group together.

Luggage

Arrivals

We will encourage our guests to bring their luggage with them to the rooms. They will be advised that we are happy to bring the luggage for them, but to anticipate a delay as we can only handle one room (or family) at a time.

Departures

Luggage will be stored in one covered area (at Sandpiper in the Conference center area). The GM will identify their luggage when they arrive at the departure point, and will take the luggage from this point to the bus themselves.

Group transfer

Per Club Med's directive: No combined transfers. Only family members or group may share transfers.

- We will have large SUVs that will be available for families, small group or individual transfers.
- For bigger groups, the transfer will be done by bus with limited capacity up to 50%.
- Currently we ask all passengers to wear face mask while travelling

During this time, we have implemented additional safety precautions to help protect our valued customers. Our drivers will be supplied with masks and gloves. Each vehicle will be disinfected daily, and will have disinfectant in the vehicle



Meetings & Events

Appetizers at cocktails

If a group orders appetizers for a cocktail, how are they being presented and served?

It will be served in individual portions (no bulk containers)

Are private meals also available at other Resorts than Sandpiper?

Yes, we will keep the 'A la carte' service offer.

The three menu options (Classic, Caribbean and Prestige) are still valid and proposed in our specialty restaurants. Create at least 3 buffet options with assisted service to replace the unavailable self-service buffet.

What is the cost for this? This topic will be handled by a catering company.

Do we continue to offer outdoor spaces for private dinners? Yes, wherever hygiene and safety rules are respected.

Do we continue to use outside caterers for private dinners if the resort is unable to handle it?

Yes, we will continue to collaborate with outside caterers for private event, if the resort is not able to answer the client's request. As any outside provider, they will have their temperature taken and follow the Club Med hygiene protocols.

Do we continue to offer cocktail receptions to groups? If so, how do we do this?

We will apply the rules of hygiene and safety, and set all events up according to social distancing rules. We will set up a cocktail party applying our safety & hygiene measures: preferably in outdoor venues, setting up a bar station, a food station, high top tables distant each other to avoid any concentration of guests. Drinks are made fresh (à la minute), appetizers displayed in mono portions (served in an aperoboxes), ready to grab. A proper signage with gel sanitizers are also part of the set up.

Coffee breaks

If groups do not want juices and coffee by self-service, what is our alternative offer?

We can quote extra staff to provide a personalized service.

Can you provide a list or updates on capacity for exterior functions ?

The outdoor venues at Sandpiper that are available for cocktail parties are:

- PATIO 80 guests
- ADULT POOL 60 guests
- RIVERSIDE DECK 40 guests
- GAZEBO GARDEN 40 guests
- GOLF COURSE 100 guests and more



Meetings & Events

Meeting rooms

Stainless steel, glass or ceramic elements are replaced by cardboard or wooden elements, will this affect our green policy? We will maintain our Green Policy rules as much as possible, but we will have to use single plastic temporarily due to the priority on hygiene.

Individual bottles of water are provided to participants, are these plastic bottles?

No plastic bottles provided, in each meeting room there will be still and flavored water dispensers available, with a water glass for each attendee.

Since excursions are on hold, what about team building exercises for groups?

As of today: the resort team can organize some events (i.e. scavenger hunt or trivia). Groups can use our sports facilities, we just do not organize any sports tournaments.

Wedding groups

What is the protocol for weddings ?

Similar protocols to M&E will be applied for Weddings, including :

- ✓ Wedding should take place in outdoor areas for the cocktail & celebration
- ✓ Food will be displayed in single portions
- ✓ Drinks dispenser available in separate areas
- ✓ Signage and sanitizing gel available
- ✓ Daily disinfection of all the equipment used (AV, tablecloths, chairs, CTP...)

How do we handle wedding groups as they always like to hang out together as a group?

Any wedding event follows our ***Safe Together*** rules and Hygiene measures in place for group events.

When is the M&E team arriving at the village, one or two weeks prior to re-opening?

Generally, 10 days before opening.

When will we receive a list of M&E teams for each village ?

As soon as they are confirmed by HR team.

