Welcome to
Club Med Turkoise
TURKOISE
CLUB MED

Our Chef Of Village, your Resort Manager

Nicolas Cutter

is excited to welcome you with the best experiences for this vacation and give you a unique and unforgettable experience with all G.O & G.E team

Thank you for choosing Club Med Turkoise
to spend amazing moments with us.

TURKOISE
CLUB MED

Good to know...

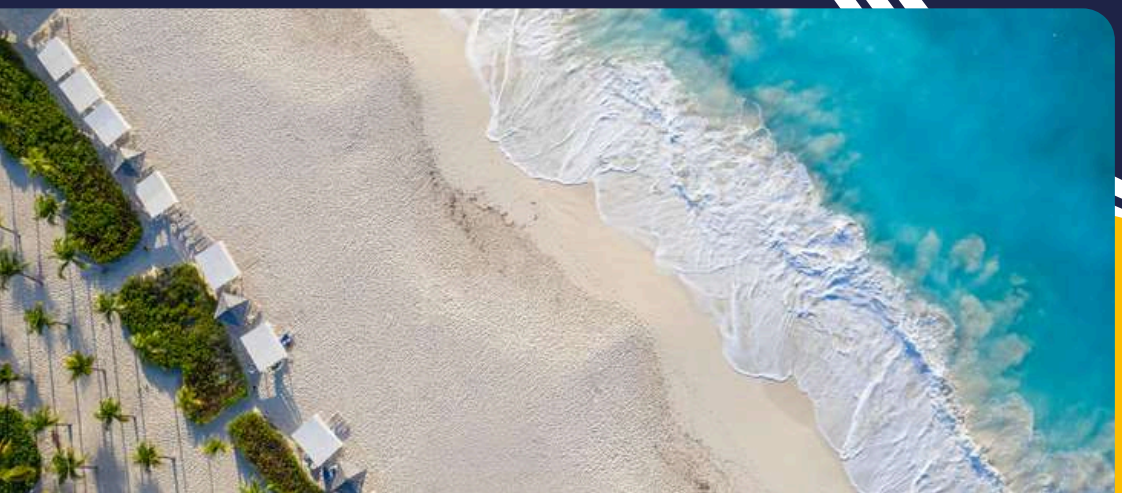
As a Green globe -friendly resort, we encourage you to bring a reusable thermal bottle to refill at our water stations, as we do not use plastic water bottles.

Request a taxi to go downtown at the front desk

Distilled water available at reception for $10/ gallon

No ATM's on site

Laundry Service
**Extra Cost*



Practical Information

Address

Club Med Turquoise, Grace Bay Rd, Grace Bay
TKCA 1ZZ, Turks & Caicos Islands

Location

Turks and Caicos, Providenciales

Distance from Airport

Approximately 20 minute drive

Primary phone number

+1-649-946-5500

Time zone in Turks and Caicos Islands
Eastern Daylight Time (GMT-4)

Language
English

Currency
$USD

Portrait of the Surroundings

Award-winning beach: Resort is set on the widest stretch of the world-famous insta-perfect beach of Grace Bay

Fun Fact

We have our own "ambassador dolphin". The Dolphin's name is JoJo, an atlantic Bottlenose who has visited the crystal-clear waters of the Turks and Caicos Islands for thirty years, one of a rare handful of dolphins around the world who voluntarily interacts with human beings in the wild. These types of dolphins are known as lone, sociable or ambassador dolphins.

Climate

Summer- 89 F / Winter - 74 F

Population

45,703 inhabitants

At Club Med, every night we follow a special dress code to envelop you in a unique and unforgettable atmosphere...

From nights under the stars to the sophistication of tropical style, every detail is designed to make you live the magic of Club Med to the fullest. Let yourself go and make every night an unforgettable experience!

Our Boutique team will be ready to assist you in case you need any of the dresscodes.

Monday	Blue or Pink with White
Tuesday	Elegant
Wednesday	Black & Glow
Thursday	45 Club
Friday	All White
Saturday	Flowers
Sunday	All Black

Our Dresscodes may change based on the date, for more information you can check our website.

What does 45 mean?

In 1995, Club Med celebrated its 45th anniversary and created the "45" t-shirt design to commemorate the big day. It was purchased and worn by so many guests that today you can see our 45 t-shirts at all of our resorts around the world and it continues to be a well-known brand for us. Let's continue the tradition by wearing your favorite 45 t-shirt and celebrate Club Med's history.

Club Med

The perfect room for your stay

Accessible

Superior Room

Deluxe Room Ground Level

Deluxe Room Balcony Sea View

First Steps...

Download our App

My Club Med App

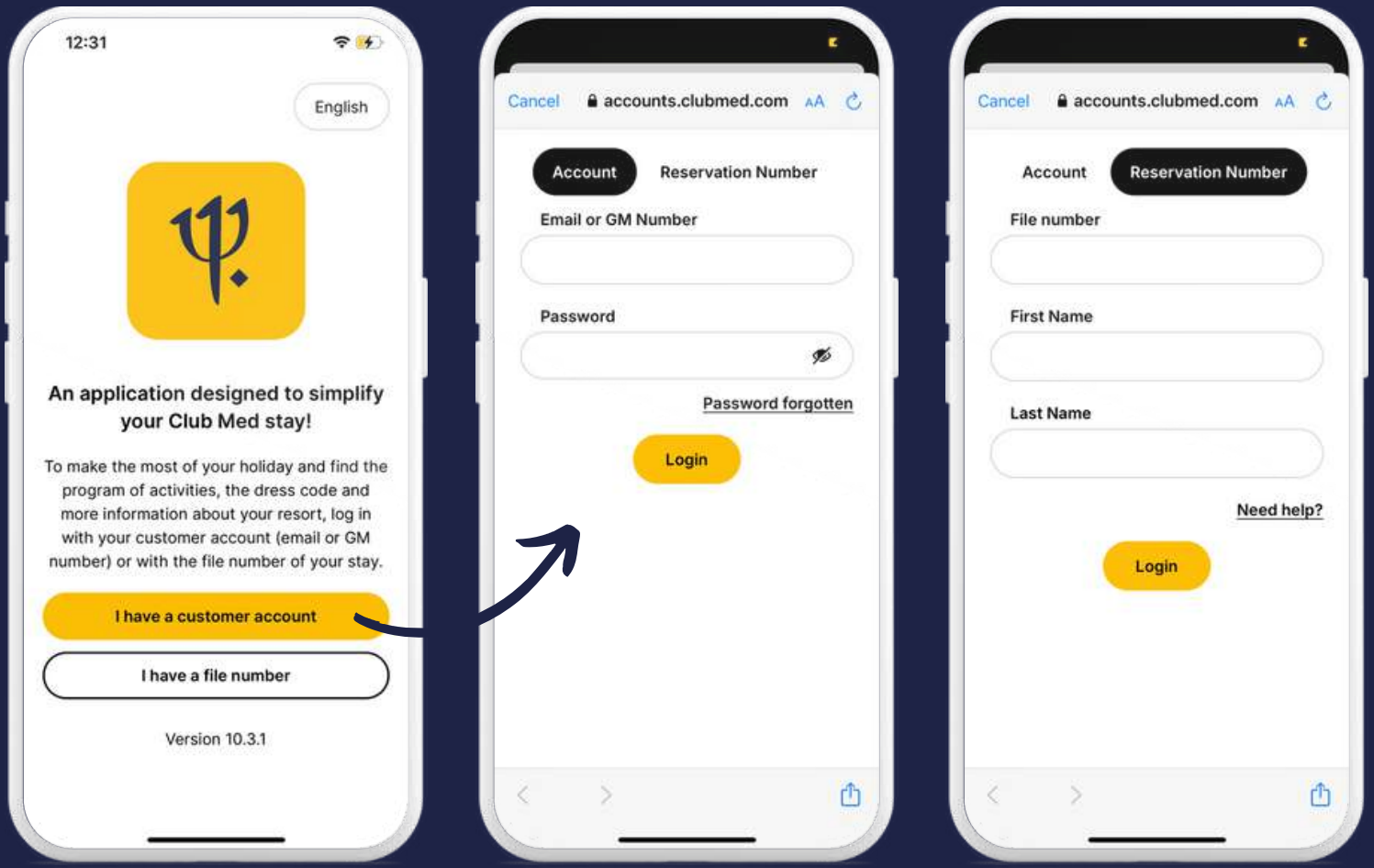
You can login with your reservation number (File #)

App Store

Google Play

Schedule,
Opening Hours,
Spa treatment
and more...

Club Med customer account or File Number



Choose between customer account or file number

Account:

e-mail or GM Number
+ passworld

File number:

file number
+ first name
+ last name

What does G.O and G.E mean?

In Club Med, a G.E. - Gentil Employé (Gentle Employee): personnel in charge of operational functions such as housekeeping, kitchen, maintenance, etc.

A G.O. (Gentil Organisateur) is a staff member responsible for creating an unforgettable experience for guests.

G.Os take on various roles at the resorts, such as:

- ✅ Entertainers (sports, shows, DJ, activities)
- ✅ Instructors (sailing, circus, tennis, etc.)
- ✅ Customer service (reception, bar, restaurant)

They are the heart of Club Med, constantly interacting with you in the Key Moments

What does G.M mean?

→

YOU!

Gentils Membres (Gentle Members) are the cherished guests we welcome in our resorts : That's YOU!

Engagement with our G.O. Team!

"Moments That Matter"

Crazy Signs!

Come join the dance sessions–great energy and fun for all!

Meal with a G.O.

Share your meal with our GOs they join you at the table to chat and make your dining experience more enjoyable.

Happy Hour

Relax and share a drink or snack with the GO team–a perfect way to unwind and socialize.

Apero

Enjoy drinks before dinner, GOs joining you to make the moment even more fun.

At the moment of your arrival ...

Once you exit the airport, please proceed to the official taxi stand.

- *If transportation is included in your stay, Club Med will provide the taxi driver with a payment voucher upon your arrival at the resort.*
- *If transportation is not included, payment is made directly to the taxi driver.*

On Saturdays, a G.O. will be waiting for you at the airport.
For weekday arrivals, our team will welcome you directly at the resort.

OR

+ of 2 persons

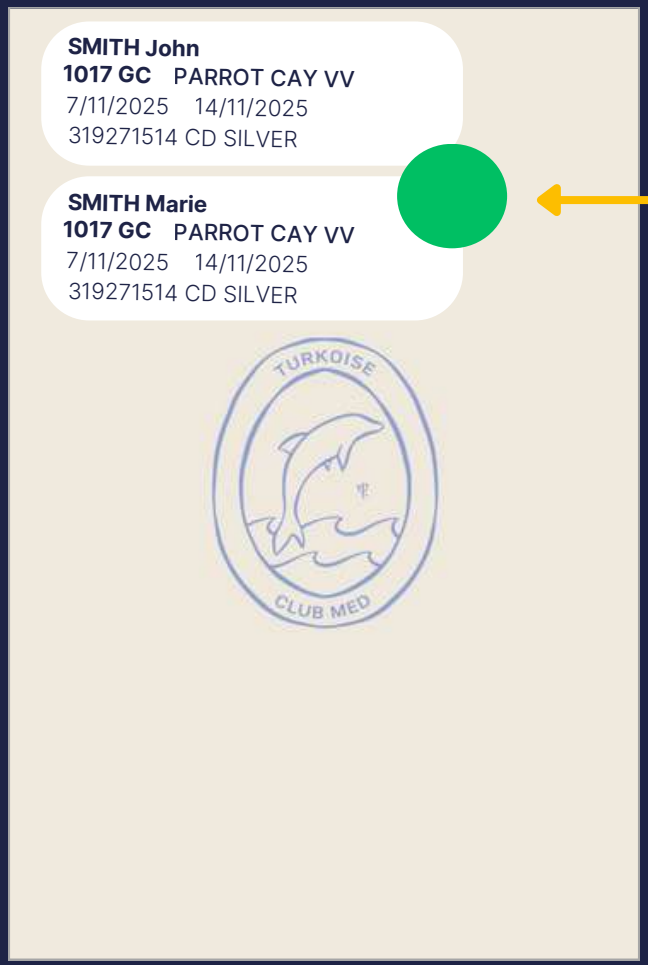
Transportation cost

$40 USD (Directly to driver)
$45 USD (Charge to Room)

$20 USD (Directly to driver)
$25 USD (Charge to Room)

Easy Check-In Information

Avoid the lines and do everything from the ease of your cell phone



By Completing

Easy Check-in

You have:

- **Opened your guest account in advance**
- **Added your credit card details for a $300usd hold, which will be released after your departure day.**

When you arrive, please have your passport ready for verification.

After that, you can immediately check if your room is ready on the tv screen in front of the reception desk –no need to wait in line at reception to open an account.

Enjoy a faster and smoother arrival experience using the QR!

At the moment of your arrival

we will be giving you ***your Booklet*** *in which you will have the following information*

Name of person on the reservation

Your room number and category code

Your arrival and departure date

Your File Number, with this number you can enter our My Club Med App.

The building's name

Your Club Med Status Member

What's inside in of your booklet?

- *Your bracelet will have a chip in it and it will function as your room key.*
- *Cards for pool and/or beach towels*
- *Your suitcase tag with your room number*

The moment of your check-in...

Our G.O. team will help you put on the bracelet so you can access our wonderful Resort

Place your magnetic chip located on your bracelet against the sensor to open the door.

Arrival and Departure to the Village

Our **Check-in is at 3:00 pm**. The room may not be immediately available upon your arrival. It can be available from 3-4pm.
Our **Check-out time is 10:00 am.** Members may request a **Late Check Out** with extra cost at the resort, according to availability.

Our Members are welcome to check in at 3:00 pm or after.

What is the Early Check In?

If you do arrive early and would like to have full access to the resort starting **from 10:00 am,** there will be a minimal fee which will be paid at the resort upon arrival. The extra charge of **Early Check In** is waived for **Silver, Gold, and Platinum** members. As well as for all guests whose package booking includes flights and transfers.

Early Check-In
$25 per person

Late Check Out
is upon availability not guaranteed
for a cost of $22 per hour per room.

Meet your Digital Concierge

Connect with us at your convenience

Everyday:
9am - 5pm

Our Digital Concierge is available on-site to make your stay easier and more comfortable.

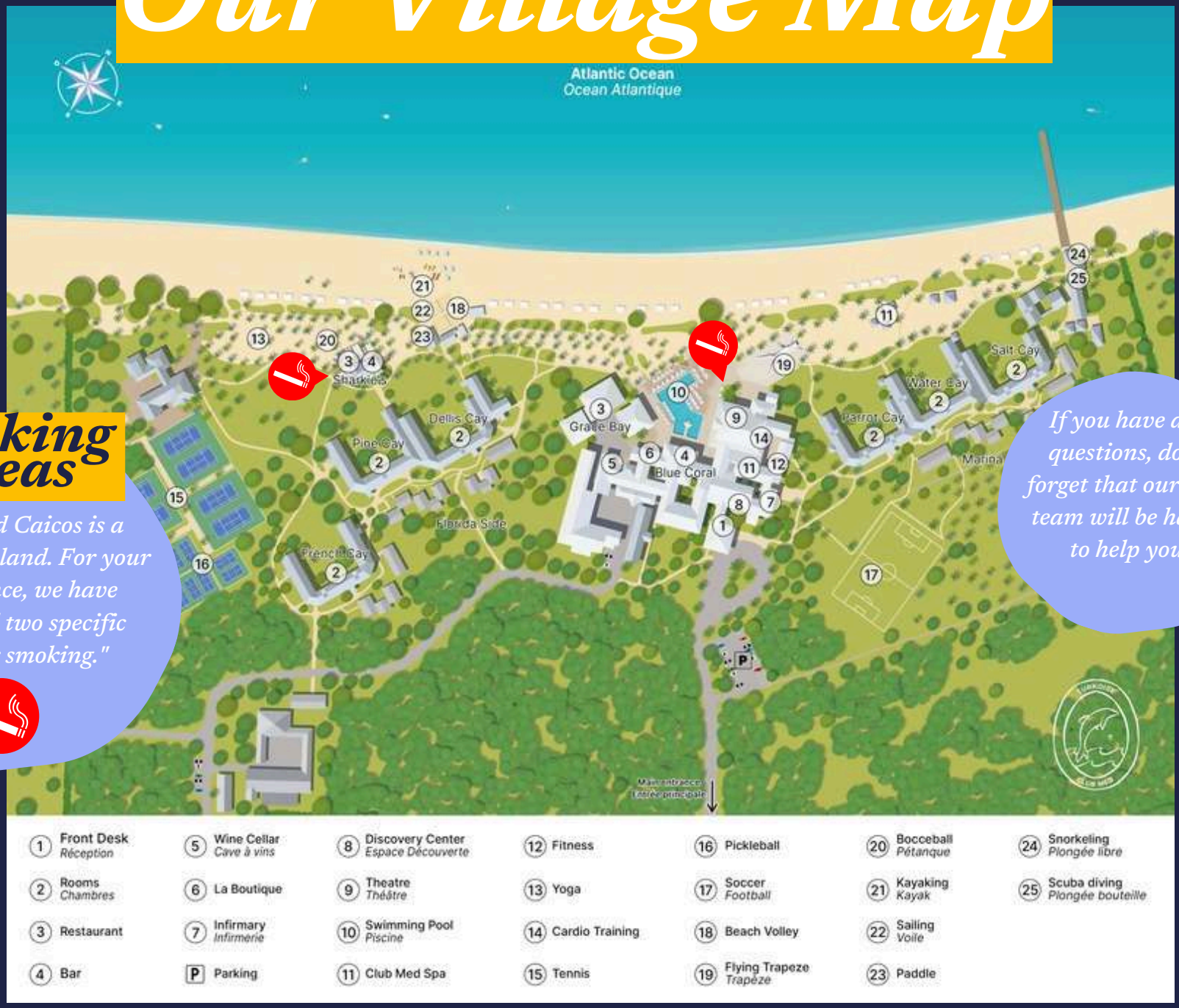
With just a few taps, you can experience seamless interaction with one of our Welcome and Service coordinators for:

- ***Requests & Amenities***
- ***Guidance & Support***
- ***Information & Assistance***

turcconc01@clubmed.com

+1 (649) 242 6587

Our Village Map



Smoking Areas

"Turks and Caicos is a smoke-free island. For your convenience, we have designated two specific areas for smoking."

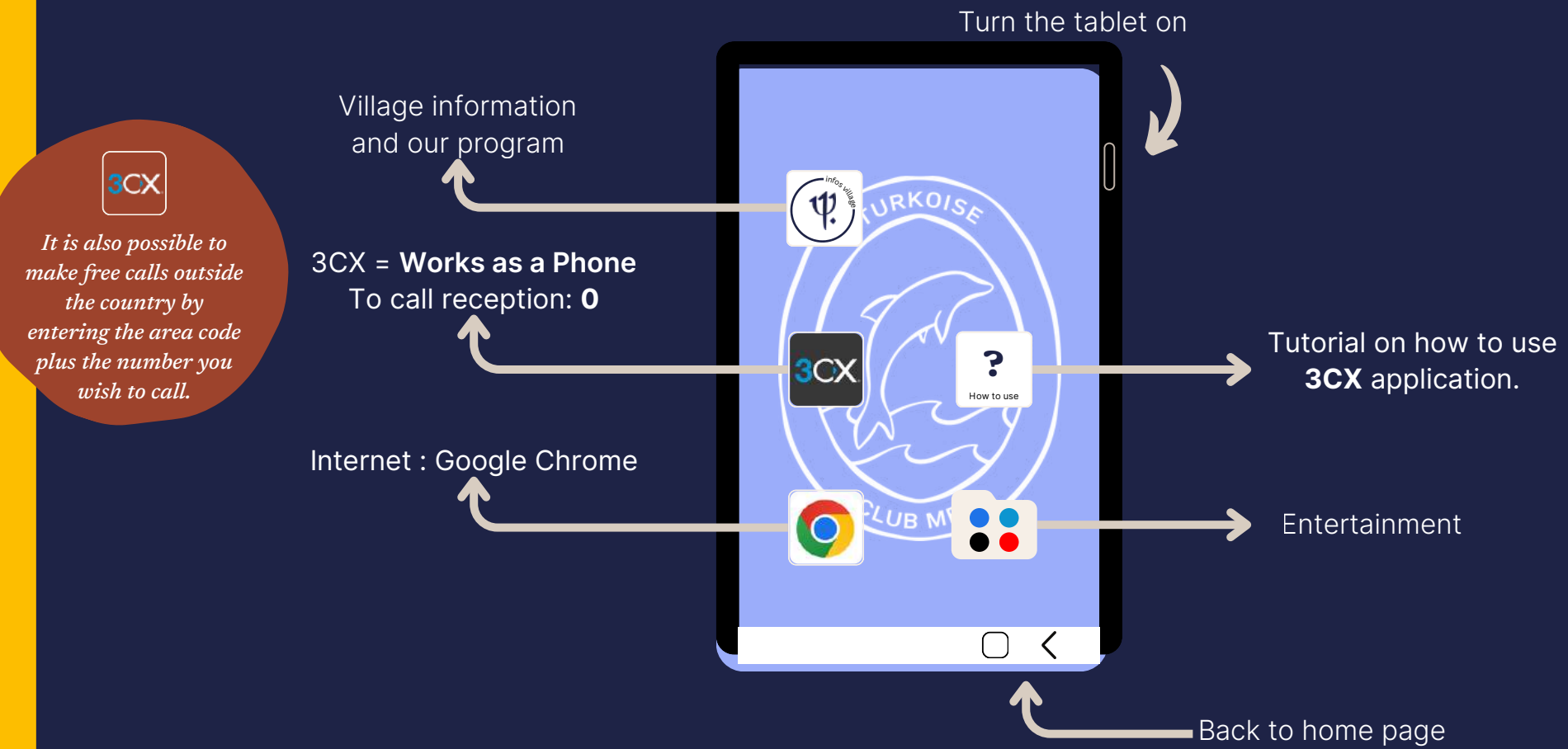
If you have any questions, don't forget that our G.O. team will be happy to help you!

In your room you will find a tablet

with different applications for you to have a better experience.

Remember to keep your tablet always connected to the power supply.*

How to use our tablet...



It is also possible to make free calls outside the country by entering the area code plus the number you wish to call.

Spa

Can you imagine yourself relaxing in our Spa in front of the beach?

Visit Us in front of the Reception

Sunday to Friday	09:00 - 12:45
	13:45 - 18:00
Saturday	09:00 - 12:45
	15:00 - 19:00

turcfitn01@clubmed.com

My Club Med App

Book • Réserver

App Store | Google Play

Click me for the Menu!

Excursions

Discover the wonders of Turks & Caicos with our unforgettable guided tours

Visit Us next to the Reception

Sunday to Friday	09:00 - 13:00
	17:00 - 19:30
Saturday	10:00 - 13:00
	16:30 - 20:00

TURCEXC01@clubmed.com

Menu

Click me for the Menu!

Wine Cellar

Premium labels carefully selected by our Sommeliers & exclusive dinner offers

Visit us next to the Restaurant

Everyday 12:00 - 14:00
18:30 - 23:00

WINE LIST

Bar & Wine menu
Bar & Vin menu

Click me for the Menu!

Celebrations
Turkoise

Decorate your room

Choose your personalized room decoration for your special celebration.

Premium Room Service

Enjoy a special moment in your room with your favorite premium beverage complemented

Private dinner

Our chef offers a 3-course menu with a set up by the beach where you will have your own waiter and private spot away from the crowd.

Enjoy a delicious cake

Courtesy
max. 6 people
·
Personalized
$35 usd

Check this link for the celebration menu

or send an email: turcpure02@clubmed.com for more information

Grace Bay

Main Restaurant

Breakfast
07:15 - 10:00

Lunch
12:15 - 14:30

Dinner
19:00 - 21:45

Sharkies

Snack & Bar

Late Breakfast
10:00 - 12:00

Beach Snack
14:30 - 19:00

Late Snack
21:30 - 00:00

Main Bar

Blue Coral

Everyday
09:00am-
01:00 am

Beach bar

Sharkies bar

Everyday
10:00-00:00

Smoothies
10:00-13:00

Pool bar

Jojo's

Sun-Fri
10:00-12:00
and 14:00-
17:00

Main Bar

Wine Cellar

Everyday
12:00-14:00
and 18:30-
23:00

As you settle in, remember that Club Med is more than just a destination – it's a unique experience where every detail is designed for your comfort and enjoyment.

From our beautiful surroundings to our wide range of activities and world-class service, we're here to make sure every moment becomes a lasting memory. So take a deep breath, soak it all in, and let your journey begin.
Welcome to Club Med –

your home away from home.