



Enjoy a stay with mmv in total peace of mind this winter, with the guarantee of an incredible Resort experience.

In the current situation, mmv is putting first safety of its guests. Facing this unexpected crisis, mmv has chosen to team up with Bureau Veritas, the European certification leader, to design, implement and verify standards and safety process. With staff training, customers and staff circulation on premises, procedures, etc.

Discover our 6-step commitment approach:



Staff training

A comprehensive health protocol, that extends through the entire customer journey, validated by Bureau Veritas.

Awareness raising and training for all positions:

A «hygiene expert» in each resort is in charge of making sure the enhanced health procedures are applied. They are available for any question customers may have.



Digital Services to help make everything «contactless»

This winter more than ever, you can rely on the mmv app:

- Check-in and preparation for your arrival
- Registration for kids clubs and activities
- Payment of extra services
- Check-out
- Messaging with reception
- Covid 19 information and recommendations

See all the features directly on the dedicated portal without having to download the app.



Safety for all and increased hygiene

In the Club:

- Specific signage and adapted pathing
- Antibacterial gel products available
- Air disinfection every 15 days with Biozone purifiers
- Surface disinfection with Zoono
- Sale of antibacterial gel, wipes and masks on site

In the rooms and apartments:

- Thorough disinfection of accommodation between each stay: check list available
- To keep you safe, we have had to reduce rooms visits, however our staff will clean twice a week in our hotels.



Flexibility in restaurants

Hotels restaurants:

- Layout of tables organised for social distancing
- A waiter will show you to your table
- Self-service buffet, hand disinfection and mask wearing compulsory. Change of cutlery every 30 minutes

Self-catering apartments:

Bakery service, breakfast and catering dishes are delivered to reception desk and can be enjoyed in your accommodation.



Kids club

Each child will be given their own personal activity kit which they must keep with them throughout the stay

Compulsory registration of all children and increase in hygiene procedures

Wearing a mask is compulsory from 6 years old



Entertainment and activities for all

Entertainment for everyone

The swimming pools will remain open
 Hammams, saunas and hot tubs will not be open.
 No loans of bathrobes and towels
 Treatments and massages continue with increased safety measures and hygiene, and require registration (mmvCLUB app)

Staying safe is everybody's business... Reminder of the social distancing that must be followed:

Thank you in advance for complying with these safety measures:

minimum distance of 1 metre between 2 people

Wear a mask when you walk around the hotel

Wash your hands regularly and use the antibacterial gels available to you.

Avoid unnecessary contact

Always walk in the direction indicated.