



FAQ – TUI MAGIC LIFE Clubs*

General

- **What do I have to consider for the entry into and departure from the country?**
Please familiarize yourself with the currently required vaccination certificates, testing obligations and entry requirements before entering your vacation destination and when returning to your home country. Please inform yourself extensively about the Covid-19 regulations of your destination country. Please always inform yourself on travel and security advice at your national health authority and/or foreign ministry.
- **When do I have to wear a mouth-nose-protection as a guest?**
Yes, depending on local specifications a medical mask (surgical mask or a mask of the standards FFP2 / KN95) or a face mask must be worn in certain areas. To contribute responsibly to the compliance and implementation of the security measures, please bring your own medical masks and respect the information signs in the club.
- **Is a doctor/medical care available in the club?**
A doctor is available on request. Please contact the guest service or the reception for support.
- **Is it possible to do a Covid-19 test in the club?**
It is possible to take a Covid test on site for a fee. Only TUI MAGIC LIFE Plimmiri does not offer this service.
- **What happens if there is a Covid-19 case in the club?**
The safety and health of our guests and employees are of course the top priority for us. If, despite extensive hygiene precautions, there is an infection in the club, we are obliged to immediately inform the local authorities. They alone determine, at its due discretion, which measures are to be introduced and implemented and how club operations can be continued.

Pre-Arrival & Reception

- **What Covid-19 related items do I need to take with me for my holiday?**
We recommend bringing enough suitable mouth-nose protection for your vacation time.
- **What can I already do at home before my arrival at the TUI MAGIC LIFE club?**
You can check in online from the comfort of your home starting 15 days before arrival. The online check-in can be done on the website [magiclife.com](https://www.magiclife.com) (<https://www.magiclife.com/en/en/service/online-check-in/#/>). Unfortunately, this service is currently not available for Club Plimmiri and Club Marmari Palace.
We do not yet offer online check-in for the Candia Maris and Jacaranda resorts. We ask you to fill in your arrival form before your journey and hand it over to our staff on site. Here you can find the registration form for TUI MAGIC LIFE Candia Maris: https://www.magiclife.com/fileadmin/media/pdf/Anreise-Formular/20191001_TML_Registrations_card_Candia_Maris_1_.pdf.
The registration form for TUI MAGIC LIFE Jacaranda can be found under the following link:

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https://www.magiclifecom/fileadmin/media/pdf/Anreise-Formular/20200116_TML_Registration_card_Turkey_Jacaranda_DE_EN.pdf

- **Will the keycards be disinfected before arrival?**

Yes.

Hygiene & Cleaning

- **Are disinfection dispensers installed in the resort?**
Yes, disinfection dispensers are available throughout the clubs.
- **Is it possible to get my clothes washed in resort?**
Yes, the laundry service is still available for a fee.

Food & Beverage

- **What are the opening times for the restaurant?**
The current opening times of all restaurants can be found in the TUI MAGIC LIFE app.
- **Can I choose my table?**
Our service team will help you to be seated to apply to hygiene and distance regulations. We will do our very best to cover your personal wishes.
- **Can we sit together in a group?**
Travelers belonging to one travel group can sit together. The maximum number of people who are allowed to sit together may depend on local regulations.
- **Can I get drinks by myself?**
Either the drinks are served at your table or handed over by our employees at the beverage stations. Self-service is possible depending on local requirements.
- **Is it possible to get take away food?**
Unfortunately it is not allowed to get take away food due to hygiene regulations.

Sports & Activities

- **Is the gym open and what do I have to consider when going to the gym?**
Yes, it will be operated based on guidelines and local regulations. A minimum distance of 2.5m at cardio devices and 1.5m at all other devices must be kept. Additionally, we recommend leaving devices empty between guests to keep distance. Our guests must disinfect the equipment after use. It is currently necessary to register via the TUI MAGIC LIFE app for a visit of the fitness studio. The opening times of the fitness studio may vary due to local legislation.
- **Do group fitness activities take place?**
The fitness courses will take place in compliance with the distance regulations and therefore with a reduced number of participants. Only a few activities, such as dance courses in which the specified minimum distances cannot be maintained must currently be suspended. To regulate the number of participants, the registration for fitness courses is offered via the TUI MAGIC LIFE app. The hotel team is happy to support in case you have any issues with the registration via app.
In addition, if necessary, we offer virtual fitness classes which either take place via TV in the room or at advertised times in designated areas.
- **Do I have to register for all activities?**

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To adjust the number of participants we offer to register for some activities via the TUI MAGIC LIFE App. For fitness courses, archery, tennis the registration will be possible via the app in advance. The hotel team is happy to support in case you have any issues with the registration via app. Registrations for water sports and bike activities will have to be done in advance at water sport station / bike station, all other activities can be participated in without reservation.

Entertainment

- **Do the shows take place?**
Yes, the shows take place as usual in compliance with the applicable distance regulations. If necessary, we can offer a second show time in some resorts to make sure distances can be kept.
- **Will there be Parties?**
Parties will take place again in compliance with hygiene regulations.
- **Will the TUI MAGIC LIFE events take place as planned?**
Information and dates concerning planned events can be found on our website <https://www.magiclife.com/en/en/activities/our-activities/events/>.

Family & Kids

- **Will the MAGIC Kids Club be open?**
Generally, our MAGIC Mini Club, the MAGIC Kids Club and the Teens Time will be open for the different age groups while we follow local regulations. The programme will be adapted according to the distance & hygiene rules. Therefore, e.g., activities like Baking / Cooking courses cannot be offered for the moment. Kids Club attendance will be bookable via the app and a defined drop off and pick up procedure for the children will be implemented. Regular washing of hands over the entire care period, constant disinfection of furniture and toys as well as regular ventilation of the rooms ensure maximum safety and hygiene in the MAGIC Kids Club.
- **Is there a children's meal or children's buffet?**
The MAGIC Mini Dinner takes place if the applicable distance and hygiene regulations permit. If it is not possible to hold the MAGIC Mini Dinner, our little guests accompanied by their parents can look forward to a children's plate at the regular buffet.
- **Is the MAGIC Mini Disco taking place?**
The MAGIC Mini Disco takes place according to the applicable distance rules.
- **Are the playgrounds open?**
Playgrounds outside of the respective kids clubs are open and can be used by the kids freely. We kindly ask the parents to supervise the adherence of their children to the distance rules. The playgrounds within the Kids Club grounds are part of the normal Kids Club activity programme. Kids participating in the kids activity programme can enjoy the playground under supervision of our kids entertainers. Moreover, they can be used by children under the supervision of parents when the Kids Club activities end.

Spa & Wellness

- **Is the spa /wellness area open?**
The spa is operated based on guidelines and local regulations.

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- **Can saunas be used?**
Depending on the club, saunas and steam baths may be used again. Restrictions such as capacity limits are possible according to local specifications. In some clubs, saunas are still closed due to local legislation.
- **Can I book massages and cosmetic treatments?**
Yes. Mouth- -nose covering may need to be worn during treatment.

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