

PRICES :

Rates are quoted in Thai currency, unless otherwise stated on the basis of exchange rates in effect at the time of publication. Prices are subject to change without prior notice.

Prices Include:

Resort Only Package:

- All activities as mentioned (scheduled by the resort and subject to change)
- Accommodation as indicated on your voucher
- Breakfast, Lunch and Dinner
- Unlimited beverages, wine and beer during lunch & dinner (except champagne and premium liqueurs)
- Unlimited bar & snacking at selected times

Air and Resort Package

- Resort Package
- Round trip air / ferry / coach/ train ticket
- Return transfers from airport / ferry terminal / coach/ train terminal to Resort

***Any person under the age of 18 years must be accompanied by an adult 18 years or over. Children under 12 years may be required to share a room with their parents

Prices Do Not Include :

- Costs of passport and visa fee
- Costs of vaccination
- Excess baggage charges
- Airport taxes, Insurance fees& Fuel/Airline surcharge
- Personal Expenses
- Additional charges for activities /services not included in the package price such as premium drinks at the bar, optional tours, personal purchases at the boutique, babysitting services, laundry, Petit Club Med and Baby Club Med
- Surcharge to upgrade to another room category
- Surcharge for early check-in or late check-out
- Rental of ski equipment & ski wear

Terms Of Payment :

Deposit

- To confirm your reservation, a 50% deposit of the total package price and membership fee is required.
- In the case of internet bookings, full payment will be charged to your credit card upon confirmation of your booking.

Final Payment

Balance is due one month before departure. However, in case of late bookings (i.e. less than 30 days before departure), full payment is required upon confirmation of booking.

Air/ Ferry/ Coach/ Train Ticket:

Full payment is required before air/ ferry/ coach/ train tickets can be issued. We recommend full payment for issuance of transportation tickets to avoid surcharges / price revisions of tickets & taxes. Transportation tickets must be issued by the stipulated ticketing or reservation deadline (whichever is earlier). Auto-cancellation of flight reservation due to delayed payment is not the responsibility of Club Med.

Promotional Packages:

Full payment is required for all promotional and discounted packages upon confirmation of rooms and transport arrangement.

Cancellation and Amendment Charges

Cancellation of bookings (once payment has been made)

Number of days before departure	Cancellation / person
30 days and above	Baht 1,000 + transport cancellation fees + Baht 500 administrative fees + Membership / renewal fees
15 – 29 days	30% of package price + transport cancellation fees + Baht 500 administrative fees + membership / renewal fees
08 – 14 days	50% of package price + transport cancellation fees + Baht 500 administrative fees + membership / renewal fees
07 – 0 days	100% of Air and Resort package price + membership/ renewal fees

Administrative fee:

Any amendments made to a confirmed booking, or any reissuing & documentation on any name change after issuance of Air/Ferry ticket due to wrong information provided, will be charge at 500THB per person. An airline administrative fee will be levied for any changes made to the air ticket

Notice of cancellation must be made in writing/fax or email to Club Med. Membership fees are non refundable.

Requested by Club Med

1. Should Club Med have to cancel your stay in the resort or on board Club Med 2, you will be proposed, whenever possible, a similar stay of an equivalent value. Should you choose not to accept the alternative proposal made to you by Club Med, or without any answer from you within 7 days following the cancellation notice received from Club Med, you will be reimbursed 100% of the sums already paid.
2. You may be asked to leave the resort/Club Med 2 at any time, without any refund, if your actions impose upon or disturb others.

Transport

Upon ticket issuance, any amendments or cancellations of tickets are subject to the cancellation and amendment policy of the transportation operator. Where it is possible to revalidate/reissue tickets (subject to approval by the transportation operator), administrative fees will apply and any difference in the fare and/or taxes are to be borne by you. Depending on the transportation operator, it may take between 3 to 6 months before the refunded amount is returned to you. All promotional tickets are non-refundable, non-reroutable and no amendments are allowed once the tickets are issued.

Promotional packages:

All promotional and discounted Air and/or Resort packages are strictly nonrefundable, non-transferrable and no amendments are allowed once full payment is received.

No Refunds for Unused Stays, Services & Transport

1. No refunds will be made for unused services (i.e. golf, spa, Petit Club etc.)
2. No refund will be made for unused days at the resort or unused transportation resulting from your late arrival or premature departure. Additional expenses are your sole responsibility.

Membership Fees / Insurance:

1. Membership is compulsory for all Club Med bookings for any adult 12 years and above. It is Non refundable and Non Transferable.
2. Validity of membership is one year from the initial payment.
3. Your Club Med compulsory membership includes basic travel insurance. Please refer to the insurance brochure for details. Available upon request.

Travel Documents

It is your responsibility to check and confirm the accuracy of your travel information (e.g. name as per passport and dates of travel etc.) upon receipt of your vouchers. Club Med will not be held responsible if the travel information is subsequently found to be inaccurate.

It is your responsibility to ensure the following before departure:

1. Valid passport with a minimum 6 months validity from the date of return
2. Visas where required depending on the nationality and country of visit
3. The recommended vaccination, health certificates and health requirements

Responsibility

Members agree to be bound by the rules of Club Med governing stays at Club Med resorts and the local regulations in force in the country where they are located. Members participate in the activities and use the facilities at Club Med resorts at their own risk. Sports and similar activities intrinsically involve risk of physical injury greater than those encountered in daily life and by taking part in sports and other activities, members acknowledge and assume the risks inherent therein. Club Med, its subsidiaries, associated companies, affiliates, agents or representatives accept no responsibility, and shall not be liable for any injury, illness, damage, loss, accident, expense, delay or other irregularity resulting from a member's participation in any activity or use of any of the facilities in the Club Med resorts. Club Med reserves the right to withdraw, alter or otherwise modify tours, itineraries, specific programs, sports facilities or activities at any time and without notice and without liability for any loss. All services are subject to the laws of the country in which they are provided.

All arrangements other than the stay at the Club Med resort, including non-resort accommodations, sight-seeing, excursions, transfers and air or other transportation, if made by Club Med, its subsidiaries, associated companies, affiliates, agents or representatives are made by them solely in the capacity of agents for the supplier of these services, and therefore, neither Club Med, nor its subsidiaries, associated companies, affiliates, agents or representatives accept responsibility, nor shall they be liable for any injury, illness, damage, loss, accident, expense, delay or other claim which may result from the supplying of these services, whether caused by a defect of any vehicle, breakdown of equipment, strikes, theft, the negligence or default of any supplier of services or their agents or otherwise nor shall they be liable for any cancellation of or changes in itineraries or schedules or additional expense or loss of vacation time incurred by members, resulting therefrom.

Vacances Siam (Club Med) Ltd acting only as wholesaler for Club Med. The company does not own, manage, control or operate any transportation vehicle, any hotel, resort, cruise ship and restaurant or any other supplier of services and disclaims for itself and its agents and representatives, all responsibility or liability of any nature whatsoever for any injury, illness, damage, loss, accident, expense or delay to property or person due to any cause whatsoever occurring during, arising out of or relating to stays at Club Med resorts.

The passenger's ticket in use by the carriers, when issued, constitutes the sole contract between the carriers and the purchaser of the ticket and/or passenger. No claims arising out, or relating to stays at Club Med resort shall be accepted later than 30 days after the day of return and must be made in writing.

Air and Transportation Packages

1. Club Med packages are organized in conjunction with scheduled airline flights, itineraries and timetables that are provisional and subject to change without notice. Club Med and Vacances Siam (Club Med) Ltd cannot accept responsibility for transport delays, changes or cancellations resulting from Acts of God, weather, traffic, airport conditions, strikes or other causes, nor liability for additional expenses or loss of vacation time incurred by members, resulting therefrom.
2. Club Med and Vacances Siam (Club Med) Ltd assumes no responsibility or liability in the event you miss your flight/ferry due to weather or traffic conditions or late arrival of your connecting flight/ferry or for any other reason beyond their control. Should you utilize alternative transportation for connections to and from your flight, do ensure sufficient time to avoid delays or possible cancellations. Increase in airfare (when applicable) will be applied as a surcharge subject to airlines discretion. Airfare increases will be applied as a surcharge as and when ordered by the carriers. Insurance/airport tax is applied as an additional surcharge on all carriers. Fuel surcharge is subject to increase and is applied as an additional surcharge on all carriers

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Itinerary and Schedule Changes

Although no changes are anticipated, itineraries contained in our brochure may varied from time to time and we reserve the right to withdraw, alter or modify published tours, itineraries, facilities and activities at anytime at our discretion without notice and without liability for any loss. Where possible, your travel agent will be advised of such changes and you should ask if there are any amendments of which you should be aware prior to departure.

Children and Pregnant women

1. Note that there is no special facility for Children in some Resorts and that they remain at all times under the parents' own responsibilities. Children under 2 years old may not be allowed in some Resorts
2. Pregnant women or whose pregnancy required constant medical attention may not be allowed in some Resorts.

Pets and Animals

No pets and animals will be allowed in the Resorts

Force Majeure

A failure to comply or a delay in complying with these terms and conditions by Club Med or and Vacances Siam (Club Med) Ltd which is caused by Acts of God; strikes; boycott or industrial action or dispute; action or dispute; action in compliance with any act, regulation, ordinance, by-law or permit or with any lawful direction, order or request of any responsible authority or court; or any other cause whatsoever reasonable beyond the control of Club Med or Vacances Siam (Club Med) Ltd does not give rise to any claim by you or cause Club Med or Vacances Siam (Club Med) Ltd to be in breach of these terms & conditions.

*** Note: The expression Club Med whenever used in these Terms and Conditions refers to and includes one or more of the companies within Club Mediterranean Group of Companies including without prejudice to the generality of the expression, Club Med Asia S.A and their respective subsidiaries and associated companies.