If you wish to cancel or revise a booking, the following charges plus the non-refundable membership fee, travel insurance (if applicable), and any optional additional charges are as follows:

**NEW FLEXIBLE CANCELLATION CHARGES FOR NEW BOOKINGS MADE ON OR AFTER MAY 18, 2020 FOR A DEPARTURE DATE ON OR BEFORE JULY 2ND, 2021:**

- **Days prior to Departure**
  - Cancellation Charge (per person)
  - 15 or more: No cancellation charge
  - 14 to 30: 100%
  - 31 to 60: 50%
  - 61 or more: 25%

The above policy is not applicable when booking any non-refundable rate travel.

**HOLIDAYS FLEXIBLE CANCELLATION CHARGES FOR NEW BOOKINGS MADE ON OR AFTER MAY 18, 2020 FOR A DEPARTURE DATE BEFORE JULY 2ND, 2021 (INCLUDING BUT NOT LIMITED TO CHRISTMAS 2020, NEW YEAR'S 2021, EASTER 2021, AND OTHER WEEKS):**

- **Days prior to Departure**
  - Cancellation Charge (per person)
  - 61 or more: No cancellation charge
  - 60 to 31: 25%
  - 30 to 15: 50%
  - 14 or less: 100%

The above policy is not applicable when booking any non-refundable rate travel.

The cancellation charges are assessed on the full package price. Revisions of any kind (including but not limited to trip to a change in the date of departure) will be treated as a cancellation and applicable cancellation charges will be assessed and revised booking will be subject to pricing then in effect. One-time substitutions within the same room may be accepted, except during holiday periods, subject to a $50 fee and any airline ticketing fee and/or ticketing restrictions. Please inquire for additional details. Unpaid balances on cancellation charges are subject to collection action. All refunds will go back on the same form of payment. If the cancelled booking was paid using a future travel certificate, the refund will be less than a credit for future travel to be used prior to the expiration date of the original future travel certificate. No refunds will be made in the event of a show-no-show or intravention by the Member. Any non-refundable membership fee is non-refundable for unused travel vouchers or transfers. Cancellation charges for special events, certain promotions and holiday travel may vary; please contact your travel advisor.

AIRFARE: As result of the Transportation Security Administration (TSA) and Department of Homeland Security (DHS) mandate, all passengers will now be required to have Secure Flight Passenger Data (SFPD) on all air reservations. Also, following a new, non-refundable fee may be assessed if a traveler refuses to provide the above information. Name changes will incur a change fee. Cancellation charges for participating airlines may vary and are typically 100% non-refundable. Please inquire at time of booking.

GROUPS: Deposit, payment and cancellation charges may vary for groups. Please contact your travel advisor at Club Med Groups (303) 221-9271. All groups are subject to certain restrictions.

TRAVEL DOCUMENTS: Proof of citizenship, passports, visas, tourist cards, health recommendations, inoculations (where required) and compliance with customs regulations are the responsibility of the Member of the Vacation. Operators will not be responsible for any delay in boarding or exit from the resort and its furnishings or equipment caused by any willful or negligent act or omission of the Member. Neither Club Med Sales, Inc.; the Operators of the Vacations and their agents, servants and employees; and your travel advisor assume no responsibility for any claim, action, lawsuit or award for personal injury, illness, sickness, death, loss of money, property, or for any other damage, expense, inconvenience, loss of enjoyment, loss of pay, disappointment, mechanical breakdown, governmental action, war, terrorism, weather, acts of God, force majeure or other factors or causes beyond our control.

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permit any Member to bring to the Vacation any item that the Operators deem inappropriate. No animals are permitted (with the exception of service animals for Members with special needs). Please note that safekeeping facilities in many resorts may be limited. Members should limit the number of items brought to the resorts. Property lost or stolen must be reported immediately to the Reception Desk or to a designated Club Med employee prior to leaving the Customs area. The liability of Club Med Sales, Inc. and the Operators for any lost or damaged or stolen shall be limited to $500 or in accordance with the local law of the resort, whichever is less.

**ITINERARY OR PROGRAM CHANGES:** The Operators reserve the right to withdraw or modify resorts, tours, excursions, activities, programs, sports activities and facilities at any time without notice and without liability. During local or national holidays, certain facilities such as museums, sightseeing tours or shopping may be limited. In the event of force majeure, including but not limited to strikes, lockouts, riots, war, weather conditions, mechanical difficulties or for any other reason whatsoever, Club Med Sales, Inc. and the Operators may at any time and without prior notice cancel, advance, postpone or suspend the travel package and shall not be obliged for any loss whatsoever to any Member by reason of such cancellation, advancement, postponement, deviation or substitution.

**REFUSAL OF TRAVEL:** A Member may be asked to leave a resort or deploy at any time without refund if (i) the Member is (ii) unfit for travel due to a medical condition, (iii) a risk or danger to himself or herself or (iii) a disturbance or danger to others. In such an event, the Member shall not be entitled to any refund, and the Members shall reimburse the Operators for any additional lodging, meals, return transportation or other expenses incurred.

**CLAIMS:** You agree that (i) any claims relating to Vacations are null and void unless made in writing and sent via certified mail, return receipt requested, to the attention of Club Med Sales, Inc., Guest Relations within 60 days of your Vacation to 2151 East Broadway Road, Ste. 217, Tempe, AZ 85282; (ii) legal proceedings are time barred if not brought within one (1) year after the commencement of your Vacation; and (iii) the laws of the countries where the resorts are located may govern the disposition of your claim and in some cases may limit your recovery and damages.

**PHOTOGRAPHY:** Club Med Sales, Inc. and the Operators have the exclusive right to include photographic, video and other visual portrayals of Members in any pictorial medium of any nature whatsoever for the purpose of trade, advertising, sales, publicity or otherwise, without any further compensation therefore, and all rights, title and interest therein (including all worldwide copyrights therein) shall be the property of Club Med Sales, Inc. and the Operators.

**ERRORS:** Although every effort is made to ensure accuracy at the time of printing, Club Med Sales, Inc. is not responsible for typographical errors or omissions. The Information in this brochure supercedes all prior written material. Club Med Sales, Inc. is not responsible for verbal misquotes.

**PROGRAM DATES:** The programs described in this brochure are valid from November 2019 - October 2020.

**FLIGHT INFORMATION**

For those Members selecting Vacation packages that include air arrangements made by Club Med Sales, Inc. (e.g., land/air packages) please also note the following information:

**FLIGHT CONFIRMATION:** All flight times are subject to change. Members are required to verify departure time. For scheduled flights, please call the airline directly. For Club Med charters, please call the airline directly or 1-800-CLUB-MED. Flight type will be indicated on your travel documents.

**CHECK-IN:** For domestic flights, Members are required to check in at least 2 hours in advance. International flights require check-in at least 3 hours prior to the scheduled flight time. Allow for sufficient time to check in and pass through security and between connections to take into account delays or cancellations. Check-in times are subject to change. Please make sure that you allow sufficient time to pass through all security checkpoints.

**BAGGAGE:** Many airlines charge additional fees for checked and carry-on baggage. Please contact your airline carrier directly for baggage policies and applicable charges, for which the Member is responsible. You may also refer to www.clubmed.us for a link to each airline’s baggage policy.

**AIR TRANSPORTATION:** Club Med Sales, Inc. reserves the right to select the air carrier, routing and city airport from each gateway city and further reserves the right to substitute charter or commuter flights for scheduled flights. Charges and taxes imposed by U.S. and/or foreign governmental or quasi-governmental authorities (including but not limited to passenger facility charges [PFCs], departure/arrival taxes, security taxes, and surcharges, airport service charges and government inspection fees. Current taxes and fees range as follows: PFCs ($3.00 to $18.00), U.S. departure/arrival taxes and fees of up to $60, domestic tax of 7.75%, destination arrival-departure taxes and fees ($15 to $60) and a $2.50 September 11th security fee per person). Airline Tickets are subject to change and may be limited. In the event of force majeure, including but not limited to strikes, lockouts, riots, war, weather conditions, mechanical difficulties or for any other reason whatsoever, Club Med Sales, Inc. and the Operators may at any time and without prior notice cancel, advance, postpone or suspend the travel package and shall not be obliged for any loss whatsoever to any Member by reason of such cancellation, advancement, postponement, deviation or substitution.

**TRANSFERS:** Transfers between airports and resorts are on a group basis, either by coach, van or taxi at the selection of the Operators. Members who have arranged their own air transportation must transfer at their own expense.

**GOVERNMENT TAXES AND FEES:** "Government per-person taxes and fees" may include any and all fees, charges and taxes imposed by U.S. and/or foreign governmental or quasi-governmental authorities including but not limited to passenger facility charges (PFCs), departure/arrival taxes, security taxes, and surcharges, airport service charges and government inspection fees. Current taxes and fees range as follows: PFCs ($3.00 to $18.00), U.S. departure/arrival taxes and fees of up to $60, domestic tax of 7.75%, destination arrival-departure taxes and fees ($15 to $60) and a $2.50 September 11th security fee per person. This information is valid at the time of printing. Please refer to our website, www.clubmed.us, for up-to-date pricing information.

**FLIGHT DELAY:** Most flights arranged by Club Med Sales, Inc. operate as scheduled; however, if the final "leg" of your outbound flight (to the resort) experiences a gate departure (“off blocks”) delay of 4 or more hours from the scheduled departure time, you will be compensated by a credit at the resort as follows:

<table>
<thead>
<tr>
<th>Hours of delay:</th>
<th>Resort credit (U.S. dollars or local equivalent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-6 hours</td>
<td>$25</td>
</tr>
<tr>
<td>6-10 hours</td>
<td>$50</td>
</tr>
<tr>
<td>10 hours or more</td>
<td>$100</td>
</tr>
</tbody>
</table>

*Off blocks* time refers to the plane’s departure from the gate, not the airborne time (does not apply to delays from acts of God or weather).


**FOR TRAVEL ADVISORS**

Travel advisors are independent and not part of the Club Med organization. Any Vacation that a travel advisor may book must conform with the reservation procedures of Club Med Sales, Inc. in order for Club Med to be bound by such bookings. We will not be responsible for or be bound by any misinformation or misrepresentation of travel advisors (see "VACATION CONTRACT" section). Travel advisors are authorized to provide only information that is contained in this Brochure and in other written materials published by Club Med and issued to Members or travel advisors. Travel advisors who reserve your Vacation are obliged to remit a copy of this Brochure to you. In any question you may have concerning your Vacation should be directed to your travel advisor.

**PAYMENT INFORMATION FOR THE TRAVEL ADVISOR:** MCOs are not accepted as a form of payment. Please remit payments by either check or credit card. Credit card payments should first be called or arranged utilizing a UCC (universal credit charge) form. The cardholder’s signature must always be on file with the travel advisor. The advisor is solely responsible for the authenticity of the credit card and its signature and when the cardholder and the traveling member are not the same person, the advisor must verify the authorization of the cardholder to pay for the Member and to confirm the identity of the parties. In the event of a refusal by the cardholder or the issuer to honor a payment for non-authorization or for any reason whatsoever, the travel agency will be solely responsible for the costs and will have to pay Club Med any amount due under its invoice. The travel agency assumes the responsibility to obtain, at its own expense, the payment of any service or product sold to its customers. Any irregularity in the payment made by the customer of the agency is the sole responsibility of the agency. Such irregularity may result from a false signature, the unauthorized use of a credit card or for any other reason. The travel agency undertakes to indemnify Club Med and to pay all the costs of a reserved product or service that remains unapplied, in addition to any loss, expense, penalty or other charge imposed by any institution as a result of the refusal to honor a payment. For check payments, checks guarantees should be called in and then be sent within 48 hrs to:

**EXPRESS MAIL ADDRESS:**

Club Med Sales, Inc.

4305 Blue Lagoon Drive

Suite 227

Miami, FL 33126

Club Med Sales, Inc.

Attn: Accounting Department

6050 Blue Lagoon Drive

Miami, FL 33126

It should also include the file number, full names of people traveling, Vacation Destination, date of departure and date of birth. Club Travel documents will only be issued upon receipt of actual check payment. For bookings made less than 14 days from departure date, only credit card payments are accepted.