



Club Med - Terms & Conditions

Flexible cancellations: For all new bookings, for any Club Med resort worldwide and until further notice regarding our flexible cancellation policies, cancel for free and receive a full refund of your package (land + air) if your flights were booked with Air Canada, Air Transat or Westjet:

- For departures prior to June 30, 2022: up to 31 days prior to departure
- between 30 and 15 days: 50% charge on land portion; the air portion follows the airlines' policy in effect
- 14 days or less: 100% charge on land portion; the air portion follows the airlines' policy in effect
- Blackout dates: for stays between December 17, 2021 and January 1, 2022 and between February 26, 2022 and March 4, 2022, cancel for free up to 61 days prior to departure; 60 days or less, our standard policy applies
- For departures after July 1, 2022: our standard policy applies

If your flights were not booked with Air Canada, Air Transat or Westjet, the air portion will follow the airlines' policy in effect.

Refund excludes membership fees and optional insurance. All refunds will go back on the same form of payment. If the cancelled booking was paid using a future travel credit, the refund will be issued as a credit for future travel to be used prior to the expiration date of the original future travel credit. The cancellation charges are assessed on the full package price.

Revisions of any kind (including but not limited to a change in the date of departure or resort) will be treated as a cancellation and applicable cancellation charges will be assessed and revised booking will be subject to pricing then in effect. Unpaid balances on cancellation charges are subject to collection action. No refunds will be made in the event of no-shows or interruption or cancellation by the Member after departure. There is no refund for unused travel vouchers or transfers.

Cancellation charges for special events, certain promotions and holiday travel may vary; please contact our call center or your travel advisor.

EMERGENCY MEDICAL ASSISTANCE PROGRAM: Club Med Emergency Assistance Program provides all guests traveling before December 31st, 2022 with coverage for emergency medical expenses during their stay, including those related to COVID-19.

What is covered?

- In case of illness related to COVID-19, all healthcare expenses during your stay are covered: medical expenses in case of hospitalization, medical visit, COVID-19 test (subject to contractual restrictions), as well as transportation costs to testing facilities.
- In case of hospitalization, coverage includes: housing cost for companion, accompaniment of children and medical evacuation if the situation requires it. In case of quarantine for the positive G.M: the assistance center will organize housing along with the Resort and medical personnel.
- If you miss your intended flight: the assistance center will take charge and organize a new return flight following the sanitary requirements established by the health team.

Cost coverage in the event of Illness (including COVID disease) includes:

- Medical evacuation and repatriation following accident and/or illness according to the decision of the Medical Board of Europ Assistance,
- Advance and/or reimbursement of Hospital expenses abroad until € 75,000 incl. tax per beneficiary,



- Additional reimbursement of Outpatient Medical Expenses abroad in the event of suspected and/or confirmed Covid-19 until € 500 incl. tax / beneficiary,
- The cost of an extended stay at the hotel: € 120 per night incl. tax and € 250 incl. tax for a family / 10 nights or 14 nights maximum in the event of suspected and/or confirmed Covid-19,
- Repatriation of the mortal remains in case of death.

What is not covered by the program?

Consequences of global COVID situations in the country where the resort is located, such as:

1. Border lockdown: per region/ per city/ airport closure/ flight cancelation/ Resort closure...
2. Interruption of stay: following the declaration of State of Emergency
3. Quarantine: at the destination without being sick.

A certificate of insurance confirming coverage of medical expenses in case of sickness including COVID-19 can be provided upon request in order to enter a country or to obtain a travel visa.

This Assistance Agreement constitutes an extract of the general conditions of the contract concluded between EUROP ASSISTANCE, a business governed by the Insurance Code, and CLUB MEDITERRANEE, on behalf of its clients. It specifies the content of and the limits on the services to be provided by EUROP ASSISTANCE for CLUB MEDITERRANEE clients. The Assistance is provided by EUROP ASSISTANCE, and not by Club Med®. Any enrollment in Club Med®, or through the intermediary of a travel agent, makes the G.M® eligible for EUROP ASSISTANCE services, which cover assistance for persons. Applicable only to Canadian members (G.Ms®) who are Canadian residents and have booked and paid for their trip in Canada. This coverage supercedes any previously existing coverage and is subject to change without notice. A complete description of coverage is available upon request with Club Med Sales Canada Inc., and also in the Basic Insurance document you will receive by electronic mail before departure if you made a reservation. Call your Travel Agent or our Club Med call center for more details.