



Peace of Mind Policy

ADDENDUM TO CLUB MED MALAYSIA
GENERAL TERMS AND CONDITIONS
DATE OF EFFECT 23 DECEMBER 2020

Club Med Ψ

Club Med Malaysia | Vacances (M) Sdn Bhd KKKP Reg. No. 1841 (193003-V)
Reservations: +603 2053 1888 www.clubmed.com.my



CLUB MED PEACE OF MIND POLICY

Terms & Conditions

Club Med is introducing a Peace of Mind policy to provide flexibility to our guests with their travel plans.

The Peace of Mind policy will apply to all bookings described below. Club Med Standard Booking Terms & Conditions will continue to apply to all bookings save as otherwise modified by this Peace of Mind policy.

A. For all bookings made until 31 March 2021

1. FREE CHANGE OF DATE

Club Med offers one free change of travel date up to 7 days before departure without any amendment or cancellation charges, subject to the following terms:

- a) Club Med must be informed of the amendment at least 7 days before your scheduled departure date.
- b) Amended travel journey must be completed by the following dates:
 - by 31 October 2021 for travel to Club Med beach and countryside resorts
 - by 30 April 2022 for travel to Club Med snow/mountain resorts within the ski season
- c) The original length of stay, number and adult-child breakdown of guests, room category and resort booked must remain the same in the amended booking.
- d) Any additional costs for any applicable airline/other transportation/services charges relating to the travel date change shall be payable by you.
- e) If the amended booking is of lesser value from the original booking, the difference in pricing shall be refunded to you only in the form of credits to be used within one year of the amended departure date. If the amended booking is of a greater value from the original booking, you will be required to pay for the new price and any other pricing variances due.

After you have exercised the one free change, please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

2. BOOK NOW PAY LATER

For bookings made more than 45 days prior to scheduled departure

Deposits: A deposit of MYR500 per person for Club Med land stay component/ package and full price payment for any airplane/other transportation/services ticket included in your package must be paid at the time of booking to secure and validate your booking.

Final Payment: The balance of the Club Med holiday cost must be paid at least 45 days before your scheduled departure.

For bookings made within 45 days of scheduled departure

Full Payment: The Club Med holiday cost must be paid in full at the time of booking to secure and validate your booking.





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3. FLEXIBLE CANCELLATION

The applicable cancellation charges for the Club Med land stay component/package per person are as follows:

Notifications received by Us	Charge
60 days or more before scheduled departure	No charges
59 - 30 days before scheduled departure	MYR500
29 - 15 days before scheduled departure	50% of cost
14 - 7 days before scheduled departure	70% of cost
Less than 7 days before scheduled departure	100% of cost

If you have booked an Air Package, airline terms and conditions including any handling and/or penalty fees will apply separately.

B. For customers with Future Travel Credits (“FTC”)

- a) FTC shall be used for a new booking of a travel journey by the following dates:
 - by 31 October 2021 for travel to Club Med beach and countryside resorts
 - by 30 April 2022 for travel to Club Med snow/mountain resorts within the ski season
- b) You may change the original travel dates, resort, original length of stay, number and adult-child breakdown of guest and room category.
- c) Any additional costs for any applicable airline/other transportation/services charges relating to the travel date/resort/other changes shall be payable by you.
- d) If the new booking is of lesser value from the original booking, the difference in pricing shall be refunded to you only in the form of credits to be used within one year of the new departure date. If the new booking is of a greater value from the original booking, you will be required to pay for the new price and any other pricing variances due.
- e) After you have utilized the FTC for a new booking, the terms and conditions of a new booking set out under (A) “For all bookings made until 31 March 2021” shall be applicable.
- f) Other terms and conditions of the FTC:
 - FTC not used for a new travel journey by 30 April 2022 shall be 100% forfeited.
 - FTC for transportation and other services are subject to policies of the service providers and shall be based on the amount retained by us or refunded to us from the service providers.
 - FTC is non-refundable, non-transferable and cannot be exchanged for cash.
 - Any cancellation of FTC after 31 March 2021 shall be treated as a cancellation of booking as per the original booking details and the Club Med Standard Booking Terms and Conditions shall apply.

If you booked your stay with a travel agent/advisor, you need to contact your travel agent/advisor. Your travel agent/advisor will then contact Club Med on your behalf.

Club Med reserves the right to amend or terminate the Peace of Mind policy at any time without prior notice.

Last updated 23 December 2020.

