



Peace of Mind Policy

ADDENDUM TO CLUB MED AUSTRALIA & NEW ZEALAND
GENERAL TERMS AND CONDITIONS

DATE OF EFFECT 03 NOVEMBER 2021

Club Med Ψ



Club Med Peace of Mind Policy - Terms & Conditions Australia & New Zealand

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 the existing and new 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.

1. For bookings made for travel dates up till 31st October 2021

1.1 Before 30 days prior to scheduled departure date, you have the following options:

Option 1: Pay the final balance and prepare to travel

The below options are available to you if your booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions or Quarantine Mandates:

Option 2: Rebook a 2022/2023 holiday at your original booking price - Book a like-for-like holiday (land or package with flights) to the same resort, with the same dates, booking party, and seasonality and we will match your original land price.

The offer applies to rebook your 2020/2021/2022 holiday to 2022/2023 departure between the months of November to April only. The offer is valid until 28 February 2022.

Please note however, subject to local or international seasonality changes, such as Public Holidays, Chinese New Year, School Holidays or other such seasonal dates, a suitable alternative will be provided, likely (flexibility of 7 days before or after original check in date) which do not fall within blackout periods. You will have one free change if you need to alter your booking again by few days due to your airline flight schedule as long as your new travel date falls into the same seasonality. Airline fees and other transport and services are at your own expense.

Option 3: One free change to a different travel date/resort, subject to the following terms:

a) Amended travel journey must be completed by 31 October 2022 for Club Med beach and countryside resorts or 30 April 2023 for Club Med mountain resorts within the Ski season.

If your booking continues to be affected by the Australian/New Zealand Government Outbound/Inbound International Travel Restrictions, we will update our policy and advise you accordingly.

b) Any additional costs for any applicable airline/other transportation/services charges or Club Med stay relating to the travel date/destination change shall be payable by you.

c) 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 exercise the one free change, the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

Option 4: Postpone and hold the payment securely as a Future Travel Credit ("FTC") without any amendment or cancellation charges subject to the following terms:

a) FTC must be used for an amended travel journey in accordance with Option 3 above and as per indicated in the credit letter.

b) 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.

c) FTC is non-refundable, non-transferable and cannot be exchanged for cash.

d) FTC must be used for an amended travel journey in accordance with Option 2 above and before the validity date indicated in the letter, otherwise it is a 100% forfeit.

e) Any cancellation of FTC before the validity date 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.

Option 5: Cancel and do not travel

a) If your original booking was made before 10th June 2020, regardless of whether you had made a booking amendment before or after 10th June 2020, cancellation fees will apply as per the original booking details in accordance with the Club Med Standard Booking Terms and Conditions.

b) If you made a new booking after 9th June 2020, a refund in respect of the Club Med land stay component of any monies paid will be granted.

To qualify as a new booking, the booking must not be (a) associated with any previous booking, or (b) an amended previous booking, and shall not be paid in full or in part using a credit or transfer of payment from a previous booking.

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

If your booking is not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions or Quarantine Mandates and you decide to cancel or modify your booking, cancellation or amendment fees apply as per Club Med standard terms and conditions.





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1.2 Less than 30 days prior to your scheduled departure

If your cancellation is due to the Australian or New Zealand Government International Travel Restrictions or Quarantine Mandates, you are eligible to the following options: 1) One free change to a different date or resort, or 2) Keep the full payment as a Future Travel Credit. Your Future Travel Credit must be completed by 30 April 2023 for travel to any Club Med resort. For all other reasons for cancellation or amendments, 100% cancellation fees apply on Club Med land, transfer and services. In all cases, flight cancellation fees may apply as per airline policies.

2. For bookings made for travel dates from 01st November 2021 to 16th December 2022

2.1 Before 30 days prior to scheduled departure date, you have the following options:

Option 1: Pay the final balance and prepare to travel

The below options are available to you if your booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions or Quarantine Mandates :

Option 2: Rebook a 2022/2023 holiday at your original booking price - Book a like-for-like holiday (land or package with flights) to the same resort, with the same dates, booking party, and seasonality and we will match your original land price.

The offer applies to rebook your 2020/2021/2022 holiday to 2022/2023 departure between the months of November to April only. The offer is valid until 28 February 2022.

Please note however, subject to local or international seasonality changes, such as Public Holidays, Chinese New Year, School Holidays or other such seasonal dates, a suitable alternative will be provided, likely (flexibility of 7 days before or after original check in date) which do not fall within blackout periods. You will have one free change if you need to alter your booking again by few days due to your airline flight schedule as long as your new travel date falls into the same seasonality. Airline fees and other transport and services are at your own expense.

Option 3: Change travel date/destination: Club Med offers one free change of travel date/ destination without any amendment or cancellation charges, subject to the following terms:

- Amended travel journey must be completed by 30 April 2023 for travel to any Club Med resorts
- Any additional costs for any applicable airline/other transportation/services charges or Club Med stay relating to the travel date/destination change shall be payable by you.
- 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.

Option 4: Postpone and hold the payment securely as a Future Travel Credit ("FTC") without any amendment or cancellation charges subject to the following terms:

- FTC must be used for an amended travel journey in accordance with Option 3 above and as per indicated in the credit letter.
- 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.
- FTC must be used for an amended travel journey in accordance with Option 2 above and before the validity date indicated in the letter, otherwise it is a 100% forfeit.
- Any cancellation of FTC before the validity date 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.

Option 5: Cancel and do not travel

- If your original booking was made prior to 10th June 2020, regardless of whether you had made a booking amendment before or after 10th June 2020, cancellation fees will apply as per the original booking details in accordance with the Club Med Standard Booking Terms and Conditions.





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- a) If you made a new booking after 04th November 2020, a refund in respect of the Club Med land stay component of any monies paid will be granted.

To qualify as a new booking, the booking must not be (a) associated with any previous booking, or (b) an amended previous booking, and shall not be paid in full or in part using a credit or transfer of payment from a previous booking.

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

If your booking is not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions or Quarantine Mandates and you decide to cancel or modify your booking, cancellation or amendment fees apply as per Club Med standard terms and conditions.

2.2 Less than 30 days prior to scheduled departure date

If your cancellation is due to the Australian or New Zealand Government International Travel Restrictions or Quarantine Mandates, you are eligible to the following options: 1) One free change to a different date or resort, or 2) Keep the full payment as a Future Travel Credit. Your Future Travel Credit must be completed by 30 April 2023 for travel to any Club Med resort. For all other reasons for cancellation or amendments, 100% cancellation fees apply on Club Med land, transfer and services. In all cases, flight cancellation fees may apply as per airline policies.

3. For bookings made for travel dates from 17th December 2022 to 30th April 2023

3.1 Before 120 days prior to scheduled departure date, you have the following options:

- Option 1: Pay the final balance and prepare to travel**

The below options are available to you if your booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions or Quarantine Mandates :

- Option 2: Change travel date/destination: Club Med offers one free change of travel date/ destination without any amendment or cancellation charges, subject to the following terms:**

- a) Amended travel journey must be completed by 31 October 2023 for Club Med beach and countryside resorts or 30 April 2024 for Club Med mountain resorts within the Ski season.
- b) Any additional costs for any applicable airline/other transportation/services charges or Club Med stay relating to the travel date/destination change shall be payable by you.
- c) 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.

- Option 3: Postpone and hold the payment securely as a Future Travel Credit ("FTC") without any amendment or cancellation charges subject to the following terms:**

- a) FTC must be used for an amended travel journey in accordance with Option 2 above and as per indicated in the credit letter.
- b) 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.
- c) FTC is non-refundable, non-transferable and cannot be exchanged for cash.
- d) FTC must be used for an amended travel journey in accordance with Option 2 above and before the validity date indicated in the letter, otherwise it is a 100% forfeit.
- e) Any cancellation of FTC before the validity date 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.

- Option 4: Cancel and do not travel**

- a) If your original booking was made prior to 10th June 2020, regardless of whether you had made a booking amendment before or after 10th June 2020, cancellation fees will apply as per the original booking details in accordance with the Club Med Standard Booking Terms and Conditions.





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- a) If you made a new booking after 03rd November 2021, a refund in respect of the Club Med land stay component of any monies paid will be granted.

To qualify as a new booking, the booking must not be (a) associated with any previous booking, or (b) an amended previous booking, and shall not be paid in full or in part using a credit or transfer of payment from a previous booking.

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

If your booking is not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions or Quarantine Mandates and you decide to cancel or modify your booking, cancellation or amendment fees apply as per Club Med standard terms and conditions.

3.2 Less than 120 days prior to scheduled departure date

If your cancellation is due to the Australian or New Zealand Government International Travel Restrictions or Quarantine Mandates, you are eligible to the following options: 1) One free change to a different date or resort, or 2) Keep the full payment as a Future Travel Credit. Your Future Travel Credit must be completed by 30 April 2023 for travel to any Club Med resort. For all other reasons for cancellation or amendments, 100% cancellation fees apply on Club Med land, transfer and services. In all cases, flight cancellation fees may apply as per airline policies.

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