



Peace of Mind Policy

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

DATE OF EFFECT MAY 2021

ClubMed

ClubMed Ψ



Club Med Peace of Mind Policy Meetings & Events 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 new bookings travelling up until 16th December 2022. Club Med Meeting & Events Standard Booking Terms & Conditions will continue to apply to all bookings save as otherwise modified by this Peace of Mind policy.

3 Months from the date of confirmation

A deposit of \$200 per person will be due for the Club Med stay. If the booking includes airfares, the airlines’ terms and conditions will apply and must be paid at the time of booking to secure the booking.

Before 60 days prior to scheduled departure date

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

- a) Amended travel journey must be completed by 16th December 2022 for all Club Med resorts
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 relating to the travel date/destination change shall be payable by you.
- c) After you exercise the one free change, the Club Med Meetings & Events 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 Meetings & Events Standard Booking Terms and Conditions shall apply.

Option 4: Cancel and do not travel

Cancellation fee \$200 pp deposit apply.

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 Meetings & Events Standard terms and conditions.

Less than 60 days prior to your scheduled departure

Cancellation fee apply as per below. Any change or cancellation of your transport booking after reservation, may incur a charge of up to 100% of the travel costs, subject to individual transport companies’ Terms and Conditions. In these circumstances, the modification or cancellation charges detailed above will apply only to the remainder of the Package Price.

Cancellation fee	
60 – 45 days prior to the departure date	25% cancellation fee per person is applied.
24 – 30 days prior to the departure date	50% cancellation fee per person is applied.
30 - 0 days prior to departure and thereafter	100% cancellation fee per person is applied.

