



Extra Flexi Peace of Mind Policy

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

DATE OF EFFECT 27 OCTOBER 2021

Club Med Ψ



Club Med Extra Flexi Peace of Mind Policy Terms & Conditions - Australia

Club Med Extra Flexi Peace of Mind Policy is available to Australia citizens and permanent residence holders from any Australian state or territory. The policy applies to new bookings made from 27th October 2021 for travel dates from 01st December 2021 to 30 June 2022.

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.

1. Before 14 days prior to scheduled departure date, you have the following options:

Option 1: Pay the final balance and prepare to travel

The full balance of your booking must be received no less than 14 days before departure, otherwise, your booking will be automatically cancelled and lost of deposit will occur. To respect the full balance of your booking may be due on weekend, Club Med accept 1-2 days payment delay as an exception.

The below options are available to you if your booking is affected by the Australian 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 31 October 2022 for Club Med beach and countryside resorts or 30 April 2023 for Club Med mountain resorts within the Ski season.

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. A \$50 per person amendment fee will apply when any further changes are made.

If your booking continues to be affected by the Australian 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 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 booking is affected by the following conditions, \$200 deposit per person is refundable.

- Hotel quarantine mandates in host country or in Australia change from original booking date
- A change in the tourist visa in host country due to COVID restrictions from original booking date
- COVID outbreak in Australia or chosen destination causing travel bans
- Your travel companion(s) contracts COVID as is unable to travel

b) 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 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.

