

cancellation fees

Partial Terms & Conditions

- ▶ domestic tour
- ▶ overseas tour
- ▶ PEX dynamic package
▶ bintan ferry package

If you wish to cancel your tour, please contact the Contact Center during our business hours. Please be mindful of the date the cancellation fee starts to be charged as any cancellation requests placed via chat message or email, etc. out of business hours will be processed on the following business day.

Club Med Contact Center

0088-21-7008

Monday - Saturday and holidays: 10:00 - 18:30 (Sunday: Closed)

domestic tour cancellation fees

- (1) If you wish to cancel your tour for personal reasons after the conclusion of your Tour Contract, you have to pay a cancellation fee as specified below, and any other participants in your group remaining in the tour have to pay the applicable new tour price as well as the difference between the original per-room rate and the new per-room rate applied due to a change in the number of participants.
- (2) Even if you cancel your tour for reasons related to your loans beyond our control, you have to pay a prescribed cancellation fee.
- (3) If you fail to pay your tour price by the due date, you will be deemed to have canceled your Tour Contract on the day following the due date and have to pay a penalty in the same amount as the cancellation fee.
- (4) If you, for your own reasons, change the departure date or the tour route or change part of the itinerary in relation to transportation or accommodation, your entire tour will be treated as being canceled and you will have to pay a cancellation fee.

◆ Cancellation fee – Accommodation plans and pick-ups and drops-offs plan

	Date of cancellation of Travel Contract	Cancellation fee (per person)
Regular season	For the reservation of pick-ups and drop-offs 4-14 days prior to the date preceding the overnight stay start date (inclusive)	20% of the pick-ups and drop-offs fee/plan
	Up to 3 days preceding the overnight stay start date	20% of the tour price
	The overnight stay start date	50% of the tour price
	After the start of the overnight stay, or when you do not participate in the tour without notifying us in advance	100% of the tour price
Peak season : Overnight stay start date: May 3 to May 5, August 10 to August 17, or December 28 to January 2 and 15 participants or more	8-20 days prior to the date preceding the overnight stay start date (inclusive)	20% of the tour price
	2-7 days prior to the date preceding the overnight stay (inclusive)	30% of the tour price
	The date preceding the overnight stay start date	40% of the tour price
	The overnight stay start date	50% of the tour price
	After the start of the overnight stay, or when you do not participate in the tour without notifying us in advance	100% of the tour price

◆ Cancellation fee -Package plans (excluding JAL package tour)

Date of cancellation of Travel Contract	Cancellation fee (per person)
On or before the 21st day prior to the date preceding the tour start date	None
8-20 days prior to the date preceding the tour start date (inclusive)	20% of the tour price
2-7 days prior to the date preceding the tour start date (inclusive)	30% of the tour price
The date preceding the tour start date	40% of the tour price
The tour start date	50% of the tour price
After the start of the tour (Note 1), or when you do not participate in the tour without notifying us in advance	100% of the tour price
Note 1: The phrase "after the start of the tour" used in this table means at and after "the time you start receiving the services" as described in Article 2, paragraph 3 of our Special Compensation Rules.	

◆ JAL package plans departing on or after April 1, 2022

Date of cancellation of Travel Contract [If individual inclusive tour fares (dynamic pricing) are applied]	Cancellation fee (per person)
If you terminate the Tour Contract after you have entered into it	Up to the amount of a cancellation fee, etc., for a flight ticket when the Tour Contract is canceled
If you terminate the Tour Contract 20 days prior to the date preceding the tour start date or later	Up to whichever is the larger of (i) 20% of the tour price or (ii) a cancellation fee, etc., for a flight ticket when the Tour Contract is canceled
If you terminate the Tour Contract 7 days prior to the date preceding the tour start date or later	Up to whichever is the larger of (i) 30% of the tour price or (ii) a cancellation fee, etc., for a flight ticket when the Tour Contract is canceled
If you terminate the Tour Contract on the date preceding the tour start date	Up to whichever is the larger of (i) 40% of the tour price or (ii) a cancellation fee, etc., for a flight ticket when the Tour Contract is canceled
If you terminate the Tour Contract on the tour start date	Up to whichever is the larger of (i) 50% of the tour price or (ii) a cancellation fee, etc., for a flight ticket when the Tour Contract is canceled
If you terminate the Tour Contract after the start of the tour, or do not participate in the tour without notifying us in advance	Up to 100% of the tour price

◆ Cancellation fee for flight tickets of JAL package plans

Exclusive airfares for domestic tour products (individual inclusive tour fares or Class J individual inclusive tour fares) are applied. In the case of individual inclusive tour fares, airfares might change depending on the seat availability of your flight at the time you apply and the "cancellation fee for a flight ticket" stated in the table below will become applicable at the same time as you enter into your Tour Contract. When those fares are refunded, you have to pay a prescribed cancellation fee for each flight.

*No refund fees will be charged.

• JAL package plans departing on or before April 11, 2023

Date and time of refund	Cancellation fee (per flight)
55 days prior to the scheduled flight date or earlier	500 yen
21–54 days prior to the scheduled flight date	2,000 yen
8–20 days prior to the scheduled flight date	3,000 yen
1–7 days prior to the scheduled flight date	6,000 yen
By the departure time of your scheduled flight on the date of the flight	9,000 yen
After the departure time of your scheduled flight	100% of the fare

• JAL package plans departing on or after April 12, 2023

Date and time of refund	Cancellation fee (per each single trip)
55 days prior to the scheduled flight date or earlier	500 yen
21–54 days prior to the scheduled flight date	2,000 yen
8–20 days prior to the scheduled flight date	3,000 yen
1–7 days prior to the scheduled flight date	6,000 yen
By the departure time of your scheduled flight on the date of the flight	9,000 yen
After the departure time of your scheduled flight	100% of the fare

*Please contact the Club Med contact center for the details of the type of your issued flight ticket, cancellation fees and our tour products.

*You can visit the JAL website (external website) to check their ticket cancellation policies. <https://www.jal.co.jp/ja/dom/charge/iit/index.html>

◆ Optional tour in Club Med Kabira and Sahoro

Date of cancellation of Travel Contract	Cancellation fee (per person)
The date preceding the tour start date	40% of the tour price
The tour start date	50% of the tour price
After the start of the tour, or when you do not participate in the tour without notifying us in advance	100% of the tour price

overseas tour cancellation fees

- (1) If you wish to cancel your tour for personal reasons after the conclusion of your Tour Contract, you have to pay a cancellation fee as specified below, and any other participants in your group remaining in the tour have to pay the applicable new tour price as well as the difference between the original per-room rate and the new per-room rate applied due to a change in the number of participants.
- (2) Even if you cancel your tour for reasons related to your loans beyond our control, you have to pay a prescribed cancellation fee.
- (3) If you fail to pay your tour price by the due date, you will be deemed to have canceled your Tour Contract on the day following the due date and have to pay a penalty in the same amount as the cancellation fee.
- (4) If you, for your own reasons, change the departure date or the tour route or change part of the itinerary in relation to transportation or accommodation, your entire tour will be treated as being canceled and you will have to pay a cancellation fee.

◆ Cancellation fee - Accommodation plans & Package plans

Date of contract cancellation	Tour starting between April 27 and May 6, or July 20 and August 31, or December 20 and January 7	Tour starting on dates other than ones specified on the left
31–40 days prior to the date preceding the tour start date (inclusive)	10% of the tour price (Maximum: 100,000 yen)	None
15–30 days prior to the date preceding the tour start date (inclusive)	The tour price is 500,000 yen or more : 100,000 yen The tour price is 300,000 yen or more and less than 500,000 yen : 50,000 yen The tour price is 150,000 yen or more and less than 300,000 yen : 30,000 yen The tour price is 100,000 yen or more and less than 150,000 yen : 20,000 yen The tour price is less than 100,000 yen : 20% of the tour price	
3–14 days prior to the date preceding the tour start date (inclusive)	20% of the tour price	
Up to 2 days prior to the tour start date	50% of the tour price	
After the start of the tour, or when you do not participate in the tour without notifying us in advance	100% of the tour price	

PEX dynamic package / bintan ferry package cancellation fees

- (1) If you wish to cancel your tour for personal reasons after the conclusion of your Tour Contract, you have to pay a cancellation fee as specified below, and any other participants in your group remaining in the tour have to pay the applicable new tour price as well as the difference between the original per-room rate and the new per-room rate applied due to a change in the number of participants.
- (2) Even if you cancel your tour for reasons related to your loans beyond our control, you have to pay a prescribed cancellation fee.
- (3) If you fail to pay your tour price by the due date, you will be deemed to have canceled your Tour Contract on the day following the due date and have to pay a penalty in the same amount as the cancellation fee.
- (4) If you, for your own reasons, change the departure date or the tour route or change part of the itinerary in relation to transportation or accommodation, your entire tour will be treated as being canceled and you will have to pay a cancellation fee.

◆ Cancellation fees per person for PEX Dynamic package and Bintan ferry package

Date of contract cancellation	Tour starting between April 27 and May 6, or July 20 and August 31, or December 20 and January 7	Tour starting on dates other than ones specified on the left	Tours to which PEX fares, etc., apply (Notes 1 and 2)
If you terminate the Tour Contract after you have entered into it (excluding the cases specified below)	None		Amount of cancellation fee, etc., for a flight ticket if Tour Contract is canceled
31–40 days prior to the date preceding the tour start date (inclusive)	10% of the tour price (Maximum: 100,000 yen)	None	Whichever is the larger out of the amount specified on the left or a cancellation fee, etc., for a flight ticket when Tour Contract is canceled
15–30 days prior to the date preceding the tour start date (inclusive)	The tour price is 500,000 yen or more : 100,000 yen The tour price is 300,000 yen or more and less than 500,000 yen : 50,000 yen The tour price is 150,000 yen or more and less than 300,000 yen : 30,000 yen The tour price is 100,000 yen or more and less than 150,000 yen : 20,000 yen The tour price is less than 100,000 yen : 20% of the tour price		
3–14 days prior to the date preceding the tour start date (inclusive)	20% of the tour price		
Up to 2 days prior to the tour start date	50% of the tour price		
After the start of the tour, or when you do not participate in the tour without notifying us in advance	100% of the tour price		
Note 1 : PEX fares will apply regardless of the departure date if (1) the tour uses flight tickets (PEX fares, etc.) that have the same sales conditions as flight tickets that airlines, etc., sell to consumers in general through their websites, etc., when the tour departs from or arrives at Japan, and (2) the Brochures clearly states the following: the fact that the tour will use those flight tickets; the name of the relevant airline company; and cancellation fees, penalties, and refund charges that the airline specifies for those flight tickets, as well as conditions and amounts of other fees for canceling a contract of carriage by air. Note 2 : If the amount of a flight ticket cancellation fee is equal to the Tour Contract's cancellation fee and you wish to check the type of your issued flight ticket, please contact the Club Med contact center or the sales office.			