

# ***FAQ – Customer Account***

**Read our online help**

# ***FAQ – Customer Account***

## **You are facing an issue to log in issue to the Customer Account?**

I can't login to my Customer Account, I lost my password, I don't receive an email to reset my password, etc...

### **How do I log in to my Customer Account?**

You can log in to your Customer Account from the Club Med homepage by clicking on the "Customer Account" button and entering your login infos (this area is located at the top of the homepage):

- Your username: this is your G.M® number or your email address
- Your password

### **I can't login with my email address**

If you are unable to log in with your email address, try to use your GM number. You can find your GM number at the following locations:

- Contract of sale
- Booking confirmation email
- Balance payment email
- But also on the documents sent when you ask for a quote or hold an option

# ***FAQ – Customer Account***

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### **I lost my account activation link**

You will receive the activation link of your Customer Account by email:

- If you are a new customer and you have just booked a stay in Club Med, the activation link will be displayed in your booking confirmation email.
- If you have subscribed to the newsletter, you will receive an email to activate your account
- If you have made an online account creation request, you will receive the activation link for your Customer Account in the account creation confirmation email.

Note that this link only works once (if you click on it a second time, it will be expired)

If you do not find the email to activate your account, you can directly activate your account by clicking on the link "forgotten password" on the login page of the member area.

We will send you an email with a link to activate your account.

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I can't login to my Customer Account, I lost my password, I don't receive an email to reset my password, etc...

### **I forgot my password**

If you have forgotten your password, you can reset it by clicking on the "forgotten password" link on the login page (to go to this page, click on the "login" button at the top of all pages of the website).

Simply enter your email address and we will send you an email to reset your password.

We may ask you for more information, including the GM number. This can happen if your email is attached to multiple accounts or Customer Accounts.

### **I didn't receive my "forgotten password" email**

If you didn't receive your email to reset your password, there may be several reasons:

- Sending the email to reset your password can take up to three minutes
- Make sure that the email entered has a valid syntax xxx@yy.zz (example: monemail@gmail.com)
- Check in the field "email" of our form "password forgotten" that you didn't put a space before or after having written your email
- The email may have arrived in your junk mail or SPAM

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### **My Customer Account isn't in English**

If the mailing address linked to your GM number isn't an English mailing address, then we are redirecting you to the website that matches the mailing address.

For example: if you have a France postal address, then we will redirect you to the France website

# ***FAQ – Customer Account***

## **You are facing an issue to log in issue to the Customer Account?**

I can't login to my Customer Account, I lost my password, I don't receive an email to reset my password, etc...

### **How can I change my contact details?**

You can change your contact details (name, first name, date of birth and telephone number) from your Customer Account.

Please note that it's not yet possible to modify your email address or your postal address in the Customer Account. If you wish to change one of this information, we invite you to contact your usual travel agency or call an advisor.

### **There's a spelling mistake in my name. What am I supposed to do?**

If you notice an error on your Club Med Great Members card or if you have changed your name, you can update your contact details on the website [www.clubmed.com.my](http://www.clubmed.com.my) via your Customer Account (go to the section "see my profile").

You can also ask your usual travel agency or call centre to do the necessary.

Please note that it's only possible to change your name if you aren't currently in a resort or if you don't have any upcoming stays.

# ***FAQ – Customer Account***

## **You have a problem regarding the display of one of your stays in the Customer Account?**

I don't see my stay in the Customer Account...

### **My Tour stay isn't displayed in the Customer Account**

You have booked a Tour or "Escapade" and you don't see it in your Customer Account? Actually, we don't display yet tours and escapades in the Customer Account. You can find there only the stays in our resorts.

### **I no longer see some of my past stays in a resort**

It's possible that some of your stays will no longer be displayed in your Customer Account.

Here are the main reasons:

- All the stays you could have spent in resorts that are permanently closed (El Gouna, Pompadour, Villars-sur-Ollon, etc.) will no longer be displayed in your Customer Account.
- Stays prior to 1995 are not displayed in the Customer Account

# ***FAQ – Customer Account***

## **You have a problem regarding the display of one of your stays in the Customer Account?**

I don't see my stay in the Customer Account...

### **I don't see my stay in a resort in my Customer Account**

There are several cases in which we don't display yet your stay in your Customer Account:

- Your file combines several consecutive stays, room changes during your stay or is complex (participants do not leave on the same date or from the same city)
- Your file combines a stay and a tour/escapade or a city stop
- Your file has been modified by one of our sales agent (change of room or flight)
- Files including more than 20 additional services (transfer, child supervision, sports camp, spa, ski equipment rental, etc.)
- You have booked your stay via your company's works council
- If you (main participant) of the GM number do not participate in a stay which is attached to your GM number, then you will not see this stay in your customer space but the other person of your GM number can see it



# ***FAQ – Customer Account***

## **You have an issue regarding a future stay?**

You can't pay your balance, confirm your option, use the Facilitate Your Arrival service, etc..

### **You can't download your sales contracts?**

- The sales documents (sales contract and general sales conditions) can be found in the "documents" section of the "details of my stay" page.
- The "sales contract" document serves as an invoice.
- We display these sales documents for options and confirmed stays
- When clicking on the "documents" section, the display of documents can take from 30 seconds to 1 minute.
- Currently, only the person in the file who received the confirmation email will be able to download the sales contract. The other members will have to ask a sales agent to send him the sales contract by email

We don't display sales contracts in the following cases:

- reservation before July 2017
- temporary technical unavailability of documents (if this happens, we display an error message in the section)

# ***FAQ – Customer Account***

## **You have an issue regarding a future stay?**

You can't pay your balance, confirm your option, use the Facilitate Your Arrival service, etc..

### **I can't access Facilitate Your Arrival service**

You can access the service directly from the home page of your Customer Account through a link displayed just below your future stay

### **Service Accessibility:**

- Facilitate Your Arrival is a limited service and it can happen that we are unable to benefit from it for some of your stays (mainly for the ski equipment)
- This service is not yet eligible in all our resorts.
- You have children between 11 and 17 years old and Junior/Passworld supervision is not available during the selected period (even if you received Facilitate Your Arrival email)

### **Service availability:**

- The service is available and open from 30 to 3 days before your departure (filling out the form)
- You can view the information entered up to the day you arrive in the village.
- If you have several upcoming stays that are eligible for Facilitate Your Arrival, we are only able to provide the service for your nearest stay (Facilitate Your Arrival cannot be entered for the 2nd stay).

# ***FAQ – Customer Account***

## **You have an issue regarding a future stay?**

You can't pay your balance, confirm your option, use the Facilitate Your Arrival service, etc..

### **I can't pay my balance online**

To pay the balance of your stay, you must go to the "details of my stay" page. There you will find a "price details" section where you can click on the "pay" button to proceed to payment.

We do not handle the following case regarding payment of the balance:

- if you make your reservation with a travel agent (Thomas Cook, TUI, etc.) you will not be able to pay your balance on our website, you have to contact the travel agent to proceed to the balance payment

### **I can't confirm my option in the Customer Account**

- there are several situations where you cannot confirm your option online:
- if the option was made with a travel agent (Thomas Cook, TUI, etc.)
- if your stay is a Tour or an "escapade"
- your file combines several consecutive stays, room changes during your stay or is complex (participants do not leave on the same date or from the same city)
- your file combines a stay and a tour/escapade or a city stop
- files including more than 20 additional services (transfer, child supervision, sports camp, spa, ski equipment rental, etc.)
- if you (main participant) of the GM number do not participate in a stay which is attached to you, then you will not see this stay in your customer space

# ***FAQ – Customer Account***

## **Need to contact us?**

Contact us

You want to contact us ?

[See our contact](#)

You encounter another problem on our website?

Consult our frequently asked questions to help you with your questions about transportation, insurance, payment, etc.

[Read our Frequently Asked Questions](#)