

# ***Frequently Asked Questions***

**We are pleased to help you**

# *Transports*

## **How is Club Med transport organised?**

To get to our resorts, depending on your destination and package booked, Club Med offers you flights departing only from Kuala Lumpur.

**Airport or station transfers** to and from the resort are included in the Air Package. This is one of the most practical ways to travel. Transfer times shown on the Resort webpages do not include the time needed to complete all formalities (police, baggage collection, customs...).

**The baggage allowance** is specified on your travel itinerary or ticket. We ask you to stay within these limits; Club Med will not pay any excess baggage charges incurred.

**In the station**, as in most airports, Club Med is available to inform and help you. For some destinations served by the train, Club Med hostesses accompany you to make sure your journey goes smoothly.

## **Which airline(s) does Club Med work with?**

Here is the list of our main airline partners (international flights):

- Malaysian Airlines, Malindo Air, Singapore Airlines, China Southern, Royal Dutch Airlines, Air France, Thai Airways

This is not an exhaustive list. We are likely to offer you other scheduled or non-scheduled air transporters. These companies are authorised to serve national territories by the relevant civil aviation authorities.

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## **Can we be upgraded and do you allow stopovers?**

**Tailor made holidays and upgrades:** we would be happy to arrange your itinerary with flights and duration of stay tailored to your requirements. We have very good negotiated rates in Premium Economy, Business and First Class cabins to most of our destinations. We can arrange an upgrade for you at extra cost.

**Stopovers:** if you wish to visit a city on the way to and/or from the resort, we can arrange stopovers. But we do not organize your stay during your stopover.

# ***Kids***

## **Supervision and facilities**

The G.O.s who look after children at Baby Club Med\*, Petit Club Med\* and Mini Club Med are all qualified with experience in working with small children, according to the age of the children supervised; equivalent local qualification in other countries.

Childcare quality standards apply to the supervision of children under 6 years; in particular, to the number of children per G.O. No exceptions will be made and no children will be admitted above this limit. To ensure your children are perfectly safe, G.O.s never work alone, and other G.O.s; help when necessary.

Strict norms and working rules ensure perfect safety:

- A contact diary is used to keep parents informed (account of the day, time of children's arrival and departure);
- Children wear a bracelet to show they are in the care of a G.O.
- A nurse is in attendance at Mini Club Med resorts, and a pediatrician at Baby Club Med resorts

# *Kids*

## **What is the contact diary?**

GOs are responsible for children during the opening hours of [Baby Club Med\\*](#), [Petit Club Med\\*](#) or [Mini Club Med](#), on condition that their parent or guardian has correctly filled in the attendance register provided, in particular stating (next to their signature) the time at which the child has been left and will be collected, and where the parent or guardian can be contacted.

For Baby Club Med\* and Petit Club Med\*, this register also functions as the contact diary. Parents or guardians can refer to the register for information about their children's meals, diaper changes, naps and so on. If necessary they can note their comments or recommendations in the register.

For Mini Club Med, when the register is signed on arrival, the G.O; gives each child aged 4 to 7 years a bracelet which indicates clearly that they are enrolled in Mini Club Med.

## **Confidence and safety**

Club Med has always offered vacations free from worry. While your children learn about independence, you'll be freed from practical concerns, with nothing to worry about. Every day, Club Med's unique values are shared with your children by our caring G.O.s, who know just how to establish a two-way relationship of friendship and confidence with their young guests. At the same time, the children are always close to their parents and can see them whenever they like during the day.

# *Kids*

## **Is it possible to have interconnecting rooms?**

Yes it is. You can request an interconnecting room online, by phone or to your preferred travel agent when there is **more than one child** or when the child is **over 12 years old**. Please feel free to contact us to book interconnecting rooms.

[Contact us](#)

# *Club Med Stays*

## **How are Club Med stays different from the other ones?**

At Club Med only, the all-inclusive concept is much more than a package:

- A high-quality service in exclusive and secluded locations. With G.O® and G.E® trained and dedicated to provide high-standard of service at all times.
- A Club Med spirit, which creates an unique atmosphere and friendship, thanks to a great variety of activities specially designed for you and your family by our by G.O®.
- With resorts located in 40 different countries Club Med offers a multicultural atmosphere to welcome clients from all around the world. Each Club Med resort offers the opportunity to discover new languages, new cultures, new sensations.
- Club Med tailor-made packages: let us organise your perfect holiday. From beginner to experienced, select your own sport package.
- Discover more. Exclusive excursions designed to offer you the opportunity to discover new wonders of each destination.
- Just relax in our Spas. A world of relaxation through a large range treatments offered by top brand Spas(1).

*(1) at additional costs*



# ***Others***

## **What do the abbreviations G.O and G.M mean?**

It was in 1950, in the first Club Med Resort, in the Balearic Islands, that the term "G.O", an abbreviation of "Gracious Organisateur" (Gentle/Kind Organiser), was first used.

A label of quality produced from the imagination of holidaymakers who were ding out about Club Med for the first time. One good turn deserves another, so these pioneers were in turn christened: "Gracious Membre" (Gentle/Kind Member) or "G.M".

## **Is it compulsory to take part in the proposed activities? by the G.O.s.**

"Your Stay, Your Way"

In our Resorts, freedom and respect for others take precedence over everything.

You are therefore 100 % free to take part or not in the different activities and events organised by the G.O.s.

# *Others*

## **What is planned at Club Med for food intolerances & allergies?**

Club Med is committed to offering a wide range of culinary options to its G.M's that require special dietary assistance.

## **Can I pay a deposit and pay the balance later?**

Secure your next holiday with just 20% deposit. The balance is due only by 60 days before departure date for our mountain destinations and, by 45 days for our beach destinations, through our website or call center. All air and ferry transportations are not applicable for our Book Now Pay Later plan.

[See terms and conditions](#)

## **Can I travel by myself?**

Yes you can. Travelling by yourself at Club Med is an amazing experience, whether you want to have alone time sipping a cocktail by the pool, or be part of activities and entertained by the G.Os, it is all possible in our resorts.

Note that a surcharge will apply from 30% during low season to 80% during peak periods.

# *Others*

## **Are promotional offers taken into account in the prices shown on the resort pages?**

Yes the promotional offers are taken into account in the prices displayed on the price calendar on the resort pages.

[Discover our offers](#)

## **Are Club Med resorts pet-friendly?**

Sorry, pets are currently not allowed in our Club Med resorts.

## **Have a question regarding your Customer Account or Great Members programme?**

[Visit the Great Members FAQ page](#)