

Frequently Asked Questions

We are pleased to help you

FAQ:

1. What activities are available in Club Med Bintan? Are the Kids Club opened? Do we need to pre-book any activities?

All activities are available in Club Med Bintan, including Petit*, Mini and Junior Club. Facilities/amenities that require pre-booking include dining at The Terrace Special Restaurant, excursions*, spa*, Kids Club, baby sitting services*, golf* (outside the resort), *cooking lessons, and aerial yoga. All other activities are free access. Kindly refer to the resort program upon arrival.*

**At extra cost*

2. Can I book Petit Club only on the days that I require (and not for the whole duration of my stay)?

Yes, you can sign up your child for Petit Club only on the days that you would like. However, this can only be done in the resort and is subjected to availability. We highly recommend pre-booking online for the whole duration of your stay to secure a slot.

3. Can Club Med put my reservations on hold while I try to arrange for transport (flight/ferry)?

Yes, you may choose to hold a booking first while you confirm your transport arrangements. This booking can be held for 24-48 hours depending on how far in advance the travel dates are. Kindly contact our travel advisors if you would like for this arrangement.

4. Your website can only accept up to 6 persons. How can I make reservations for more than 6?

For reservations of more than 6, kindly contact our travel advisors or drop us an email at askme.sg@clubmedcustomerservice.com

FAQ:

5. I have multiple families travelling together, can we enjoy group rates?

For families with 20 or more guests above the age of 4, you can enjoy our group benefits if you travel together. Kindly email us at mice.singapore@clubmed.com and our Travel Advisors will be in touch with you.

6. How do I pay for Visa On Arrival in Indonesia?

Passport holders of selected countries/nationalities need to apply for Visa On Arrival (VOA) at IDR 500,000 per person for travel of up to 30 days. Please note that VOA is payable in cash (Indonesian Rupiah 500,000). Kindly prepare cash in advance. Please refer to the “Safe Together Formalities” sections of Club Med Bintan Island resort page and Club Med Bali resort page for updated information.

7. What is check-in / check-out time?

Check in time: 15:00 hr

Check out: 10:00 hr

- In case of early arrival, guests will be able to have lunch (at extra charge) depending on availability at the resort.
- For all guests who purchased stay package / stay package inclusive of transfer to resort and require early check in or late check out, there will be extra costs onsite to be paid to the resort. This service is not bookable online.
- Guests who have purchased a flight package together with their stay are entitled to early check in and are free to use the resort facilities and F&B services at no additional costs until their departure. Rooms will be allocated as soon as possible and according to the availability.

FAQ:

What does the Club Med « all-inclusive » formula include?

- Drinks and Snacks Included: The drinks of your choice throughout the day and into the evening*! Water, fruit juice, fizzy drinks, coffee, tea, chocolate, beer, wines, aperitifs, cocktails, rum, whisky, gin... both local and international brands. There is an extra charge for the Champagne and VSOP spirits.
- As many snacks as you want for hungry moments ! Gastronomic meeting points for enjoying the activities of the resort at your own pace: late breakfast, late lunch, afternoon snack, nibbles in the discotheque... Club Med Snacking includes different sweet and savoury snacks such as: salads, fruit, dairy products, cookies, pizzas, hamburgers, hot dogs, savoury flans, nachos, tapas...
- All your meals during your stay, in one of our restaurants: sumptuous buffets, creative chefs, culinary variety, the Club Med table is an event in itself each day. At all meals, 3 types of menu are proposed: a discovery menu, a fitness menu and a universal menu.
- A multitude of sports: taught at 3 levels, depending on the resorts, by dedicated and qualified G.O, on land, on sea, in the air or under the water, Club Med is one of the biggest sports schools in the world. At your own pace, choose between free access, beginner courses, discovery or advanced courses in one of our 50 sporting disciplines. For the ski resorts, lessons and a 6-day ski lift pass.
- Childcare: the supervision of your children, from 4 years old, at the Mini Club Med and from 12 years old at the Juniors' Club Med. A child's kingdom, Club Med can pride itself on having unmatched experience in this field. Against nurseries par excellence, everything is done for the happiness of the little ones with varied and original activities.
- Entertainment: more than ever, your senses will be awoken to experience some unforgettable moments plus ! Throughout the day, events are organised based on themes like sport, music or even the culture of the country. Performers and top-level sports players sometimes come and share their experience with you.
- Flights and direct transfers between the airport and the resorts (for the flight + stay formulas only).
- Access top-quality infrastructures for additional services (1): sports courses (1), passport (1) and fitness treatments (1) or even supervision of the youngest children from 4 months (1) or from 2 years old (1). All these services are delivered in the best of conditions and the structures are especially adapted to each discipline. The qualified G.O will accompany you from day to day. From thalasso, to taking official scuba diving diplomas... you can't fail to be tempted.
- Access to many services (1) making your holiday and day to day life easier: Club Med boutiques (1), internet kiosk (1), massages (1), Discovery area (1), dry cleaners (1), laundry (1), green fees bookable at reception.

*drinks served by the glass and at the bar only. Nevertheless subject to availability and the right Club Med reserves to refuse to serve a GM, if they are judged to be too ill or too inebriated.
(1) at additional costs