

## **Standard Terms & Conditions of the 2024 Club Med “Great Members” Loyalty Program**

### **Preamble**

Club Med offers its “Great Members” loyalty program (hereafter the “Program”) to its Hong Kong customers (hereafter the “Great Members®” or “G.M®”) so they can obtain the benefits (hereafter the “Benefit(s)”) described below.

These Standard Terms & Conditions of the “Great Members” Loyalty Program (hereafter the “Great Members” Standard Terms & Conditions) supplement the Standard Sales Terms & Conditions in force in Club Med®, on its website [www.clubmed.hk](http://www.clubmed.hk) which prevail over the “Great Members” Standard Terms & Conditions in the event of contradiction.

These “Great Members” Standard Terms & Conditions supersede all previous versions.

### **Article 1 – Principle and agreement to participate in the Program**

Participation in the program is free of charge and automatic for any G.M® on returning from the first stay of a minimum of one (1) night with Club Med®, on the same site irrespective of the destination: Club Med Resort Club Med Villas & Chalets, Discovery Tours by Club Med or Cruises by Club Med (hereafter the “Stay(s)”).

Participation in the Program entails the unreserved acceptance of these Great Members Standard Terms & Conditions.

Any G.M® who refuses these the Great Members Standard Terms & Conditions must inform the Customer Relations Department using any means permitting acknowledgement of receipt (recorded delivery letter with acknowledgement of receipt, email,) at the following address: Unit B, 26/F, Fortis Tower, 77-79 Gloucester Road, Wan Chai, Hong Kong. The refusal of these Great Member Standard Terms & Conditions will exclude the GM and the people who may be registered under the same G.M® number from the Program. The G.M® who refuses the Great Members Standard Terms & Conditions is exclusively liable to the persons concerned for the exclusion from the Program.

Participation in the Program involves accumulating points (hereafter “Great Members Points”) which are acquired in the situations and in accordance with the terms set out below, with the attainment of certain thresholds of Great Members Points giving access to difference statuses (hereafter the “Status(es)”) with entitlement to Benefits.

## **Article 2 – Participants and beneficiaries of Great Members Points**

In accordance with these Great Members Standard Terms & Conditions, the Program is only open to natural persons of full age domiciled in Hong Kong with legal capacity to contract i.e. aged at least 18 years old and not subject to any measure of legal protection (guardianship or protection order).

Children under 18 are covered by the G.M<sup>®</sup> number of the parent who registered them when making the first booking.

The following also do not qualify for the Program: legal persons, employees (G.O and G.E) as well as the discount benefiting their families, persons on missions for Club Med and representatives (indirect distribution network) of Club Med<sup>®</sup>, and the partners of the Program involved in providing the Benefits. Stays directly booked in Resorts with discounts are excluded from the points calculation of the program.

The participant (hereafter “the Member”) warrants that the information which he/she supplies on themselves or their family members who are registered under his/her G.M<sup>®</sup> number is true.

Club Med<sup>®</sup> reserves the right to verify a Member’s capacity to participate in the Program and can exclude any person who is not authorised to participate under these Great Members Standard Terms & Conditions.

Great Members Points are awarded to the Hong Kong G.M<sup>®</sup> personal or household number, which is allocated when booking or in any other situation when Great Members Points are attributed. “Household” is defined in the Club Med<sup>®</sup> Standard Terms & Conditions of Sale and is restricted to a maximum of six (6) adults members for this Program.

Great Members Points can never be transferred to a third party. They are not an exchange currency and exclusively enable the Turquoise, Silver, Gold or Platinum statuses to be attained.

As the Program is also offered in other countries under different conditions, moving abroad can modify the conditions for the Member’s participation in the Program, especially the way Great Members Points are calculated, which will be revised in accordance with the scale in force in the Member’s new country of residence. If the Member loses his or her status due to moving, the Member will be awarded Great Members Points in order to preserve the Member’s current status in the new country of residence until the end of the Program Year in progress (i.e. 31<sup>st</sup> December).

If G.M<sup>®</sup> numbers are merged, the history of the two previously distinct G.M<sup>®</sup> numbers will, on request, be added to the G.M<sup>®</sup> number resulting from the merger (except bonus points received from an old merger) and the associated Status will be updated accordingly.

If G.Ms<sup>®</sup> registered under the same G.M<sup>®</sup> number separate, each G.M<sup>®</sup> number resulting from the separation will, on request, be allocated the number of Great Members Points corresponding to its consumption.

### **Article 3 – Great Members Points: reason and date of acquisition - Accrued amount**

Great Members Points are acquired in accordance with:

- The **amount of bookings for Stays**, the full amount of the booking (including Stay, transport and transfers, extra/à la carte services and annual subscriptions) is taken into account to calculate Great Members Points. Great Members Points are only acquired after the stay has been paid to Club Med<sup>®</sup> in full, and are credited the day after the return from the Stay.

- The **amount of on-site expenditure (hereafter the “Site(s)”) during the Stays**, “Sites” means Club Med Resorts, Club Med Villas & Chalets, Discovery Tours by Club Med and Cruises by Club Med (only for expenditure on board Club Med 2. Great Members Points are only acquired after all the on-site expenditure has been paid to Club Med<sup>®</sup> and are credited the day after the return from the Stay. The expenses made with the Gift Pass (Gold and Platinum advantage) will not be counted in the calculation of the Great Members points.

The number of purchases paid in local currency outside of the Eurozone will be converted into euros and then converted into Great Members Points in accordance with the scale given below. The exchange rate used will be the average rate over the month preceding the month during which the transaction is recorded. When applying the conversion rate to the Great Members Points results in a decimal number: if the decimal number is less than 5, the number of Great Members Points credited to the G.M<sup>®</sup> number will be the whole number immediately below; if the decimal number is equal or higher than 5, the number of Great Members Points credited to the G.M<sup>®</sup> number will be the whole number immediately above.

- The **number of Stays spent with Club Med<sup>®</sup> by the household (not per member of the household) or by G.M<sup>®</sup> registered alone under an individual G.M<sup>®</sup> number**. The Great Members Points are only acquired after the end of the Stay with Club Med<sup>®</sup> and credited the day after the return from the Stay. In case of several Stays one after the others or extension of the initial Stay in the same Resort, Great members points based on Stay frequency will be reckoned only once. If there are 9 nights (10 days) or less between the return date of a first stay and the arrival date of a second stay in the same resort, then the frequency points are not reallocated for the second stay because these stays are considered as one stay. For Club Med Kabira, Kiroro,

Tomamu and Sahoro, benefits will only be offered once for Great Members with 1 or more night gap in between stays in the same resort within a 5-day period.

- The **number of Referrals made** in accordance with the terms of the Referral Program available on the website [www.clubmed.fr](http://www.clubmed.fr) and approved travel agencies partners. The Great Members Points are only attributed after the Referral has been performed and the Recommended Friend has stayed with Club Med® under the conditions in the Referral Program and are credited the day after the Recommended Friend returns from the stay.

Great Members Points are valid for three (3) years from the date they are acquired.

The following Great Members Points will be allocated to the individual or household G.M® number:

- For HK\$100 spent with Club Med® when booking or on Site, for a minimum of -one (1) night : 9 Great Members Points are attributed to the G.M® number. This new scale of points is applied for all bookings on-site expenditures from January 1<sup>st</sup> 2017.
- For each stay spent in Club Med®, per household (and not per member of the household) or by the G.M registered alone under an individual G.M number, 1 500 points are attributed to the G.M® number for a stay of 1 night. For each stay spent in Club Med®, per household (and not per member of the household) or by the G.M registered alone under an individual G.M number, 2 500 points are attributed to the G.M® number for a stay of 2 to 7 nights. From January 2<sup>nd</sup> 2019, 3 000 points are attributed to the G.M® number for a stay of 8 consecutive nights and above.
- For each referral performed: 2,500 Great Members Points are attributed to the referrer.
- For Each Point Boosters Commercial offer applied when the G.M® is eligible to.

#### **Article 4 – Statuses**

The Member is given a status for him/her or their household which gives entitlement to certain Benefits, according to the accrued number of Great Members Points. Club Med® reserves the right to modify the list of benefits below every year (on January 1<sup>st</sup> of each year).

Statuses are valid for one (1) year running from the 1<sup>st</sup> January to the 31<sup>st</sup> December of the same year, called the “Program Year”. Statuses are recalculated on the 1<sup>st</sup> January of every year for the Program Year which is beginning. Exceptionally, 2023 statuses will be conserved until December 31<sup>st</sup> 2024 even if the points do not match the threshold corresponding, for all members in the program whose a booking was made before December 31<sup>st</sup> 2023 and with a departure date in 2024. The status conservation system only concerns the following markets: Asian countries including China.

During the period of validity of the status, the Member can acquire the higher status thanks to accrued Great Members Points. Great Members Points are only earned once the Stay is completed at Club Med® and are credited the day after the return of the Stay. A new loyalty status cannot be assigned while a stay is in progress.

The consumption during the three (3) Program Years preceding the current Program Year is taken into account to determine the Member's current status.

The equivalence between statuses and the Great Members Points acquired:

If on 1<sup>st</sup> January, the Member has acquired, in accordance with the scale given in the previous article and the calculation methods stated above

- Less than 19,999 Great Members Points, the Member attains the Turquoise Status;
- Between 20,000 and 49,999 Great Members Points, the Member attains the Silver Status;
- Between 50,000 and 99,999 Great Members Points, the Member attains the Gold Status;
- From 100,000 Great Members Points, he attains the Platinum Status.

Members must keep all documentary proofs, to prove their consumption and therefore the number of Great Members Points acquired and their Status.

## **Article 5 – Benefits**

The Benefits will be attributed and used under the rules in these Great Members Standard Terms & Conditions and depend on the Status (Turquoise, Silver, Gold or Platinum) acquired by the Member or his/her household.

Benefits supplied are subject to the availability of the proposed Benefit on the Site and any dates of availability appearing in Club Med® communication mediums.

Club Med® will do its utmost to supply the Benefits to Members but does not guarantee their availability.

If the Benefit is unavailable, Club Med® or its partner can propose any other benefit to the Member, whether it is equivalent or not.

Benefits cannot be disputed by the Members, or exchanged, refunded or be the subject of any other counterparty of any kind whatsoever.

Benefits cannot be transferred to third parties in any circumstances or in any way.

Each person who is registered under the same household G.M® number is entitled to Benefits, subject to the conditions of access to the Benefit in these Great Members Standard Terms & Conditions or any other Club Med® publication on Benefits (on presentation of the Great Members Loyalty Card, etc.). G.Ms® registered under a household G.M® number must organise themselves accordingly.

Each Member is responsible for informing any third party involved in the acquisition of Great Members Points (notably the Member's employer paying for the Stay or the family members registered under his/her G.M® number) of the Benefits attributed or which he/she is entitled to under the Program.

These Benefits are valid from 1 January 2024 to 31 December 2024:

**Benefits common to the 4 status levels Turquoise, Silver, Gold and Platinum:**

Access to the Referral program: invitations to new prospects with a HK\$500 discount. Each converted referral entitles the referrer to a HK\$1,000 discount and 2,500 loyalty points.

The discount for the "referrer" is available 60 days prior to the departure of the "referee" and can be used from this date within the following 12 months. The reduction for the "Referee" can be used for the 1st reservation only. The "referee" accepts that his data be communicated to the referrer. Discounts are valid per person and not per household.

Discount valid on the price (including tax) of a 4-night minimum stay package, subject to availability. Not valid on excursion tour. Cannot be combined with other online advantage codes. May be combined with other Club Med offers, unless otherwise stated, provided that the combined discounts do not exceed 40% of the total price of the package. Discounts are non-retroactive. Several referral discounts can be applied on the same reservation (in agency or with the contact center only) but only one discount can be applied per customer number. Club Med reserves the right to end this offer at any time. For more information on the Referral program, please consult the program's terms & conditions (<https://www.clubmed.com.hk/l/referralrewardsprogram>).

**Benefits reserved for Turquoise Status:**

**Pierre Hermé offer:** 10% discount on all regular priced items at Pierre Hermé physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024.

*Pierre Hermé Store Address:*

*IFC Mall Shop 2029, Level 2, 8 Finance Street, Central, Hong Kong*

**LOJEL offer:** 15% discount on Travel Essential Bundle at LOJEL physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024, and apply to LOJEL Hong Kong stores only. Terms and conditions are subject to change without prior notice. LOJEL Limited reserves the right to change the conditions of this promotion at any time.

*LOJEL Store List:*

- *Tower 535: Tower 535, Unit G03B, 535 Jaffe Rd, Causeway Bay, Hong Kong*

- *K11 Musea: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *LCX Harbour City: Kiosk 20A & B, LCX, Level 3, Ocean Terminal, Harbour City*
- *The One: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *The Wai: Shop 428A, 4/F, 18 Che Kung Miu Road, Tai Wai*
- *Yoho Mall: Shop 2005, 2/F, Yoho Mall Phase 1, Yuen Long*
- *Tuen Mun Town Plaza: Kiosk 2, 2/F, Tuen Mun Town Plaza Phase 1, 1 Tuen Shun St, Tuen Mun*

**Club Sim offer:** HK\$8 discount on Travel Club Sim. Members can subscribe to designated travel daypass, simply enter the promotion code ""ClubMed2024"" to enjoy a \$8 discount. This Offer is available from 1<sup>st</sup> January 2024 until 31<sup>st</sup> December 2024 (both dates inclusive) (the "Promotion Period"). This Offer is applicable to Customers who subscribe to ""Data Roaming Pack - Seven 24 hours Pass (15 destinations)"" via Club Sim's website or mobile app (the "Designated Day Pass"). The offer is subject to [Travel Club Sim Terms & Conditions](#). Club Sim is provided by CSL Mobile Limited and subject to [CSL Mobile Limited General Terms & Conditions](#). For details, please visit Club Sim's website at <https://www.clubsim.com.hk>. CSL Mobile Limited reserves the right to vary or cancel this Offer and/or amend or alter these Terms & Conditions at any time without notice. In the event of dispute, decisions made by CSL Mobile Limited shall be final, binding and conclusive.

**Monsieur CHATTÉ offer:** 8% off on all Monsieur CHATTÉ non-promotional products by presenting valid Club Med e-membership card. The offer valid in the boutique, 91 Jervois Street, Sheung Wan until 31<sup>st</sup> Dec 2024.

**optcool offer:** (1) 15% off seasonal offer on all winter sports products at optcool online store by using promo code ClubmedSnow15 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Mar 2024. (2) 10% off year-round offer on all regular priced items at optcool online store by using promo code Clubmed10 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Dec 2024.

**BARREL offer:** 10% off on all regular priced items at BARREL online store. Members can enjoy the discount by checking out with the discount code ClubMedVIPs on BARREL website <https://getbarrel.com.hk>. The offer is valid until 31<sup>st</sup> Dec 2024.

**Gourami offer:** 10% off on all regular priced items and 5% off all sale items at Gourami stores and online. Members can enjoy the discount by presenting a valid Club Med e-membership card at Gourami physical shops or by checking out with the discount code CLUBMED10 on the Gourami website [www.gourami.co](http://www.gourami.co). The offer is valid until 31<sup>st</sup> Dec 2024 and cannot be used in conjunction with other promotions.

*Gourami Store List:*

- *176D Johnston Road, Wan Chai, Hong Kong*
- *Shop A258a, 2/F, YOHO MALL II, Yuen Long, N.T.*

**NOSH offer:** (1) 15% First Trial discount on all meal plans except "NOSH LIFE" meal plan. Members could enjoy

this offer by checking out with the discount code clubmed15 on the NOSH website. The discount code can be used once only and is valid until 31<sup>st</sup> Dec 2024. (2) 10% year-long discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed10 on the NOSH website. The discount code can be used multiple times and is valid until 31<sup>st</sup> Dec 2024.

**Alliance Française HK offer:** Extra 5% off on enrolling group collective Adults, Teens and Kids classes all year long. The 5% discount can be used in conjunction with the Early Bird Offer all year long. Members could enjoy this offer by checking out with the discount code AFCLUBMED5 on the Alliance Française website. The discount code is valid until 31<sup>st</sup> Dec 2024.

**Benefits reserved for Silver Status:**

**Premium Wi-Fi offered in Resorts:** on four devices (mobile, tablet etc.) during the whole stay. The premium Wi-Fi offered does not apply to Silvers members at the following resorts: all Resorts in Asia (except Resorts in China), Cap Skirring, Seychelles, Palmiye, Bodrum. For these Resorts, mentioned above, the 50% discount offer on premium Wi-Fi applies. No offer applies for Club Med 2. Finolhu Villas offer premium Wi-Fi to all G.M®, irrespective of their Status and Resorts in China as well as Kabira have a unique Wi-Fi offer for all G.M, regardless of their status. There is no premium Wi-Fi neither in China resorts nor in Kabira.

**10% discount on all spa-branded products in Resorts:** benefit valid in all Resorts, except Japan Resorts and Resorts with wellness areas: Bodrum, Kemer, Cap Skirring Resorts. Valid from €100 purchase of products, treatment excluded. Conversion into local currency of the contractual sum of €100. Cannot be combined with any current promotions.

**10% discount on selected excursions:** available and sold on the Discovery Space of the Resort or equivalent. For CM2: the discount only applies to a mini cruise excursion, and to 2 excursions per cruise of 7 days or more (half-day bus excursions selected on board). Cannot be combined with any current promotions. This offer is not available in Mountain Resorts (except Prigelato), in Resorts located in Japan, in Joyview and Urban Oasis Resorts and in the Seychelles.

**15% discount in shops in Resort:** only valid for Club Med® brand articles (toys and co-branded products are not eligible) and is non-concurring with any special offers in progress.

**Pierre Hermé offer:** 10% discount on all regular priced items at Pierre Hermé physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024.

*Pierre Hermé Store Address:*

*IFC Mall Shop 2029, Level 2, 8 Finance Street, Central, Hong Kong*



**LOJEL offer:** 15% discount on Travel Essential Bundle at LOJEL physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024, and apply to LOJEL Hong Kong stores only. Terms and conditions are subject to change without prior notice. LOJEL Limited reserves the right to change the conditions of this promotion at any time.

*LOJEL Store List:*

- *Tower 535: Tower 535, Unit G03B, 535 Jaffe Rd, Causeway Bay, Hong Kong*
- *K11 Musea: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *LCX Harbour City: Kiosk 20A & B, LCX, Level 3, Ocean Terminal, Harbour City*
- *The One: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *The Wai: Shop 428A, 4/F, 18 Che Kung Miu Road, Tai Wai*
- *Yoho Mall: Shop 2005, 2/F, Yoho Mall Phase 1, Yuen Long*
- *Tuen Mun Town Plaza: Kiosk 2, 2/F, Tuen Mun Town Plaza Phase 1, 1 Tuen Shun St, Tuen Mun*

**Club Sim offer:** HK\$8 discount on Travel Club Sim. Members can subscribe to designated travel daypass, simply enter the promotion code ""ClubMed2024"" to enjoy a \$8 discount. This Offer is available from 1<sup>st</sup> January 2024 until 31<sup>st</sup> December 2024 (both dates inclusive) (the "Promotion Period"). This Offer is applicable to Customers who subscribe to ""Data Roaming Pack - Seven 24 hours Pass (15 destinations)"" via Club Sim's website or mobile app (the "Designated Day Pass"). The offer is subject to Travel Club Sim Terms & Conditions. Club Sim is provided by CSL Mobile Limited and subject to CSL Mobile Limited General Terms & Conditions. For details, please visit Club Sim's website at <https://www.clubsim.com.hk>. CSL Mobile Limited reserves the right to vary or cancel this Offer and/or amend or alter these Terms & Conditions at any time without notice. In the event of dispute, decisions made by CSL Mobile Limited shall be final, binding and conclusive.

**Monsieur CHATTÉ offer:** 8% off on all Monsieur CHATTÉ non-promotional products by presenting valid Club Med e-membership card. The offer valid in the boutique, 91 Jervois Street, Sheung Wan until 31<sup>st</sup> Dec 2024.

**optcool offer:** (1) 15% off seasonal offer on all winter sports products at optcool online store by using promo code ClubmedSnow15 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Mar 2024. (2) 10% off year-round offer on all regular priced items at optcool online store by using promo code Clubmed10 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Dec 2024.

**BARREL offer:** 10% off on all regular priced items at BARREL online store. Members can enjoy the discount by checking out with the discount code ClubMedVIPs on BARREL website <https://getbarrel.com.hk>. The offer is valid until 31<sup>st</sup> Dec 2024.

**Gourami offer:** 10% off on all regular priced items and 5% off all sale items at Gourami stores and online. Members can enjoy the discount by presenting a valid Club Med e-membership card at Gourami physical shops

or by checking out with the discount code CLUBMED10 on the Gourami website [www.gourami.co](http://www.gourami.co). The offer is valid until 31<sup>st</sup> Dec 2024 and cannot be used in conjunction with other promotions.

*Gourami Store List:*

- 176D Johnston Road, Wan Chai, Hong Kong
- Shop A258a, 2/F, YOHO MALL II, Yuen Long, N.T.

**NOSH offer:** (1) 15% First Trial discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed15 on the NOSH website. The discount code can be used once only and is valid until 31<sup>st</sup> Dec 2024. (2) 10% year-long discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed10 on the NOSH website. The discount code can be used multiple times and is valid until 31<sup>st</sup> Dec 2024.

**Alliance Française HK offer:** Extra 5% off on enrolling group collective Adults, Teens and Kids classes all year long. The 5% discount can be used in conjunction with the Early Bird Offer all year long. Members could enjoy this offer by checking out with the discount code AFCLUBMED5 on the Alliance Française website. The discount code is valid until 31<sup>st</sup> Dec 2024.

**Benefits reserved for Gold Status:**

**Room upgrade:** according to availability, to a room in a higher category or in the same category (e.g.: Garden View Superior Room upgraded to Sea View Superior Room). This advantage does not apply to the following Club Med Property accommodation categories: The Albion Villas, The Chalets of Valmorel, The Chalets of Grand Massif and La Rosière Apartments.

**Premium Wi-Fi offered** in Resorts: on four (4) mediums simultaneously throughout the whole of the stay. Offer does not apply to Club Med 2. Finolhu Villas offer premium Wi-Fi to all G.M<sup>®</sup>, irrespective of their status and Resorts in China as well as Kabira have a unique Wi-Fi offer for all G.M, regardless of their status. There is no premium wifi neither in China resorts nor in Kabira.

**10% discount on all spa-branded products in Resorts:** (benefit valid in all Resorts, except Japan Resorts and Resorts with wellness areas: Bodrum, Cap Skirring, Kemer valid from €100 purchase of products, treatment excluded. Conversion into local currency of the contractual sum of €100. Cannot be combined with any current promotions.

**10% discount on selected excursions:** available and sold on the Discovery Space of the Resort or equivalent. For CM2: the discount only applies to a mini cruise excursion, and to 2 excursions per cruise of 7 days or more (half-day bus excursions selected on board). Cannot be combined with any current promotions. This offer is not available in Mountain Resorts (except Prigelato), in Resorts located in Japan, in Joyview and Urban Oasis Resorts

and in the Seychelles.

**15% discount in shops in Resort:** only valid for Club Med® brand articles (toys and co-branded products are not eligible) and is non-concurring with any special offers in progress.

**Privileged transfers:** In a vehicle up to 12 people (20 people maximum for European Mountain Resorts), for stays with Club Med® round-trip transport or round-trip transfer on demand to and from Resorts, except the following Resorts for stays on the dates given below for Gold Great Members:

- Excluded year round: Djerba La Douce, Serre-Chevallier, Arcs Extrême, Gregolimano, Cap Skirring, CM2, Les Seychelles, Columbus Isle, Turkoise, Yabuli, Beidahu, Kani, Les Villas de Finolhu, Sahoro, Tomamu, Saint-Moritz Roi Soleil, Québec Charlevoix, Kiroro, Prigelato and all Club Med Joyview, Urban Oasis.
- Excluded over the Christmas period: from 21<sup>st</sup> December 2024 to 06<sup>th</sup> January 2025: Peisey Vallandry, la Plagne 2100, Tignes, Val d'Isère, Valmorel, Grand Massif Samoëns Morillon, Val Thorens, Arcs Panorama, Alpe d'Huez, La Rosière, La pointe aux Canoniers, Punta Cana, La Caravelle, les Boucaniers;
- Excluded during the February holidays from 10<sup>th</sup> February to 11<sup>th</sup> March 2024: Peisey Vallandry, La Plagne 2100, Val Thorens, Tignes, Val d'Isère, Valmorel, Grand Massif Samoëns Morillon, Arcs Panorama, Pointe aux Canoniers, Alpe d'Huez, La Rosière ;
- Excluded during Summer holidays from 6<sup>th</sup> July to 1<sup>st</sup> September 2024: Yasmina and Palmiye.

**Priority Check-in:** A G.O® will be waiting for you when you arrive to check you in, welcome you and install you under the best conditions. In case of early arrival, you can enjoy a free lunch on the day of your arrival.

**Gift Pass:** €50 credited to the Members Club Med pass or Club Med Digital Bracelet for each Stay when checking in. Usable during this stay for all the Club Med® services offered in the Resort such as: Spa treatments, extra costs Bar items. Credit not offered for: Child supervision services, shops, green fees, Spa products, grocery, skiing lessons, ski equipment purchases, transfers, Wi-Fi, local sales of stays, local sales of meals. Expenditure using the Gift Pass will not be accounted for calculating the points connected to expenditure on the site. Conversion into local currency of the contractual sum of €50. Apart from the Resorts in South America. The local currency values of Gift Pass vary depending on the currency and exchange rates in effect in Resort.

In case of extension of the initial Stay in the same Resort or consecutive stays, a new Gift pass will not be credited. Only one Gift Pass delivered per household per stay. Offer not available at Joyview and Urban Oasis Resorts.

**Access to a Gold & Platinum Private cocktail:** Cocktail party reserved for Gold and Platinum members organized by the G.O® team once a week. Club Med reserves the right to terminate this benefit at any time on one or more Resorts.

**Gold Long Stay Special:** valid for Gold Members. Members can enjoy an additional 5% off for stays of 8 nights or longer. This offer is valid for Club Med Asia (excluding China) resort bookings and stays within January to October 2024. Non-applicable with other ad hoc promotions. Blackout dates applied.

**Pierre Hermé offer:** (1) One complimentary birthday cake (Ispahan Chesses Cake - Rose, Litchi & Roseberry) is available in the birthday month – redeem via [b2b.hkg@pierreherme.com](mailto:b2b.hkg@pierreherme.com). Members should present a valid e-membership card prior to redeeming and forwarding the congratulatory email. Cake order must be placed at least 3 working days prior to the pick-up date. (2) 10% discount on all regular priced items at Pierre Hermé physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024.

*Pierre Hermé Store Address:*

*IFC Mall Shop 2029, Level 2, 8 Finance Street, Central, Hong Kong*

**LOJEL offer:** 15% discount on Travel Essential Bundle at LOJEL physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024, and apply to LOJEL Hong Kong stores only. Terms and conditions are subject to change without prior notice. LOJEL Limited reserves the right to change the conditions of this promotion at any time.

*LOJEL Store List:*

- *Tower 535: Tower 535, Unit G03B, 535 Jaffe Rd, Causeway Bay, Hong Kong*
- *K11 Musea: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *LCX Harbour City: Kiosk 20A & B, LCX, Level 3, Ocean Terminal, Harbour City*
- *The One: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *The Wai: Shop 428A, 4/F, 18 Che Kung Miu Road, Tai Wai*
- *Yoho Mall: Shop 2005, 2/F, Yoho Mall Phase 1, Yuen Long*
- *Tuen Mun Town Plaza: Kiosk 2, 2/F, Tuen Mun Town Plaza Phase 1, 1 Tuen Shun St, Tuen Mun*

**Club Sim offer:** HK\$8 discount on Travel Club Sim. Members can subscribe to designated travel daypass, simply enter the promotion code ""ClubMed2024"" to enjoy a \$8 discount. This Offer is available from 1<sup>st</sup> January 2024 until 31<sup>st</sup> December 2024 (both dates inclusive) (the "Promotion Period"). This Offer is applicable to Customers who subscribe to ""Data Roaming Pack - Seven 24 hours Pass (15 destinations)"" via Club Sim's website or mobile app (the "Designated Day Pass"). The offer is subject to [Travel Club Sim Terms & Conditions](#). Club Sim is provided by CSL Mobile Limited and subject to [CSL Mobile Limited General Terms & Conditions](#). For details, please visit Club Sim's website at <https://www.clubsim.com.hk>. CSL Mobile Limited reserves the right to vary or cancel this Offer and/or amend or alter these Terms & Conditions at any time without notice. In the event of dispute, decisions made by CSL Mobile Limited shall be final, binding and conclusive.

**Monsieur CHATTÉ offer:** 8% off on all Monsieur CHATTÉ non-promotional products by presenting valid Club Med e-membership card. The offer valid in the boutique, 91 Jervois Street, Sheung Wan until 31<sup>st</sup> Dec 2024.

**optcool offer:** (1) 15% off seasonal offer on all winter sports products at optcool online store by using promo code ClubmedSnow15 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Mar 2024. (2) 10% off year-round offer on all regular priced items at optcool online store by using promo code Clubmed10 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Dec 2024.

**BARREL offer:** 10% off on all regular priced items at BARREL online store. Members can enjoy the discount by checking out with the discount code ClubMedVIPs on BARREL website <https://getbarrel.com.hk>. The offer is valid until 31<sup>st</sup> Dec 2024.

**Gourami offer:** 10% off on all regular priced items and 5% off all sale items at Gourami stores and online. Members can enjoy the discount by presenting a valid Club Med e-membership card at Gourami physical shops or by checking out with the discount code CLUBMED10 on the Gourami website [www.gourami.co](http://www.gourami.co). The offer is valid until 31<sup>st</sup> Dec 2024 and cannot be used in conjunction with other promotions.

*Gourami Store List:*

- 176D Johnston Road, Wan Chai, Hong Kong
- Shop A258a, 2/F, YOHO MALL II, Yuen Long, N.T.

**NOSH offer:** (1) 15% First Trial discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed15 on the NOSH website. The discount code can be used once only and is valid until 31<sup>st</sup> Dec 2024. (2) 10% year-long discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed10 on the NOSH website. The discount code can be used multiple times and is valid until 31<sup>st</sup> Dec 2024.

**Alliance Française HK offer:** Extra 5% off on enrolling group collective Adults, Teens and Kids classes all year long. The 5% discount can be used in conjunction with the Early Bird Offer all year long. Members could enjoy this offer by checking out with the discount code AFCLUBMED5 on the Alliance Française website. The discount code is valid until 31st Dec 2024.

**Benefits reserved for Platinum status:**

**Early access to the Sales Opening:** Platinum Great Members benefit from an early access and priority to the Opening Sales.

**Room upgrade:** according to availability, to a room in a higher category or in the same category (e.g.: Garden View Superior Room upgraded to Sea View Superior Room). This advantage does not apply to the following Club Med Property accommodation categories: The Albion Villas, The Chalets of Valmorel, The Chalets of Grand Massif and La Rosière Apartments.

**Free Parking:** valid for Platinum Members, subject to availabilities in following Resorts: Vittel l'Ermitage, La Palmyre, Opio in Provence. Free parking is not available in Ski Resorts in summer and winter.

**Premium Wi-Fi offered** in Resorts: on four (4) mediums simultaneously throughout the whole of the stay. Offer does not apply to Club Med 2. Finolhu Villas offer premium Wi-Fi to all G.M<sup>®</sup>, irrespective of their status and Resorts in China as well as Kabira have a unique Wi-Fi offer for all G.M, regardless of their status. There is no premium wifi neither in China resorts nor in Kabira.

**10% discount on all spa-branded products in Resorts:** (benefit valid in all Resorts, except Japan Resorts and Resorts with wellness areas: Bodrum, Cap Skirring, Kemer valid from €100 purchase of products, treatment excluded. Conversion into local currency of the contractual sum of €100. Cannot be combined with any current promotions.

**10% discount on selected excursions:** available and sold on the Discovery Space of the Resort or equivalent. For CM2: the discount only applies to a mini cruise excursion, and to 2 excursions per cruise of 7 days or more (half-day bus excursions selected on board). Cannot be combined with any current promotions This offer is not available in Mountain Resorts (except Prigelato), in Resorts located in Japan, in Joyview / Urban Oasis resorts and in the Seychelles.

**15% discount in shops in Resort:** only valid for Club Med<sup>®</sup> brand articles (toys and co-branded products are not eligible) and is non-concurring with any special offers in progress.

**Private transfers:** for stays with Club Med<sup>®</sup> round-trip transport or round-trip transfer on demand to and Resorts, except the following Resorts: Djerba La Douce, Serre-Chevallier, Arcs Extrême, Gregolimano, Cap Skirring, CM2, Columbus Isle, Turkoise, Yabuli, Beidahu, Kani, Sahoro, Tomamu, Villas de Finolhu, les Seychelles, Prigelato, St Moritz Roi Soleil, Québec Charlevoix, Kiroro and all Club Med Joyview. Regarding Stays in European Mountain and Palmiye (from 6<sup>th</sup> July to 1<sup>st</sup> September) Resort, if the transfer lasts one (1) hour or less, the transfer will no longer be private but privileged, i.e. the vehicle will carry a maximum of 8 people and it will not be privatized by Household.

**Priority Check-in:** A G.O<sup>®</sup> will be waiting for you when you arrive to check you in, welcome you and install you under the best conditions. If you arrive early, you can enjoy a free lunch on the day of your arrival.

**Gift Pass:** €100 credited to the Member's Club Med pass for each Stay when checking in. Usable during this stay for all the Club Med<sup>®</sup> services offered in the Resort such as: Spa treatments, extra costs Bar items. Credit not offered for: children supervision services, shops, green fees, Spa products, grocery, skiing lessons, ski equipment purchases, transfers, Wi-Fi, local sales of stays, local sales of meals—Expenditure using the Gift Pass will not be accounted for calculating the points connected to expenditure on the site. Conversion into local

currency of the contractual sum of €100. Apart from the Resorts in South America. Not combined with the Gift Pass offered for Gold G.Ms®. The local currency values of Gift Pass vary depending on the currency and exchange rates in effect in Resort.

In case of extension of the initial Stay in the same Resort or consecutive stays, a new Gift pass will not be credited. Only one Gift Pass delivered per household per stay. Offer not available at Joyview / Urban Oasis resorts.

**Access to a Gold & Platinum Private cocktail:** Cocktail party reserved for Gold and Platinum members organized by the G.O® team once a week. Club Med reserves the right to terminate this benefit at any time on one or more Resorts.

**Invitation for a meal between friends:** valid for Platinum Members. Valid for a maximum of four (4) guests for a lunch or dinner once only during the Stay, all-inclusive bar included. Special days and eves are not eligible meals (14 of July / 15 of August / Christmas & New Year's Eve / National days...). In case of extension of the initial Stay in the same Resort, this advantage will not be delivered once again. Only valid for one-time use per household per stay.

**Priority booking at specialty restaurant:** valid for Platinum Members. Advantage proposed for all Resorts having a specialty Restaurant. Booking is possible at the Great Member's arrival in the Resort. In case of extension of the initial Stay in the same Resort, this advantage will not be delivered once again.

**Late departure from your room:** valid for Platinum Members. Depending on availability, your room is maintained up to 1 hour before departure for all stays with Club Med® round-trip transport and until 2 pm for Stays without Club Med® transport. Except in the La Plantation of Albion Club Med and Les Seychelles.

**Dedicated G.O. or team** at your disposal during your stay to answer your requests as well as possible.

**Platinum Long Stay Special:** valid for Platinum Members. Members can enjoy a complimentary night with a minimum of 8 nights stay. This offer is valid for Club Med Asia (excluding China) resort bookings and stays within January to October 2024. Non-applicable with other ad hoc promotions. Blackout dates applied.

**Pierre Hermé offer:** (1) One complimentary birthday cake (Ispahan Chesses Cake - Rose, Litchi & Roseberry) is available in the birthday month – redeem via [b2b.hkg@pierreherme.com](mailto:b2b.hkg@pierreherme.com). Members should present a valid e-membership card prior to redeeming and forwarding the congratulatory email. Cake order must be placed at least 3 working days prior to the pick-up date. (2) 10% discount on all regular priced items at Pierre Hermé physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024.

*Pierre Hermé Store Address:*

*IFC Mall Shop 2029, Level 2, 8 Finance Street, Central, Hong Kong*

**LOJEL offer:** 15% discount on Travel Essential Bundle at LOJEL physical stores by presenting a valid Club Med e-membership card. This offer cannot be combined with any other offers or promotions. The offer is valid until 31<sup>st</sup> Dec 2024, and apply to LOJEL Hong Kong stores only. Terms and conditions are subject to change without prior notice. LOJEL Limited reserves the right to change the conditions of this promotion at any time.

*LOJEL Store List:*

- *Tower 535: Tower 535, Unit G03B, 535 Jaffe Rd, Causeway Bay, Hong Kong*
- *K11 Musea: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *LCX Harbour City: Kiosk 20A & B, LCX, Level 3, Ocean Terminal, Harbour City*
- *The One: Shop 131A, Muse Edition, K11 Musea 18 Salisbury Rd, Tsim Sha Tsui, Hong Kong*
- *The Wai: Shop 428A, 4/F, 18 Che Kung Miu Road, Tai Wai*
- *Yoho Mall: Shop 2005, 2/F, Yoho Mall Phase 1, Yuen Long*
- *Tuen Mun Town Plaza: Kiosk 2, 2/F, Tuen Mun Town Plaza Phase 1, 1 Tuen Shun St, Tuen Mun*

**Club Sim offer:** HK\$8 discount on Travel Club Sim. Members can subscribe to designated travel daypass, simply enter the promotion code ""ClubMed2024"" to enjoy a \$8 discount. This Offer is available from 1<sup>st</sup> January 2024 until 31<sup>st</sup> December 2024 (both dates inclusive) (the "Promotion Period"). This Offer is applicable to Customers who subscribe to ""Data Roaming Pack - Seven 24 hours Pass (15 destinations)"" via Club Sim's website or mobile app (the "Designated Day Pass"). The offer is subject to [Travel Club Sim Terms & Conditions](#). Club Sim is provided by CSL Mobile Limited and subject to [CSL Mobile Limited General Terms & Conditions](#). For details, please visit Club Sim's website at <https://www.clubsim.com.hk>. CSL Mobile Limited reserves the right to vary or cancel this Offer and/or amend or alter these Terms & Conditions at any time without notice. In the event of dispute, decisions made by CSL Mobile Limited shall be final, binding and conclusive.

**Monsieur CHATTÉ offer:** 8% off on all Monsieur CHATTÉ non-promotional products by presenting valid Club Med e-membership card. The offer valid in the boutique, 91 Jervois Street, Sheung Wan until 31<sup>st</sup> Dec 2024.

**optcool offer:** (1) 15% off seasonal offer on all winter sports products at optcool online store by using promo code ClubmedSnow15 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Mar 2024. (2) 10% off year-round offer on all regular priced items at optcool online store by using promo code Clubmed10 on optcool website <https://optcool.com>. The offer is valid until 31<sup>st</sup> Dec 2024.

**BARREL offer:** 10% off on all regular priced items at BARREL online store. Members can enjoy the discount by checking out with the discount code ClubMedVIPs on BARREL website <https://getbarrel.com.hk>. The offer is valid until 31<sup>st</sup> Dec 2024.

**Gourami offer:** 10% off on all regular priced items and 5% off all sale items at Gourami stores and online. Members can enjoy the discount by presenting a valid Club Med e-membership card at Gourami physical shops



or by checking out with the discount code CLUBMED10 on the Gourami website [www.gourami.co](http://www.gourami.co). The offer is valid until 31<sup>st</sup> Dec 2024 and cannot be used in conjunction with other promotions.

*Gourami Store List:*

- 176D Johnston Road, Wan Chai, Hong Kong
- Shop A258a, 2/F, YOHO MALL II, Yuen Long, N.T.

**NOSH offer:** (1) 15% First Trial discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed15 on the NOSH website. The discount code can be used once only and is valid until 31<sup>st</sup> Dec 2024. (2) 10% year-long discount on all meal plans except “NOSH LIFE” meal plan. Members could enjoy this offer by checking out with the discount code clubmed10 on the NOSH website. The discount code can be used multiple times and is valid until 31<sup>st</sup> Dec 2024.

**Alliance Française HK offer:** Extra 5% off on enrolling group collective Adults, Teens and Kids classes all year long. The 5% discount can be used in conjunction with the Early Bird Offer all year long. Members could enjoy this offer by checking out with the discount code AFCLUBMED5 on the Alliance Française website. The discount code is valid until 31<sup>st</sup> Dec 2024.

Other benefits which the Members will be individually informed by any means and on the [www.clubmed.hk](http://www.clubmed.hk) website can also be offered by Club Med® and its partners for the Program during the Program Year in progress.

## **Article 6 – Modification to the Great Members’ Standard Terms & Conditions or cancellation of the Program**

Club Med® reserves the right to modify these Great Members Standard Terms & Conditions at any time and especially the methods for the attribution and accrual of Great Members Points and the benefits described above, or detailed in any communication from Club Med®, or to cancel the Program.

Club Med® will inform its Members of this individually, and on its website [www.clubmed.hk](http://www.clubmed.hk).

The Member will be deemed to have accepted the modifications to the Great Members Standard Terms & Conditions if no written dispute is sent to the Customer Relations Department by any means permitting acknowledgement of receipt (recorded delivery letter with acknowledgement of receipt, email, etc....) within thirty (30) days following the information on the modification or cancellation, and beforehand, as soon as the Member has been able to acquire new Great Members Points. The refusal of modifications to the Great Members Standard Terms & Conditions will result in the Member and the people registered under the same G.M® number, being excluded from the Program.

## **Article 7 – Great Members loyalty card**

Club Med® issues a virtual Great Members loyalty card (hereafter “Great Members Card”) that can be downloaded from the G.M® customer account.

It is personal and Club Med® or its partner can demand its presentation so its holder can obtain the Benefits.

The Great Members card can be used by all the people registered under the same G.M® number as its holder, and Club Med® and its partners in the Program disclaim all liability for a third party using a Great Members Card.

The Member must immediately inform the Customer Relations Department if his virtual Great Members Card is stolen.

### **Article 8 – Personal data**

Members can access all the information related to the Program concerning them in their Customer Account, in particular the number of Great Members Points acquired and the reason for their acquisition, their Status, the Benefits they are entitled to, the Great Members card and the number of Great Members Points needed for the next Status.

The purpose for collecting and recording all the personal data related to the Program by Club Med® in its information System is to manage the Program in the interests of the Member and the Member’s household if applicable.

This data is liable to be stored, processed and transferred by Club Med® to Club Med’s® in-house services which act on behalf of several entities in the Club Med® (including Club Med SAS and its subsidiaries) as well as to third parties (such as partners in the Program), including outside the European Union and in countries with levels of data protection which are not equivalent to the protection in the European Union. These third parties can only access the Members’ personal data in order to manage this Program or on the instructions of the Club Med® Group’s in-house services, for requirements connected to other objectives in strict compliance with the applicable legislation notably concerning data security.

The Member’s opposition to the collection, recording or transfer of the personal data required for managing the Program to third parties including abroad, would automatically make it impossible for Club Med® and its partners to supply the benefits offered by the Program.

Each Member has a strictly personal right to access, rectify and oppose personal data on him or her, for legitimate reasons, by sending an ordinary letter to the Customer Relations Department at the following address: Club Med - Service Relation Client, 11 rue de Cambrai 75019, Paris Cedex, and by attaching a copy of a document of identity to the written request.

This data can also be used for commercial communication purposes notably by email, SMS or push notification by the Club Med® group and its partners if the Member has approved this.

Each member can oppose the commercial communications of the Club Med® group and/or its partners by clicking on the opposition link or by following the opposition procedure in commercial emails or SMS or by writing to the Customer Relations department at the address mentioned above. The Member's opposition to these commercial communications can deprive the Member of the benefits he or she could be entitled to under the Program or from the partners for the Program.

A Member has the right to register against telephone prospection on an opposition list (Bloctel).

## **Article 9 – Liability**

Club Med® can never be held liable for any loss resulting from or in relation to the Benefits supplied or which should be supplied by its Partners to the Program.

Club Med® can never be held liable for any losses resulting from modifications to these Great Members Standard Terms & Conditions or the cancellation of the Program.

If Club Med® or one of its partners wrongly refused a benefit to a Member, the said Member would only be entitled to claim the Benefit which was improperly refused, providing it is effectively available.

Any fraud or non-compliance with these Great Members Standard Terms & Conditions by a Member can result in the Member's exclusion from the Program, and Club Med® reserves the right to bring, if necessary, appropriate legal proceedings against it.

## **Article 10 – Governing Law and jurisdiction**

These Great Members Standard Terms & Conditions are governed by French law.

Any dispute which arises relating to the application or the modification of these Great Members Standard Terms & Conditions or the cancellation of the Program will be settled amicably. In the event of a persisting disagreement, and subject to the statutory provisions, the dispute will be submitted to the competent Paris courts.

Date of publication: January 1<sup>st</sup>, 2024