



Frequently Asked Questions

1. How do I purchase a Gift Card

A gift card can be purchased through completing our booking form online or requesting a form to be sent to you by contacting the Meetings and Events team southafrica.meetings-events@clubmed.com. The Club Med Gift Card Service allows you to purchase and send a Gift Card via email. You may choose the rand value, with a minimum amount of R 10 000, and complete your purchase. A Gift Card may only be purchased in South African Rands.

2. How quickly can the cards be sent to me?

If you purchase a Gift Card for Club Med, your gift cards can be sent to you within 3 business days. Should you request a hard copy please allow for delivery within 7 working days. Gift Cards are only issued once payment is made.

3. Can I get hard copies or only email Gift Cards?

You can get hard copies via courier - you will be liable for courier fees and as above delivery will take longer or you may request the Gift Cards to be sent via email.

4. How can I track how many Gift Cards have been redeemed?

Club Med Meetings and Events will send you updated tracking report showing who has redeemed their cards with all relevant details pertaining to the booking.

5. What amounts are available for purchase?

You can purchase cards for the following amounts; R10 000, R20 000, R50 000, R100 000, R200 000. You are able to order multiple Gift Cards in one transaction and you are able to order different values in one transaction.

6. How can my Employees use the Gift Cards?

Gift Cards may be redeemed for any Club Med Holiday Package, booked in advance of your holiday with a South African Club Med representative, subject to the Club Med Booking Terms & Conditions.

If the cost of the Club Med holiday Package exceeds the value of your Gift Card, you must pay the excess amount via other acceptable forms of payment.

Steps to be taken:

- First decide on the resort of your preference
- Secondly contact the call centre to make your reservation - make sure you have your unique gift card number available.
- Lastly confirm your booking and rate

7. When do the cards expire?

Gift Cards are valid for travel withing 24 months from date of issuance to the recipient and for the amount specified on the Gift Card. If the travel has not taken place within the said 24 months, the Gift Card will be void and of no value. Any unused value will not be refunded to the recipient. Gift Cards cannot be extended in validity.

8. How many cards can be used on one reservation?

One Gift Card is permitted per reservation.

9. What should I do if a card is lost, stolen or damaged?

If your Gift Card is lost, stolen or destroyed, you must advise Club Med immediately. In such circumstances, Club Med may cancel and reissue a Gift Card provided it is satisfied that your Gift Card was lost, stolen or destroyed, that you are the rightful holder of the Gift Card, and you are able to provide adequate proof of identity.

10. Are there any conditions of use?

- a. Gift Cards are non-transferable, cannot be re-sold or cumulated and can only be redeemed by the recipient at the time of purchase of the Gift Card.
- b. Gift Cards are non-refundable and cannot be exchanged for cash in part or in whole, and have no value unless redeemed.
- c. Gift Cards may only be used for a single transaction; the full value must be redeemed at one time. Any unused balance in a Gift Card will be cancelled immediately and without further notice.

Club Med reserves the right not to honor any Gift Card or otherwise limit the use of a Gift Card if we reasonably believe that the purchase, transmission, redemption and/or use of such Gift Card is improper, unauthorised, fraudulent or otherwise unlawful.