

PEACE OF MIND POLICY Q & A

1. Due to current travel restrictions, my clients cannot travel. What should I do?

1.1. If your client's booking was made for **travel dates up until 31st October 2021** and before 30 days prior to scheduled departure date, they have the following options:

- a) Re-book 2022 holiday at the same price as the original 2020 or a 2021 price. This needs to be a like-for-like holiday to the same resort, with the same dates, booking party, and seasonality and we will match your original land price.

The offer applies to rebook your 2020/2021 holiday to 2022 departure between the months of May to October only. The applicable resorts are Bali, Phuket, Bintan, Cherating, Kabira, Tomamu, Maldives, Guilin, Sanya, and Beidahu. We currently offer departure dates up until December 2022. If your booking is for other resorts or travel dates outside of this time, we will be in touch to advise your options. Please note however, subject to local or international seasonality changes, such as Public Holidays, Chinese Golden Week, School Holidays or other such seasonal dates, a suitable alternative will be provided which do not fall within blackout periods, airline fees and other transport and services are at the client's own expense. You can re-book your clients holiday here: <https://clubmedpacific.com/tradepartners-rebooking-request-form/>

- b) One free change to a different date or resort- Amended travel must be completed by the following dates:

- by 31 October 2022 for travel to Club Med beach and countryside resorts.
- by 30 April 2022 for travel to Club Med snow/mountain resorts within the ski season.

If the new booking is of a higher value, guests will need to pay the difference.

If the new booking is of a lesser value, a refund can be issued in the form of a Future Travel Credit (FTC) to use toward a future stay with one-year validity from the new departure date.

Any additional costs including Club Med stay, airline fees and other transport and services are at your client's own expenses.

After your clients have exercised the one free change, an additional free date change will be granted if your client's booking continues to be affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions. Please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

- AUS agents : https://www.clubmedta.com.au/wp-content/uploads//2020/07/Club_Med_NZ_Terms-Conditions.pdf
- NZ agents : https://www.clubmedta.co.nz/wp-content/uploads//2020/07/Club_Med_NZ_Terms-Conditions.pdf

- c) Opt for a Future Travel Credit of the total amount paid on Club Med land portion for travel by the following dates:

- by 31 October 2022 for travel to Club Med beach and countryside resorts.
- by 30 April 2022 for travel to Club Med snow/mountain resorts within the ski season.

If your client's bookings continue to be affected by the Australian Government Outbound International Travel Restrictions, we will update our policy and advise you accordingly.

You can request credit here: <https://clubmedpacific.com/tradepartners-credit-request-form/>

For Air packages, fees / credits / refunds will apply according to the carrier's policy.

d) Cancel and do not travel, they have the following options:

- If their original booking was made prior to 10th June 2020, regardless of whether they had made a booking amendment before or after 10th June 2020, cancellation fees will apply as per the original booking details in accordance with the Club Med Standard Booking Terms and Conditions.
- If they made a new booking after 9th June 2020, a refund in respect of the Club Med land stay component of any monies paid will be granted.

To qualify as a new booking, the booking must not be (a) associated with any previous booking, or (b) an amended previous booking, and shall not be paid in full or in part using a credit or transfer of payment from a previous booking.

- If they have booked an Air Package, airline terms and conditions including any handling and/or penalty fees will apply separately.

1.2 Less than 30 days prior to your scheduled departure: 100% cancellation fees will apply when cancelling or amending booking on Club Med land, transfer and services for any cancellation or amendment. Flights cancellation fee apply as per airline policies.

3. If your clients **booking made for travel dates from 1st November 2021 to 16 December 2022,** and before 30 days prior to scheduled departure date, they can:

3.1. Change their travel date - Amended travel must be completed by 30 April 2023 to any Club Med resorts.

If the new booking is of a higher value, guests will need to pay the difference. If the new booking is of a lesser value, a refund can be issued in the form of a Future Travel Credit (FTC) to use toward a future stay with one-year validity. Please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

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1.3.2 Opt for a Future Travel Credit of the total amount paid on Club Med land portion for travel by 30 April 2023 to any Club Med resort. If your client's bookings continue to be affected by the Australian Government Outbound International Travel Restrictions, we will update our policy and advise you accordingly.

You can request credit here: <https://clubmedpacific.com/tradepartners-credit-request-form/>

For Air packages, fees / credits / refunds will apply according to the carrier's policy.

1.3.3 Cancel and do not travel they have the following options:

- For original bookings made prior to 10th June 2020: cancellation fees apply as per Club Med standard terms and conditions. If you have made amendment to your booking, cancellation fees apply as per the original booking amendment date and as per Club Med standard terms and conditions.
- For new bookings made from 04th November 2020: the \$200 per person Club Med deposit will be refunded. If you have booked flights as part of a package, airline terms and conditions and fees will apply.

Less than 30 days prior to your scheduled departure: 100% cancellation fees will apply when cancelling or amending booking on Club Med land, transfer and services for any cancellation or amendment. Flights cancellation fee apply as per airline policies.

2. Can my clients pass on the credit to a friend to use?

No, the Future Travel Credit (FTC) is non-transferable.

3. Can the Future Travel Credit (FTC) be used for any Club Med resort?

Yes, your clients can use FTC toward any Club Med resort worldwide or pre-bookable service.

4. I received a Future Travel Credit (FTC) letter for my clients which is valid for travel until the end of April 2021. Can this be extended?

Yes, we have automatically extended the travel validity on all FTC until:

- 31 October 2022 for stays at our Club Med Beach and Countryside resorts
- 30 April 2023 for travel to Club Med snow/mountain resorts within the ski season.

We will not be issuing replacement vouchers.

5. Are school holidays blacked out from the Future Travel Credit (FTC)?

The Future Travel Credit (FTC) to a Club Med resort will allow your clients to travel at any time with no blacked-out dates, before its expiration date. They will need to pay the difference if the booking is more expensive than the value of the Future Travel Credit (FTC). Our resorts fill up quickly for the Holidays season and school breaks. We advise you to book as soon as you can.

6. What will happen to my clients revised booking if they can't access the new destination due to travel restrictions when it's time to travel?

If your new booking should be impacted by new travel restrictions, we will directly contact you to advise you on the travel options that your clients can consider by either rebooking dates free of charge or issue a Future Travel Credit (FTC).

7. Your clients are not ready to rebook yet using the Future Travel Credit (FTC). What are the options?

Your clients can hold off booking new dates until they are ready.

A Future Travel Credit (FTC) is valid as follows and travel must be completed by the following dates:

- a) If the booking was for travel up to 31 October 2021 then travel must be completed by 31 October 2022 for travel to Club Med Beach & Countryside resorts and by 30 April 2023 for travel to Club Med Snow / Mountain resorts within the ski season.
- b) If the booking was made for travel between 01 November 2021 and 30 April 2022 then travel must be completed by 30 April 2023 for travel to any Club Med resort.

8. What dates can we book for with FTC & NEW bookings?

We currently offer departure dates up until 16 December 2022 for resorts in Asia and up until 30th April 2022 for all resorts in Europe, North Africa, North & South America. If you clients wish to travel to other resorts or travel dates outside of this time, we will contact you once it is available to book. Ensure you're signed up to our newsletter for updates.

9. My clients have flights booked with Club Med. What will happen to the flights if they cancel outright or decide to have a Future Travel Credit (FTC) for the Club Med stay?

For flights, fees / credits / refunds will apply according to the carrier's policy.

10. If your clients would like to make a NEW booking for a stay at Club Med but are hesitant to book because of the current situation. The following Peace of Mind Policy will apply for bookings made after the 10 JUNE 2020:

(To qualify as a new booking, the booking must not be (a) associated with any previous booking, or (b) an amended previous booking, and shall not be paid in full or in part using a credit or transfer of payment from a previous booking)

10.1. Before 30 days prior to schedule departure date, your clients have the following options

- a) Final balance is payable 30 days prior to departure

The below options are available to your clients if their bookings are affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions.

- b) One free change to a different travel date or resort. (terms and conditions apply. refer to POM policy on TA portal)

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NZ agents: <https://www.clubmedta.co.nz/wp-content/uploads//2020/12/Peace-of-Mind-Policy-effective-14-July-2021-.pdf>

- c) Cancel and do not travel: \$200 per person deposit is fully refundable outside 30 days prior to departure.

Airline policy will apply to payment due date for ticketing and fees may apply if cancelled outright. Refer to airline policy for terms and conditions

10.2. Within 30 days prior to travel

100% cancellation fees apply on Club Med land, transfer and services for any cancellation or

amendment. Flights cancellation fee apply as per airline policies.

11. Can my clients change dates or destination after they rebook using their FTC?

Club Med offers one free change of travel date/ destination without any amendment or cancellation fee if their bookings continue to be affected by the Australian Government Outbound International Travel Restrictions. The booking amendment must be occurred 30 days prior to their travel date. After you have exercised the one free change, please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

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12. What if my client has an outstanding balance for a future Club Med stay, when do they need to pay final balance?

We have now extended to all clients the option to pay their final balance up to 30 days prior to travel.

13. My clients don't want a Future Travel Credit (FTC) and want a refund. Is this possible?

If your clients booking was made after the 10 June 2020 and your client's booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions, as long as they cancel outside 30 days prior to departure, they may receive a refunded deposit of \$200 per person.

If your clients original booking was made prior to 10 June 2020, regardless of whether you had made a booking amendment before or after 10 June 2020 **OR** your clients booking was made after 10 June and their booking was not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions, cancellation fees will apply as per the original booking details in accordance with the Club Med Standard Booking Terms and Conditions.

They will receive a refund less the cancellation fees.

Notifications received by Us	Charge
120 days or more before scheduled departure	Deposit (non-refundable)
31 to 119 days before scheduled departure	50% of cost
15 to 30 days before scheduled departure	70% of cost
0 to 14 days before scheduled departure	100% of cost
After scheduled departure	100% of cost

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14. My clients are unable to travel due to the International Travel Ban for Australian passengers.

Why can't my clients have a full refund if they booked prior to 9 June 2020?

Club Med Terms and Conditions (and also Australian Consumer Law pertaining to said Terms and Conditions) are to the effect that cancellations of bookings due to the Covid-19 pandemic or the Government enforced travel restrictions would not normally be subject to any refund. However, in accordance with the ACCC's expectations and recommendations, Club Med have agreed to provide Club Med customers with a credit for bookings which have been cancelled due to the Covid-19 pandemic or the Government enforced travel restrictions.

15. My clients would like to rebook their holiday using their FTC to travel in 2021/2022. Do you have any extra special offer for them?

We currently offer Re-book 2022 holiday at the same price as the original 2020 or a 2021 price. This needs to be a like-for-like holiday to the same resort, with the same dates, booking party, and seasonality and we will match your original land price.

The offer applies to rebook your clients' 2020/2021 holiday to 2022 departure between the months of May to October only. The applicable resorts are Bali, Phuket, Bintan, Cherating, Kabira, Tomamu, Maldives, Guilin, Sanya, and Beidahu. We currently offer departure dates up until 16 December 2022. If your client's booking is for other resorts or travel dates outside of this time, we will be in touch to advise your options. Please note however, subject to local or international seasonality changes, such as Public Holidays, Chinese Golden Week, School Holidays or other such seasonal dates, a suitable alternative will be provided which do not fall within blackout periods, airline fees and other transport and services are at the client's own expense.

You can re-book your clients holiday here: <https://clubmedpacific.com/tradepartners-rebooking-request-form/>

Any bookings with additional cost due to children's ages changing / room upgrade / length of stay / change of season will be at the client's own expense.

16. For the Future Travel Credit (FTC) clients, if we rebook now for a stay in the following year on the same dates, does the NEW flexible booking conditions apply? E.G.. can my clients get a full refund of their credit outside 30 days to departure if they cancel?

The new flexible booking conditions on our Peace of Mind Policy are only available for **NEW** bookings made from the 10th JUNE.

*(To qualify as a **new** booking, the booking must not be (a) associated with any previous booking, or (b) an amended previous booking, and shall not be paid in full or in part using a credit or transfer of payment from a previous booking)*

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17. If clients rebook their stay for travel in the following year on the same dates and they need to change their dates, can they do so without paying extra?

Club Med offers an additional free change of travel date/ destination without any amendment or cancellation charges if your clients are unable to travel due to the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions (terms and conditions apply. refer to POM policy on TA portal)

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18. How do I postpone or cancel a booking for my client?

You have the following options:

1. Request a future travel credit (FTC)

<https://clubmedpacific.com/tradepartners-credit-request-form/>

2. Request rebooked your client's booking

<https://clubmedpacific.com/tradepartners-rebooking-request-form/>

3. Contact our Call Centre:

- AUS agents: 1800 258 263 email : sales@clubmedau.com
- NZ agents: 0800 258 263 email : Enquiries@clubmednz.com

19. My clients are concerned about their health and safety when considering travel. What is Club Med going to implement in its Resorts when they reopen?

Our client's safety is our utmost priority, and we have implemented new and more stringent health and safety measures that have been verified by ECOLAB and in accordance with global and local health authority guidelines in all our resorts worldwide. For more information on our Safe Together program go to:

AUS agents : <https://www.clubmedta.com.au/about-club-med/safe-together/>

NZ agents : <https://www.clubmedta.co.nz/about-club-med/safe-together/>

20. Will Club Med be in touch with my clients directly regarding their booking?

We want you to remain the main point of contact for your client, no communication will be sent from Club Med to your client directly regarding the status of their booking. All Future Travel Credits (FTC) will be emailed to you on behalf of your client. Therefore, that means it's your responsibility to keep your client informed and up to date when you receive information from Club Med regarding your clients boo

