



# Peace of Mind Policy

ADDENDUM TO CLUB MED AUSTRALIA & NEW ZEALAND  
GENERAL TERMS AND CONDITIONS

DATE OF EFFECT 18<sup>TH</sup> JANUARY 2021

Club Med Ψ



# CLUB MED PEACE OF MIND POLICY

## Terms & Conditions

Club Med is introducing a Peace of Mind policy to provide flexibility to our guests with their travel plans. The Peace of Mind policy will apply to the existing and new bookings described below. Club Med Standard Booking Terms & Conditions will continue to apply to all bookings save as otherwise modified by this Peace of Mind policy.

### 1. For new bookings made from 04<sup>th</sup> November 2020 for travel dates from 01<sup>st</sup> November 2021 to 10<sup>th</sup> June 2022

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.

#### 1.1 Before 30 days prior to scheduled departure date, you have the following options:

##### **Option 1: Pay the final balance and prepare to travel**

The below options are available to you if your booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions:

##### **Option 2: Change travel date/destination: Club Med offers one free change of travel date/ destination without any amendment or cancellation charges, subject to the following terms:**

- a) Amended travel journey must be completed by the following dates:
  - by 31 December 2022 for travel to Club Med beach and countryside resorts
  - by 30 April 2023 for travel to Club Med snow/mountain resorts within the ski season
- b) Any additional costs for any applicable airline/other transportation/services charges relating to the travel date/destination change shall be payable by you.
- c) If the amended booking is of lesser value from the original booking, the difference in pricing shall be refunded to you only in the form of credits to be used within one year of the amended departure date. If the amended booking is of a greater value from the original booking, you will be required to pay for the new price and any other pricing variances due.

After you have exercised the one free change, please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

##### **Option 3: Postpone and hold the payment securely as a Future Travel Credit ("FTC") without any amendment or cancellation charges subject to the following terms:**

- a) FTC must be used for an amended travel journey in accordance with Option 2 above and as per indicated in the credit letter.
- b) FTC for transportation and other services are subject to policies of the service providers and shall be based on the amount retained by us or refunded to us from the service providers.
- c) FTC is non-refundable, non-transferable and cannot be exchanged for cash.
- d) FTC must be used for an amended travel journey in accordance with Option 2 above and before the validity date indicated in the letter, otherwise it is a 100% forfeit.
- e) Any cancellation of FTC before the validity date shall be treated as a cancellation of booking as per the original booking details and the Club Med Standard Booking Terms and Conditions shall apply.

##### **Option 4: Cancel and do not travel**

- a) A refund in respect of the Club Med land stay component of any monies paid will be granted
- b) If you have booked an Air Package, airline terms and conditions including any handling and/or penalty fees will apply separately.

If your booking is not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions and you decide to cancel or modify your booking, cancellation or amendment fees apply as per Club Med standard terms and conditions.

#### 1.2 Less than 30 days prior to scheduled departure date

100% cancellation fee applies when cancelling or amending your booking.



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## 2. For new bookings made from 10<sup>th</sup> June 2020 for travel dates up till 31st October 2021

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.

### 2.1 Before 30 days prior to scheduled departure date, you have the following options:

#### **Option 1: Pay the final balance and prepare to travel**

The below options are available to you if your booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions:

#### **Option 2: Change travel date/destination: Club Med offers one free change of travel date/ destination without any amendment or cancellation charges, subject to the following terms:**

a) Amended travel journey must be completed 31 October 2022 for travel to all Club Med resorts.

If your booking continues to be affected by the Australian/New Zealand Government Outbound International Travel Restrictions, we will update our policy and advise you accordingly

b) Any additional costs for any applicable airline/other transportation/services charges relating to the travel date/destination change shall be payable by you.

c) If the amended booking is of lesser value from the original booking, the difference in pricing shall be refunded to you only in the form of credits to be used within one year of the amended departure date. If the amended booking is of a greater value from the original booking, you will be required to pay for the new price and any other pricing variances due.

After you have exercised the one free change, please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

#### **Option 3: Postpone and hold the payment securely as a Future Travel Credit ("FTC") without any amendment or cancellation charges subject to the following terms:**

a) FTC must be used for an amended travel journey in accordance with Option 2 above and as per indicated in the credit letter.

b) FTC for transportation and other services are subject to policies of the service providers and shall be based on the amount retained by us or refunded to us from the service providers.

c) FTC is non-refundable, non-transferable and cannot be exchanged for cash.

d) FTC must be used for an amended travel journey in accordance with Option 2 above and before the validity date indicated in the letter, otherwise it is a 100% forfeit.

e) Any cancellation of FTC before the validity date shall be treated as a cancellation of booking as per the original booking details and the Club Med Standard Booking Terms and Conditions shall apply.

#### **Option 4: Cancel and do not travel**

a) A refund in respect of the Club Med land stay component of any monies paid will be granted

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

If your booking is not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions and you decide to cancel or modify your booking, cancellation or amendment fees apply as per Club Med standard terms and conditions.

### 2.2 Less than 30 days prior to scheduled departure date

100% cancellation fee applies when cancelling or amending your booking.



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### 3. For original bookings made prior to 10<sup>th</sup> June 2020

#### 3.1 Before 30 days prior to scheduled departure date, you have the following options:

**Option 1: Pay the final balance and prepare to travel**

The below options are available to you if your booking is affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions:

**Option 2: Rebook a 2021 holiday at your 2020 price or a 2022 holiday at your 2021 price - Book a like-for-like holiday (land or package with flights) to the same resort, with the same dates, booking party, and seasonality and we will match your original land price.**

Please note however, subject to seasonality changes for example Chinese New Year and Easter whereby an alternative date will be proposed for the same land price, airline fees and other transport and services are at the clients own expense.

The offer applies to the Club Med resorts in Asia only that include Bali, Phuket, Bintan, Cherating, Kabira, Tomamu, Sahoro, Kani, Finolhu villas, Guilin, Sanya, Yabuli and Beidahu. We are currently working on an offer for North American and European resorts for travel from 01 November 2021 to 30 April 2022 and will update customers travelling to these destination in early February 2021 with the best offer.

**Option 3: Change travel date/destination: Club Med offers one free change of travel date/ destination without any amendment or cancellation charges, subject to the following terms:**

a) Amended travel journey must be completed by the following dates:

- by 30 April 2022 for Club Med mountain resorts within the Ski season<sup>†\*</sup>.

- by 31 October 2022 for Club Med beach and countryside resorts<sup>†\*</sup>.

If your booking continues to be affected by the Australian/New Zealand Government Outbound/Inbound International Travel Restrictions, we will update our policy and advise you accordingly

b) Any additional costs for any applicable airline/other transportation/services charges relating to the travel date/destination change shall be payable by you.

c) If the amended booking is of lesser value from the original booking, the difference in pricing shall be refunded to you only in the form of credits to be used within one year of the amended departure date. If the amended booking is of a greater value from the original booking, you will be required to pay for the new price and any other pricing variances due.

After you have exercised the one free change, please note that the Club Med Standard Booking Terms & Conditions shall apply to any further changes.

**Option 4: Postpone and hold the payment securely as a Future Travel Credit ("FTC") without any amendment or cancellation charges subject to the following terms:**

a) FTC must be used for an amended travel journey in accordance with Option 2 above and as per indicated in the credit letter.

b) FTC for transportation and other services are subject to policies of the service providers and shall be based on the amount retained by us or refunded to us from the service providers.

c) FTC is non-refundable, non-transferable and cannot be exchanged for cash.

d) FTC must be used for an amended travel journey in accordance with Option 2 above and before the validity date indicated in the letter, otherwise it is a 100% forfeit.

e) Any cancellation of FTC before the validity date shall be treated as a cancellation of booking as per the original booking details and the Club Med Standard Booking Terms and Conditions shall apply.

**Option 4: Cancel and do not travel**

So long as your original booking was made prior to 9 June 2020, regardless of whether you had made a booking amendment before or after 9 June 2020, cancellation fees will apply as per the original booking details in accordance with the Club Med Standard Booking Terms and Conditions.

If your booking is not affected by the Australian or New Zealand Government Outbound/Inbound International Travel Restrictions and you decide to cancel or modify your booking, cancellation or amendment fees apply as per Club Med standard terms and conditions.

#### 3.2 Less than 30 days prior to your scheduled departure

100% cancellation fee will apply when cancelling or amending your booking.

***Club Med reserves the right to amend or terminate the Peace of Mind policy at any time without prior notice.***