



COVID-19 Insurance Coverage FAQ

1. What does Club Med COVID insurance cover in the event of illness due to COVID-19?

As part of Club Med's travel insurance policy by Europ Assistance, COVID-19 medical assistance is now included. Available to Australian travelers with departures to 31 December 2022. This includes:

- Medical expenses abroad up to €75 000 incl. tax / beneficiary in case of hospitalization, GP appointments in case of suspicion or illness of Covid-19, Covid-19 testing and transportation costs to the laboratory in order to administrate the test.
- Advance on hospitalization costs incurred abroad up to €75,000 incl. tax per beneficiary.
- In case of quarantine if sick from COVID-19, the cost of an extended stay is covered at €120 per night incl. tax and €250 incl. tax for a family / up to 10 nights maximum. This can be extended up to 14 days maximum upon decision of the medical board of Europ Assistance in case of suspicion or illness Covid-19 in accordance with the local sanitary authorities (either of the home or the destination country) to avoid transmission of the disease.
- Medical evacuation and repatriation following accident and/or illness according to the decision of the Medical Board of Europ Assistance
- Repatriation of the mortal remains in case of death.
- If a guest who books flight package contracts COVID 19 and needs to be in quarantine, the assistance center will take charge and organize a new return flight following the sanitary requirements established by the health team.

You can find more details [here](#).

2. In the unfortunate event you are required to be admitted to hospital, what is cover?

- Cost of extended stay for a companion at €120 per night incl. tax and €250 incl. tax for a family / up to 10 nights maximum. This can be extended up to 14 days maximum upon decision of the medical board of Europ Assistance in case of suspicion or illness Covid-19 in accordance with the local sanitary authorities (either of the home or the destination country) to avoid transmission of the disease.
- Accompaniment of children
- Urgent medical care transfer if needed

You can find more details [here](#).

3. What is not covered?

COVID-19 insurance does not cover for the following events:

- Border lockdown: per region/ per city/ airport closure/ flight cancelation/ Resort closure...
- Interruption of stay: following the declaration of State of Emergency
- Mandatory Quarantine: at the destination without being sick.
- Mandatory quarantine upon return



4. What happens if a guest tests positive for COVID-19 before returning home?

Since reopening, our resorts have integrated strict health & hygiene protocols through Club Med's 'Safe Together' program to prevent the spread of COVID-19. In the unfortunate event that a guest receives a positive test during his/her stay with us, the expenses will be covered through the insurance for up to 10 days of self-isolation at the resort or if the GM develops more severe symptoms, they will be transported to a local hospital to receive treatments. Medical expenses will be covered in the assistance up to €75,000. If a guest who books flights package becomes very ill and needs to return to Australia to receive urgent treatment, the cost of organizing flights is covered.

5. In the event that some guests test positive in a group, but others in the same group test negative, what support will be provided by Club Med?

If a guest tests positive for COVID-19, the accompanying guests (on the same booking number) will be allowed to self-isolate with the positive guest, even if they have tested negative to COVID-19. The extension of their stay and the change in their return flights (if they book flights package) will be covered by COVID-19 insurance for maximum 10 nights, €120 per night incl. tax.

6. How do I get the COVID-19 insurance cover?

When you book your Club Med holiday, the COVID-19 insurance is included in your package with no extra charge for bookings departure from 01 May 2021 for all stays departing up until December 2022. The policy is eligible for Australia residents who have booked and paid through the Australia reservations team.

7. If I have a city stop over pre and post Club Med stay and I developed COVID symptoms, will the medical expenses incurred pre and post be covered by COVID-19 insurance?

COVID-19 insurance only covers medical expenses during your Club Med stay. If you need extra insurance coverage, you can check with your private insurance provider.

8. Is quarantine costs covered if my country or residence invokes mandatory guarantee upon my return?

Quarantine associated costs are only covered if the guest or companions test positive during their Club Med stay. This includes both quarantine in your country of residence upon return and/or within the host country of your holiday. It is therefore recommended to seek additional Insurance to cover such potential costs.