



CLUB MED – TERMS & CONDITIONS

CANCELLATION POLICY: For all new bookings made between January 1st 2021 and May 31st 2021, for any Club Med resort worldwide, cancel for free and receive a full refund of your package (land + air), if your flights were booked with Air Canada, Air Transat or Westjet :

- Up to 31 days prior to departure for stays on and prior to December 16, 2021 (100% charge if 30 days or less)
- Up to 61 days prior to departure for stays between December 17, 2021 and April 30th 2022 (25% charge if cancellation between 60 & 31 days. 50% charge if cancellation between 30 & 15 days. 100% charge if 14 days or less).
- Up to 91 days prior to departure for school holidays 2022 (from Feb. 26, 2022 to Mar. 4, 2022 (all resorts) and from Feb. 26, 2022 to Mar. 19, 2022 (for Québec Charlevoix only) (100% charge if 91 or less)

If your flights were not booked with Air Canada, Air Transat or Westjet, the air portion will follow the airlines' policy in effect. Refund excludes membership fees and optional insurance. All refunds will go back on the same form of payment. If the cancelled booking was paid using a future travel credit, the refund will be issued as a credit for future travel to be used prior to the expiration date of the original future travel credit.

The cancellation charges are assessed on the full package price. Revisions of any kind (including but not limited to a change in the date of departure or resort) will be treated as a cancellation and applicable cancellation charges will be assessed and revised booking will be subject to pricing then in effect. Unpaid balances on cancellation charges are subject to collection action. No refunds will be made in the event of no-shows or interruption or cancellation by the Member after departure. There is no refund for unused travel vouchers or transfers. Cancellation charges for special events, certain promotions and holiday travel may vary; please contact our call center or your travel advisor.

EMERGENCY MEDICAL ASSISTANCE PROGRAM: Club Med Emergency Assistance Program provides all guests traveling before December 31st, 2022 with coverage for emergency medical expenses during their stay, including those related to COVID-19.

What is covered?

- In case of illness related to COVID-19, all healthcare expenses during your stay are covered: medical expenses in case of hospitalization, medical visit, COVID-19 test (subject to contractual restrictions), as well as transportation costs to testing facilities.
- In case of hospitalization, coverage includes: housing cost for companion, accompaniment of children and medical evacuation if the situation requires it. In case of quarantine for the positive G.M: the assistance center will organize housing along with the Resort and medical personnel.
- If you miss your intended flight: the assistance center will take charge and organize a new return flight following the sanitary requirements established by the health team.

Cost coverage in the event of illness (including COVID disease) includes:

- Advance on hospitalization costs incurred abroad until €75,000 incl. tax per beneficiary,
- The reimbursement of medical expenses abroad until 75 000 € incl. tax / beneficiary,
- Direct medical costs abroad related to COVID19 until 500 € incl. tax / beneficiary (PCR Test, medical consultation, medicines...)
- The cost of an extended stay at the hotel: € 80 per night incl. tax and € 150 incl. tax for a family / 10 nights maximum (which can be extended to a maximum of 14 nights, by decision of Europ Assistance doctors),



- 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.

What is not covered by the program?

Consequences of global COVID situations in the country where the resort is located, such as:

1. Border lockdown: per region/ per city/ airport closure/ flight cancelation/ Resort closure...
2. Interruption of stay: following the declaration of State of Emergency
3. Quarantine: at the destination without being sick.

A certificate of insurance confirming coverage of medical expenses in case of sickness including COVID-19 can be provided upon request in order to enter a country or to obtain a travel visa.

This Assistance Agreement constitutes an extract of the general conditions of the contract concluded between EUROP ASSISTANCE, a business governed by the Insurance Code, and CLUB MEDITERRANEE, on behalf of its clients. It specifies the content of and the limits on the services to be provided by EUROP ASSISTANCE for CLUB MEDITERRANEE clients. The Assistance is provided by EUROP ASSISTANCE, and not by Club Med®. Any enrollment in Club Med®, or through the intermediary of a travel agent, makes the G.M® eligible for EUROP ASSISTANCE services, which cover assistance for persons. Applicable only to Canadian members (G.Ms®) who are Canadian residents and have booked and paid for their trip in Canada. This coverage supercedes any previously existing coverage and is subject to change without notice. A complete description of coverage is available upon request with Club Med Sales Canada Inc., and also in the Basic Insurance document you will receive by electronic mail before departure if you made a reservation. Call your Travel Agent or our Club Med call center for more details.