

## **Club Med – March 26, 2020**

### **Cancellation & Revision Policy Update**

**If your client was supposed to travel to one of our resorts in Europe, the Mediterranean, Asia, Africa, Mexico, the Caribbean, Florida or Brazil, before May 1, 2020:**

Following the decisions taken by international authorities and governments worldwide to enforce travel restrictions, Club Med has temporarily suspended its operations of those resorts located in the countries listed through May 1, 2020 (reopening May 2, 2020).

**If your client had an existing booking for a stay before May 1, 2020 in one of the resorts affected by a resort closure, their reservation has been automatically cancelled and you will receive:**

- › A Future Travel Credit for 100% of the paid land costs, valid through our newly extended date of April 30, 2022 (last date for check-out), for travel to any resort worldwide.
- › Once a client rebooks for a future stay, if the Future Travel Credit value is higher than the cost of their new booking, we will issue an additional Future Travel Credit for the remaining balance, to be used for travel through April 30, 2022.
- › The enhancements to our policies listed above will apply to your clients regardless of the policy that was in effect when their reservation was cancelled.
- › Lastly, if your client booked an air-inclusive package with us, they will receive a credit with the airline based on the carrier's specific policies.

#### **Will Club Med inform my clients that their booking has been cancelled?**

We want you to remain the main point of contact for your client, no communication will be sent by Club Med to your client regarding the cancellation of their booking. All Future Travel Credits will be emailed to you on behalf of your client, within the next 4 – 6 weeks. Therefore, there's nothing for you to do besides keeping your client informed once you receive this information from Club Med.

#### **What if my client has an outstanding balance for a future Club Med stay?**

› **For stays before May 1, 2020:** The reservation will be cancelled. If the reservation was not paid in full, a Future Travel Credit will be issued for the amount already paid on the land stay.

› **For stays from May 2, 2020:** Given the current situation, we will temporarily extend the due date for their remaining balance to 30 days prior to their date of departure for all travel in May 2020. All stays planned on or after that date are maintained and balance payments must be paid on time. If your client does not make the final payment on time, their stay will be cancelled according to our normal cancellation policies.

### **Will I receive commission for stays that I booked but have been cancelled or modified?**

All travel advisors will receive their standard commission on any new bookings, once their client completes their stay. If your client does not redeem their Future Travel Credit by the expiration date of April 30, 2022, you will receive standard commission on the amount of the unused credit.