

Reservation Terms and Conditions

1. Price - Reservation - Payment

1.1 Prices are quoted in local currency, unless otherwise stated, on the basis of exchange rates in effect at the time of publication. Prices are subject to change without notice.

1.2 Prices include:

For Land package (Resort only) and Cruise Only package:

- Accommodation on twin share basis unless otherwise stated
- Breakfast, lunch and dinner, excludes lunch on arrival date and dinner on departure date
- All day bar & snacking (except champagne and premium liqueurs)
- All activities as mentioned (scheduled by the resort or Club Med 2 and subject to change)

For Air Ticket package:

As mentioned above plus:

- Round-trip air ticket
- Transfers between the closest airport/port/train station and resort
- Lunch on arrival date and dinner on departure date according to flight schedule

1.3 Prices do not include:

- Costs of passport, vaccination certificate, visas
- Excess baggage charges
- Port taxes applying for the cruises
- Personal expenses
- Extra charges for individual expenses and activities not included in the package price such as premium drinks at the bar, optional tours, personal purchases at the boutique, and laundry.

1.4 Payment

Departure date from reservation	Deposit* fee & membership fee	Full payment / Balance
Up to 15 Days	Within 3 days	60 days before departure
14 to 7 days		Within 1 day
Less than 7 days		Same date of reservation

*Deposit - 50% of the total package fee and membership fee. Deposit and membership fee is non refundable

Full payment is required for online booking made at www.clubmed.com.hk upon confirmation.

All payment made is not transferrable.

1.5 All initial deposit made are non-refundable and non-transferable.

1.6 Club Med Membership fee is not included in the above package price. HK\$280 for new member and HK\$200 for renewal, inclusive of travel insurance, is required per person aged over 12 years old. Club Med Membership is valid for 12 months from the date of deposit payment. Membership fee is non-refundable and non-transferable.

1.7 Children under 12 years may be required to share a room with their parents.

Cancellation and Revision Charges

Requested by you (except online booking):

2. Cancellation and revision of booking may be made in writing/fax or email to Club Med.

2.1 Revision of departure date for bookings over 60 days before departure and before air ticket issuance:

2.1.1 Revision of departure date is allowed once 60 days before departure while air tickets have not been issued. An administration fee of HK\$300 per person per time is required for revision of date thereafter on top of the necessary administrative fee applied by the airlines, ferry, train and ground transportation company.

2.1.2 After the recalculation of the package fee, any outstanding payment balance is required to be settled within 2 days of the amendment. Remaining amount, if any, has to be consumed within a maximum of six months period from the date of the reservation amendment date. Any unconsumed amount will be forfeited.

In cases of late cancellation or revision, the following charges will apply:

- * 31 days or above prior to departure, 50% of total package fee
- * 30 - 15 days prior to departure, 80% of total package fee
- * 14 - 0 days prior to departure, 100% of total package fee

2.1.3 No cancellation is allowed for online booking made at Club Med website and all payment made is non-refundable and non-transferable.

2.1.4 Requested by Club Med:

Should Club Med have to cancel your stay in the resort or on board Club Med 2, you will be proposed, whenever possible, a similar stay of an equivalent value. Should you choose not to accept the alternative proposal made to you by Club Med, or without an answer from you within 7 days following the cancellation notice received from Club Med, you will be reimbursed 100% of the amount already paid.

Unused Days, Transportation and Services

No refund will be made in whole or in part, for unused days at the resort / on Club Med 2 or unused transportation resulting from your late arrival or premature departure.

3. Group fare flights are on a round-trip basis, and no refund or credit will be made, for whatever reason, for any unused portion of the flight.

3.2 Additional expenses/fares incurred due to your late arrival or premature departure are your sole responsibility.

3.3 You may be asked to leave the resort/Club Med 2 at any time, without any refund, if your actions impose upon or disturb others.

3.4 Depending on changes of local regulations, weather conditions or any other event beyond its control, Club Med reserves the right to withdraw, alter or otherwise modify tours itineraries, cruises stops-over, specific programs, sports facilities or activities at any time and without notice. All services are subject to the laws of the country in which they are provided.

3.5 The non-use or partial use of services available in Club Med resorts or on board Club Med 2 does not entitle you to any reimbursement or indemnity.

3.6 Insurance

Your Club Med membership includes a basic travel insurance. Note that to be accepted, any claim must be received by the travel insurance company within 30 days of the happening of the insured event and must have been properly declared at the administration office of the Club Med resort or Club Med 2 where they arise or with the Airline company administration, should the claim be related to your air transportation. Please refer to the insurance brochure for details or contact your Club Med sales office for advise.

4. A failure to comply with these terms and conditions by Club Med or Club Mediterranea (Club Med) Hong Kong Ltd. which is caused by Acts of God; strikes, boycott or industrial action or dispute; action in compliance with any act, regulation, ordinance, by-law or permit or with any lawful direction, order or request of any responsible authority or court; or any other cause whatsoever reasonably beyond the control of Club Med or Club Mediterranea (Club Med) Hong Kong Ltd. does not give rise to any claim by you or cause Club Med or Club Mediterranea (Club Med) Hong Kong Ltd. to be in breach of these terms and conditions.

5. Travel Documents

5.1 You will need for your travel:

- A passport with at least 6 months validity / Valid Home Return Permit though out your stay
 - The recommended vaccinations
 - A visa (including China Visa) where required depending on citizenship
- For more details please contact Club Med or your travel agent.

5.2 Proof of citizenship, passports, visas, tourist cards and inoculations, where required are your responsibility. Club Med shall not be responsible in the event boarding or entry is denied or expenses are incurred due to failure to procure required travel documents.

6. Responsibility

6.1 Members agree to be bound by the rules of Club Med governing stays at Club Med resorts or on board Club Med 2 and the local regulations in force in the country where they are located and to comply with Club Med management's lawful and the reasonable instructions and directions. Club Med is entitled to refuse entry to and to immediately remove any member from the Club Med resort without refund or compensation for any serious non-compliance with the rules, regulations, directions and instructions, non-payment, intoxication, disturbance or nuisance to the Club Med resort or its guests and/or objectionable, improper or undesirable behavior or activities. Members shall be liable for any loss, damage or personal injury they may cause at the Club Med resort.

6.2 Members participate in the activities and use the facilities at Club Med resorts and on board Club Med 2 at their own risk. Sports and similar activities intrinsically involve risk of physical injury greater than those encountered in daily life, and by taking part in sports and other activities, members acknowledge and assume the risks inherent therein. Club Med, its subsidiaries, associated companies, affiliates, agents or representatives accept no responsibility, and shall not be liable for any injury, illness, damage, loss, accident, expense, delay or other irregularity resulting from a member's participation in any activity or use of any of the facilities in the Club Med resorts or on board Club Med 2.

6.3 Club Med reserves the right to withdraw, alter or otherwise modify tours, itineraries, specific programs, sports facilities or activities at any time and without notice. All services are subject to the laws of the country in which they are provided.

6.4 All arrangements other than the stay at the Club Med resort or on board Club Med 2, including non-resort accommodations, sight-seeing, excursions, transfers and air or other transportation, if made by Club Med, its subsidiaries, associated companies, affiliates, agents or representatives are made by them solely in the capacity of agents for the supplier of these services, and therefore, neither Club Med, nor its subsidiaries, associated companies, affiliates, agents or representatives accept responsibility, nor shall they be liable for any injury, illness, damage, loss, accident, expense, delay or other claim which may result from the supplying of these services, whether caused by a defect of any vehicle, breakdown of equipment, strikes, theft, the negligence or default of any supplier of services or their agents, or otherwise, nor shall they be liable for any cancellation of or changes in itineraries or schedules or additional expense or loss of vacation time incurred by members, resulting therefrom.

6.5 Club Mediterranea (Club Med) Hong Kong Ltd. acting only as wholesaler for Club Med does not own, manage, control or operate any transportation vehicle, any hotel, resort, cruise ship and restaurant, or any other supplier or services, and disclaims, for itself and its agents and representatives, all responsibility or liability of any nature whatsoever for any injury, illness, damage, loss, accident, expense or delay to property or person due to any cause whatsoever occurring during, arising out of, or relating to stays at Club Med resorts or on board Club Med 2.

6.6 In particular, the transportation and stay on board Club Med 2 are governed by the passenger contract, whose conditions are inserted in a separate "Extract of Passenger Contract" leaflet, copies of which are available to us and on the back of the passenger ticket you will receive before boarding the vessel or. You are required to carefully read these conditions before making your booking.

6.7 The passenger's ticket in use by the carriers, when issued, constitutes the sole contract between the carriers and the purchaser of the ticket and/or passenger.

6.8 No claims arising out, or relating to stays at Club Med resorts shall be accepted later than 30 days after the day of return and must be made in writing.

7. Children and Pregnant women on Board Club Med 2

Only children who have reached the age of 10 at the cruise's departure date are accepted on board Club Med 2. Note that there is no special facilities for Children on board Club Med 2 and that they remain at all times under the parents' own responsibilities.

Women over 6 month's pregnant or whose pregnancy required constant medical attention may not be allowed on board Club Med 2.

8. Pets and Animals

No pets and animals will be allowed in the resorts nor on board Club Med 2.

9. Air Packages

9.1 Club Med tours are organized in conjunction with airline scheduled flights. Itineraries and timetables are provisional and subject to change without notice. Club Med and Club Mediterranea (Club Med) Hong Kong Ltd. cannot accept responsibility for transport delays, changes, delays or cancellations resulting from Acts of God, weather, traffic, airport conditions strikes or other causes, nor liability for additional expenses or loss of vacation time incurred by members, resulting therefrom.

9.2 Club Med and Club Mediterranea (Club Med) Hong Kong Ltd. assumes no responsibility or liability in the event you miss your flight/ferry due to weather or traffic conditions, or late arrival for your connecting flight/ferry, or for any other reason beyond their control. If you utilize other transportation for connections to and from your flight, you should allow sufficient time to take into account delays or possible cancellations.

9.3 Airfare increases will be applied as a surcharge as and when ordered by the carriers.

10. Force Majeure

A failure to comply with these terms and conditions by Club Med or Club Mediterranea (Club Med) Hong Kong Ltd. which is caused by Acts of God; strikes, boycott or industrial action or dispute; action in compliance with any act, regulation, ordinance, by-law or permit or with any lawful direction, order or request of any responsible authority or court; or any other cause whatsoever reasonably beyond the control of Club Med or Club Mediterranea (Club Med) Hong Kong Ltd. does not give rise to any claim by you or cause Club Med or Club Mediterranea (Club Med) Hong Kong Ltd. to be in breach of these terms and conditions.

Terms and Condition – Club Med Hong Kong
(Valid for travelling on/after 05 May 2018)

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1.2 Prices include:

For Land package (Resort only) and Cruise Only package:

- Accommodation on twin share basis unless otherwise stated
- Daily Breakfast, lunch and dinner (Except breakfast, lunch on arrival date, dinner on departure date.
- All day bar & snacking (except champagne and premium liqueurs)
- All activities as mentioned (scheduled by the resort or Club Med 2 and subject to change).

For Air Ticket package:

Includes the above Land Package listed and:

- Round-trip air ticket (Selected Airline)
- Round trip transfers between the closest airport/port/train station and resort
- Lunch on arrival date and dinner on departure date according to flight schedule

1.3 Prices excludes (if any)

- Costs of passport, visas, vaccinations, health certificates and health requirements.
- Excess baggage charges
- Airport taxes, insurance fees, fuel/airline surcharges and port taxes (Club Med 2).
- Personal expenses
- Charges for additional 'a la carte' actives and products/services not included in the package or at additional charges such as premium drinks at the bar, optional tours and excursions, personal purchases at the boutique, additional transfer, spa services, Baby and Petit Club Med facilities, baby sitting services, laundry service, and certain additional 'a la carte' sports activities and equipment rental (such as diving, skiing, snowboarding, golf and related equipment rental), etc.

1.4 Payment

- Reservation through Call Centre:

Departure date	30% Non-Refundable Deposit	Full Payment / Balance payment ^
Up to 32 Days	Within 3 days from	31 days prior departure
15 to 31 Days	-	Within 3 days from reservation
7 - 14 days	-	Within 1 day from reservation
Within 7 days	-	Same date of reservation

^ Early payment of Balance requests when Air-ticket issuing deadline is earlier.

- Reservation through website (www.clubmed.com.hk): Full payment is required upon reservation.

1.6 All payment made is not transferrable and the initial deposit is non-refundable.

1.7 Children under 12 years may be required to share a room with their parents.

2. Amendment and Cancellation (all reservation)

2.1 Requested by you:

- Written notification of cancellation or amendment must be sent to our Club Med Sales Office.

2.1.1 Amendment

Date request (of original departure date)	Package	Charges*
More than 31 days	Land	1st time complimentary & start from 2nd time - HKD 300 administration fee per person per amendment
	Air-ticket	As above + Air ticket amendment fee
Within 30 days	Land & Air-ticket	Follow the cancellation policy

* Changes are subject to the availability of Resort and/or flight. Whole package will be recalculated, according to the latest promotion and package price. If the new booking is of lesser value from the original booking, it's non refundable. If the new booking is of higher value, balance settlement is requested in 1 day.

* New Travel date must be within 6 months of the initial departure date.

2.1.2 Cancellation

Date request (of original departure date)	Package	Charges
More than 31 days	Land	30% of Package fee
	Air-ticket	As above + Ticket cancellation penalty
15 - 30 days prior	Land	70% of Package fee
	Air-ticket	As above + Ticket cancellation penalty
Within 14 days	Land & Air-ticket	100% of Package fee

2.2 Requested by Club Med:

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3. Unused Days, Transportation and Services

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3.2 Additional expenses/fares incurred due to your late arrival or premature departure are your sole responsibility.

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3.4 Depending on changes of local regulations, weather conditions or any other event beyond its control, Club Med reserves the right to withdraw, alter or otherwise modify tours itineraries, cruises stops-over, specific programs, sports facilities or activities at any time and without notice. All services are subject to the laws of the country in which they are provided.

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- A passport with at least 6 months validity / Valid Home Return Permit though out your stay
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