

International border open FAQ

Club Med Policy and Travel Requirements FAQs

1. What happens if I want to cancel my booking because of additional expenses (eg, hotel quarantine, PCR test)?

Within 30 days of departure, if you do not want to travel due to additional expenses incurred by destination country's arrival policy, you have the options of rebooking to a different date/destination or keep the payment in future travel credit. Your new travel date must be completed by 30 April 2023. Any additional costs including Club Med stay, airline fees and other transport and services are at your own expense. A \$50 per person amendment fee will apply when any further changes are made.

2. Have all the GOs and GEs at the Club Med resorts been vaccinated?

At this stage, Club Med is following the Government Rules where our resorts are located. We are working with local government bodies to ensure all eligible resort staff are offered an available vaccine.

Our GO & GE are continuously trained and made aware of the importance of adopting, at any time and in any place, a responsible attitude in the face of the Covid-19 epidemic for their health and the safety of all. Our GO-GEs are therefore regularly reminded of their prevention obligations.

In addition, screening campaigns with our GO-GEs are organised upon their arrival at the Resort. These campaigns are renewed every 3 weeks during the season. Massive vaccination campaigns are also offered to them. Regarding the staff of our doctors or nurses working in the Resort, they are also asked to be tested before arriving at the Resort.

3. To travel internationally do I need to obtain any mandatory health documents?

For international travel, Australians will be required to show documentation of a double covid-19 vaccination. This document will be internationally recognised as proof of vaccination and will include a QR code that will be readable globally and will comply with the standards set out by the International Civil Aviation Organization. For advice on additional measures that may be required by your destination country, please *review the travel advice* outline on *Safe Travel* <https://www.safetravel.govt.nz/> For airlines, they may have their own travel requirements. We recommend you also review the travel advice for your chosen airline.

For Club Med resorts, we have implemented a health protocol to welcome you in the best possible conditions. This summer to stay in our Resorts we will ask you to provide the negative result of a Covid-19 RT-PCR (nasopharyngeal or salivary) or antigen test, carried out within 72 hours before your arrival. However, if you are vaccinated a certificate of complete vaccination* against Covid-19 will also be accepted.

This request applies to all adults and children aged 12 and over. Children under the of 12 will be considered “vaccinated”. You can present one of these documents in paper or digital form.

Failure to present one of these documents will result you being denied access to the Resort as well as:

- The accompanying guardian if the person is a minor
- Any accompanying minors if the person is an adult.

This protocol is in addition to the documents and formalities required by the destination country.

4: Who can travel internationally from Australia?

Currently, only double vaccinated persons above the age of 12years, from New South Wales only can travel internationally without home or government facility quarantine. As per the Federal Government road map to international travel, States and Territory will be allowed to take part in international travel when their state reaches the minimum doubled vaccinated threshold of 80%. For more information on international travel, it is advised to get up-to-date with the latest news via the <https://www.health.gov.au/news/health-alerts> website in conjunction with your local State or Territory health website.

Peace of Mind FAQs

1. What are my options if the airline schedule doesn't correspond with my travel dates?

You have the flexibility to change date by +/- 7 days with \$0 amendment fee, so long as the seasonality remains the same. If the new booking value is greater than the original booking value, the additional cost is at your own expense. If the new booking value is less than the original booking value, you will receive a credit note and the credit is valid 1 year from the new departure date.

2. What do I do if my child is not allowed to get vaccinated yet?

Club Med is following Australia/New Zealand Government vaccines rules. Currently, the vaccines are available for Australian/New Zealand people 12 years and older. If your child is not able to be vaccinated due to medical conditions, we will offer you the option to rebook or hold the payment in future travel credit. Your new travel date must be completed by 30 April 2023. Any additional costs including Club Med stay, airline fees and other transport and services are at your own expense. A \$50 per person amendment fee will apply when any further changes are made.

Under the Australian Government Covid-19 vaccination policy children under the age of 12 do not require a vaccinate and will be considered vaccinated for the purpose of international travel.

3. What are my options if I can't do home quarantine because of my employment?

With our Peace of Mind Policy, you have the following options 30 days before your departure if you are affected by quarantine mandates:

1. Club Med offers one free date change. Your new travel date must be completed by 30 April 2023 for travel to any Club Med resorts.
2. Keep the payment in a Future Travel Credit. Your new travel date must be completed by 30 April 2023 for travel to any Club Med resorts.
3. Receive a deposit refund if your booking is a new booking and is period to 30 days before departure. Airline terms and conditions will apply as per your chosen airline.

4. What if a person in my travel group is COVID positive prior to travel?

If a guest contracts covid-19 (or is showing COVID-like symptoms) and can demonstrate a positive or negative test by the Australian State Government before 30 days to departure, the customer will be entitled to the following options:

1. One free date change*. New travel date must be as follows:
 - 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
2. Issued a Future Travel Credit (to the value of their land portion of their Club Med Holiday) which will be valid for travel by the following dates*:
 - by 31 December 2022 for Club Med beach and countryside resorts
 - by 30 April 2023 for travel to Club Med Snow/Mountain resorts within the Ski season

If a client chooses to cancel, 100% cancellation fees apply on Club Med land, transfers and services for any cancellation or amendment. Flights cancellation fees apply as per your chosen airline's policy.

If a client has other health related reasons why they can't travel, they should consult their doctors and refer to their health insurance.

*Airline terms and conditions will apply as per your chosen airline.

3. Receive a deposit refund if your booking is a new booking. Airline terms and conditions will apply as per your chosen airline.

5. I am unable to get vaccinated due to medical conditions. What are my option if being vaccinated is a mandatory requirement for international travel?

If you are unable to get vaccinated due to medical conditions, you have the options of rebooking to a different date/destination or keep the payment in future travel credit. Your new travel date must be completed by 30 April 2023. Any additional costs including Club Med stay, airline fees and other transport and services are at your own expense. A \$50 per person amendment fee will apply when any further changes are made.

6. What happens if the hotel quarantine is mandatory on arrival in your host country or upon return into Australia?

With our Peace of Mind Policy, you have the following options 30 days before your departure if you are affected by hotel quarantine mandates:

1. Club Med offers one free date change. Your new travel date must be completed by 30 April 2023 for travel to any Club Med resorts.
2. Keep the payment in a Future Travel Credit. Your new travel date must be completed by 30 April 2023 for travel to any Club Med resorts.

7. What happens if I am affected by the government international travel restrictions within 30 days before my departure?

With our Peace of Mind Policy, you have the following options if you are affected by the Federal Government travel restrictions less than 30 days before your departure:

1. Club Med offers one free date change. Your new travel date must be completed by 30 April 2023 for travel to any Club Med resorts.
2. Keep the payment in a Future Travel Credit. Your new travel date must be completed by 30 April 2023 for travel to any Club Med resorts.

Travel with Peace of Mind FAQs

1. How will Club Med be managing airport transfer to and from the resort?

Our transfers have been adapted to allow compliance with physical distance regulations. All vehicles have been subject to a high standard of cleaning and disinfection protocol. We also provide a mask and disinfectant gel to all passengers before entering the vehicle.

Unfortunately, we are unable to provide private transportation if you still wish to travel alone, however, we can help you to arrange a private transfer which will be at your expense.

2. Will all other guests be fully vaccinated?

We do welcome both vaccinated and unvaccinated travelers but require that they either show proof of full vaccination or a negative PCR test result of less than 72 hours or a recovery certificate. This request applies to all adults and children aged 12 and over. Children under the of 12 will be considered "vaccinated". You can present one of these documents in paper or digital form.

Failure to present one of these documents will result you being denied access to the Resort as well as:

- The accompanying guardian if the person is a minor
- Any accompanying minors if the person is an adult.

This protocol is in addition to the documents and formalities required by the destination country.

3. What health and Safety Measure are in place in Club Med resorts?

You can count on us to put in place the necessary measures to offer you a relaxing stay including:

- Respecting safe distances
- More frequent and even more in-depth cleaning carried out in our Resorts
- A reinvented entertainment program in order to respect the standards of distancing
- Adapted children's clubs: more outdoor activities, small groups...

We also now require guests to provide the result of a negative RT-PCR (nasopharyngeal or saliva) or antigen Covid-19 test, done within 72 hours before your arrival, unless vaccinated. In this case, a record of a complete vaccination against Covid-19* will be also accepted. Failure to do so will result in access to the Resort being denied to said person as well as the accompanying guardian if the person is a minor or any accompanying minors if the person is an adult.

[Learn more about our health and safety measures](#)

4. What if I become positive while at the resort?

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 GM tests positive for COVID19, our free Emergency Assistance Program will cover the following events.

- In case of sickness related to COVID19, all healthcare expenses during your stay are covered: medical expenses in case of hospitalization, medical visit, COVID-19 Test, transportation cost to the laboratory in order to administrate the test.
- In case of hospitalization, coverage will also apply for: housing costs for companion, accompaniment of children. Medical evacuation if the situation requires it.
- In case of quarantine: the assistance centre will organize housing along with the Resort and the health personnel.

Learn more about COVID insurance: [\[OBJ:TOBJ\]](#)

5. What would happen if there is a positive case at the resort while we are staying?

We are obviously doing everything in our power to avoid this kind of situation. However, for your safety, each Resort will have defined a clear procedure in case of suspected Covid-19 symptoms. The Resort has the contacts of various local organisations (such as the health authorities to contact, the hospital, the laboratory, the nearest isolation facilities). Every GM, GO or GE feeling sick with symptoms such as fever, flu, coughing or breathing problems will have an immediate consultation with a doctor for diagnosis. We will then follow the advice of the doctor/health authorities and if necessary, isolate suspected cases according to our protocol. An external cleaning company will also be called to disinfect all the rooms and spaces concerned.

6. Is Club Med still offered air packages for overseas destinations?

Yes, Club Med is committed to offering air packages where possible. As airline capacity increased more air package will become available. To secure you clients' booking, we recommend you book your clients land only holiday and we can add flights and transfers when flight schedules become available.

7. Is Club Med offering Travel Agent rates?

Club Med is currently revising our Travel Agent discount rates and we will be making an announcement in January 2022.

8. Is Club Med implementing capacity caps/limits in any of its resorts?

As per Club Med's Safe Together Program we are limiting our capacity to 70%; however in all our resorts we follow local country regulations which may allow for great capacity or limit capacity further. Club Med

9. Will we see the prices increase over the coming season?

Club Med is committed to its book early and save promotional. Our Early bird pricing is still the best chance to secure the best dates at up to 30% off for your clients!

10. What is Club Med's Flexi Booking Policy for early 2022?

If your cancellation is due to the Australian or New Zealand Government International Travel Restrictions, state border closures or Quarantine Mandates, you are eligible to the following options: 1) One free change to a different date or resort, or 2) Keep the full payment as a Future Travel Credit. Your Future Travel Credit must be completed by 30 April 2023 for travel to any Club Med resort. For all other reasons for cancellation or amendments, 100% cancellation fees apply on Club Med land, transfer and services. In all cases, flight cancellation fees may apply as per airline policies..