

Reservations 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 Village Only package and Cruise Only package:

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

For Air and Village package:

As mentioned above plus:

- Round-trip air ticket
- Transfers airport-village/port-airport

1.3 Prices do not include:

- Costs of passport, vaccination certificate, visas
- Excess baggage charges
- Airport taxes, security tax, insurance surcharge and 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 Upon confirmation of your reservation, you have to pay a deposit of 20% or more depending on package booked of your package's total cost per person, plus membership fee to confirm your booking. Final payment is required 30 days prior to departure, should you fail to do so, your reservation will be considered cancelled and cancellation charge, as defined below, will apply.

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

2. Cancellation and Revision Charges

2.1 Requested by you

Once deposit paid, your reservation is considered definitive. Cancellation and revision of booking may be made in writing or by telephone.

2.1.1 Cancellation and revision charges will apply as follows:

- * 30 days and above : Administrative fee of RM 150 per person will be charged
- * 29-15 days prior to departure 20% of total cost
- * 14-8 days prior to departure 40% of total cost
- * 7-2 days prior to departure 80% of total cost
- * Within 24 hours prior to departure 100% of total cost

2.1.2 Any change of name after issuance of Air / Ferry tickets due to wrong information provided, a fee of RM 150 per issuance will be charged for any reissuing and documentation.

2.1.3 Any deferment or amendment of stay, subject to minimum 20% penalty of total cost **Membership fees are non refundable.**

2.2 Requested by Club Med

Should Club Med have to cancel your stay in the village 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 any answer from you within 7 days following the cancellation notice received from Club Med, you will be reimbursed 100% of the sums already paid.

3. Unused Days, Transportation and Services

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

3.2 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.

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

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

3.5 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.

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

4. 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 90 days of the happening of the insured event and must have been properly declared at the administration office of the Club Med village 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.

5. Travel Documents

5.1 You will need for your travel:

- A passport with at least 6 months validity
 - The recommended vaccinations
 - A 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 villages 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 village 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 village 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 village.

6.2 Members participate in the activities and use the facilities at Club Med villages 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 villages 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 village or on board Club Med 2, including non-village 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 Med Malaysia (Vacances (M) Sdn Bhd) acting only as wholesaler for Club Med does not own, manage, control or operate any transportation vehicle, any hotel, village, 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 villages 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 villages 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 villages 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 Med Malaysia (Vacances (M) Sdn Bhd) 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 Med Malaysia (Vacances (M) Sdn Bhd) 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 or ticket amendment fees will be applied as a surcharge as and when ordered by the carriers.

10. Force Majeure

A failure to comply or a delay in complying with these terms and conditions by Club Med or and Club Med Malaysia (Vacances (M) Sdn Bhd) 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 Med Malaysia (Vacances (M) Sdn Bhd) does not give rise to any claim by you or cause Club Med or Club Malaysia (Vacances (M) Sdn Bhd) to be in breach of these terms and conditions.