

Club Med 



*All you need to know*

**about Club Med's COVID-19  
protocols & policies**

*FAQ*

# Frequently Asked Questions

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# Travel Requirements

All information is subject to change and requirements are being revised frequently. All passengers are reminded to consult their personal healthcare provider prior to travel and to verify the most current travel requirements for their country of origin and destination.

## Official restrictions to our destinations

### Turks and Caicos

Visit:  
[www.visittci.com](http://www.visittci.com)

All travelers to Turks and Caicos must obtain pre-travel authorization through the TCI Assured Portal which requires proof of a negative PCR COVID-19 test taken within 5 days of travel, proof of emergency medical insurance, completion of a health screening questionnaire. Visitors will be required to wear face coverings in all public areas, practice social distancing, and comply with capacity limitations in public areas.

### Dominican Republic

Visit:  
[www.godominicanrepublic.com](http://www.godominicanrepublic.com)

As of September 15, 2020, travelers are not required to provide a negative PCR COVID-19 test prior to travel. All arriving passengers will be required to complete a Travelers Health Affidavit and will be screened for temperature and symptoms. A random sample of arriving passengers will be administered a rapid breath test for COVID at the arrival at the airport.

### Mexico

Visit:  
[www.mexicancaribbean.travel](http://www.mexicancaribbean.travel)

COVID-19 restrictions are implemented per each state in Mexico. Visitors to Quintana Roo (Cancun area of Mexico) are required to undergo temperature checks via thermal imaging and complete a health questionnaire. Hotels are required to comply with enhanced safety and sanitation protocols, including capacity limitation and social distancing.

### Guadeloupe

Visit:  
[www.Guadeloupe-islands.com](http://www.Guadeloupe-islands.com)

Upon departure:  
>Negative PCR Test, taken within 72 hours of departure (For adults and kids as of 11 years and older) is required.  
>A written document stating that you are free of any symptoms and that you will respect the requirement of a prophylactic 7 day isolation upon your arrival. Another PCR test will be carried out after these 7 days. To facilitate a smooth execution of this test, our teams are at your disposal upon your arrival at the resort to provide you with the necessary information. In the meantime you can enjoy all the amenities of our resort and the beach, but you will not be allowed to leave the property.



# Antigen & PCR Testing Information

In an effort to limit the spread of COVID-19, the U.S. Centers for Disease Control and Prevention announced that as of January 26, 2021, international air travelers, including U.S. citizens, aged 2 years or older, will be required to provide a negative NAAT (PCR) or antigen test result prior to boarding an international flight returning to the United States.

In order to seamlessly facilitate this process, [we are offering free antigen testing](#) to guests visiting Club Med Cancún, Club Med Punta Cana, Club Med Michès Playa Esmeralda, and Club Med Turkoise.

To keep you informed of the latest updates, we invite you to regularly consult the [United States Center for Disease Control website](#).

## COVID-19 testing is available onsite for the following resorts:

Resort	Antigen Test Price	PCR Test Price	Location of Tests	Approx. Result Time*	Additional Info
Punta Cana	Free	\$115	Antigen & PCR: In Resort	Antigen: Same Day PCR: 48 hours	
Michès Playa Esmeralda	Free	\$125	Antigen & PCR: In Resort	Antigen: Same Day PCR: 48 hours	\$260 US logistic price required to send all tests given that day to the hospital & lab in Santo Domingo. This cost is split among those tested/day (ex. if there are 3 tests in a day, cost will be split 3 ways) The resort will also do its best to group tests from all parties together.
Cancún	Free	\$130	Antigen: In Resort PCR: In Resort or Local Hospital	Antigen: Same Day PCR: 24hrs if done by 11 am 36hrs if done after 12 pm	Hospital test upon availability, mostly in the morning.
Turkoise	Free	\$185	Antigen: In Resort PCR: ACCU Diagnostics	Antigen: Same Day PCR: Clinic open from 9am to 1pm, Mon. to Fri.	
Caravelle	Not Available	€75-78	PCR: Laboratoire Bio Pole Antilles Les Abymes and La Pharmacie du Golf	PCR: Within 24 hours	Transfer approx. €70

COVID-19 testing prices are per person

*Club Med will not be held responsible for the availability of appointments to carry out PCR tests, or for the duration of the results delivery.*

*Prices provided are for information only, taking into account the transfer of teams carrying out the tests, and are subject to change.*



# Antigen & PCR Testing Information

## Who is required to provide a negative COVID-19 antigen or PCR test result?

Effective January 26, 2021, all air travelers two years of age or older will be required to provide a negative NAAT (PCR) or antigen COVID-19 test result, or proof they recovered from the virus within the last three months, prior to boarding an international flight returning to the United States. The test needs to be taken within 72 hours prior to the traveler's scheduled flight departure to U.S., and documentation (paper or electronic) of a negative test result, or proof of recovery, must be presented to the airline prior to boarding. They will also be required to supply a completed attestation form, along with their negative test result. Without both requirements, travelers will be denied boarding their flight.

## Where can G.M.s go to receive COVID-19 testing & attestation forms?

In order to seamlessly facilitate this process for our guests, we are able to offer options to perform both antigen and PCR testing directly from the resort, or at a close by facility. In-resort testing is administered daily by a third-party service and certified by local clinics/laboratories. Our in-resort team will also provide guests with the necessary attestation form for reentry. Travelers also have the option to visit other clinics off hotel premises for testing.

## What kind of COVID-19 tests are accepted for U.S. reentry?

Guests seeking reentry into the U.S. are allowed to supply either a negative antigen or polymerase chain reaction (PCR) test result, both will be accepted.

## If the traveler has been vaccinated against COVID-19, are they still required to provide a negative test result?

Yes, they must still provide a negative COVID-19 test result to travel into the U.S.

## Does Club Med's Emergency Assistance Program cover the cost of a PCR test?

No, our Emergency Assistance Program will not cover the cost of the PCR test.



# Antigen & PCR Testing Information

## **What happens if a guest tests positive for COVID-19 before returning to the U.S.?**

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 G.M. receives a positive test during their stay with us, they will be asked to complete a 10-day self-isolation period at our resorts that will be covered through Club Med's Emergency Assistance Program.

After 10 days of self-isolation at the resort, the G.M. will be tested again for COVID-19. If the result is negative, the G.M. will be able to return to the U.S.

Expenses will be covered through the program for up to 10 days of self-isolation at the resort or if the GM develops more severe symptoms, they will be transported to a local hospital to receive treatments. Medical expenses will be covered in the assistance up to 75,000 EUR or if the health of the GM becomes uncertain, an evacuation will be proceeded, and sanitary transportation will be organized to the U.S. to receive urgent treatment. Medical expenses will be covered in the assistance up to 75,000 EUR.

## **In the event that some guests test positive in a group, but others in the same group test negative, what support will be provided by Club Med?**

If a G.M. tests positive for COVID-19, the accompanying G.Ms (on the same booking number) will be allowed to self-isolate with the positive G.M., even if they have tested negative to COVID-19. The extension of their stay and the change in their return flights will be covered by our free Emergency Assistance Program. Please note, that Club Med is not responsible if a G.M. who previously tested negative contracts COVID-19 from self-isolating with another G.M. who tested positive. They will still qualify for our Emergency Assistance Program and will then also be asked to complete 10 days of self-isolation on site.

## **Can a guest from another resort come to Club Med for testing?**

No, only Club Med guests will be able to access our in-resort testing.

# Emergency Assistance Program

In addition to our Safe Together mission, implementing enhanced safety and hygiene measures in our resorts, we are modifying our Emergency Assistance Program to provide all guests traveling before January 1, 2023 with coverage for emergency medical expenses during their stay, including those related to COVID-19.

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## What is covered?

1. In case of sickness related to COVID-19, 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.
2. In case of hospitalization, coverage will also apply for: housing cost for companion, accompaniment of children. Medical evacuation if the situation requires it.
3. In case of quarantine: the assistance center will organize housing along with the Resort and the health personnel.
4. If the G.M missed their 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:

Medical expenses abroad until 75 000 € incl. tax / beneficiary,  
Advance on hospitalization costs incurred abroad until €75,000 incl. tax per beneficiary,  
The cost of an extended stay at the hotel: € 80 per night incl. tax and € 150 incl. tax for a family / 10 nights maximum, 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-19 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.

## How much does the program cost?

There is no charge to you for this plan. The coverage is included in your Club Med Vacation Package.

## Who is eligible for this coverage?

This program is applicable to U.S. residents who have booked & paid through the U.S.

## Am I covered for before & after expenses due to COVID-19?

No, Club Med only covers medical expenses during the stay.

## Does it apply to bookings realized prior to July 1st, 2020?

Yes, the assistance is retroactive and applies to all GM's travelling by January 1st, 2023 in any worldwide Club Med Resort.

# Emergency Assistance Program

## MEDICAL ASSISTANCE COVID-19 COVERAGE - EXAMPLES OF SITUATIONS DURING THE STAY For any stay whose departure date is before January 1, 2023

LIMITATIONS TO FREEDOM OF MOVEMENT	The GM cannot go back home because there is a lockdown of borders, local area or a flight cancellation.	Not covered	Collective risks not covered by the Assistance.
	The GM needs to interrupt his trip because sanitary emergency situation due to COVID is declared on the spot.	Not covered	Collective risks not covered by the Assistance.
	At destination, the GM has been confined on the spot with NO COVID confirmed.	Not covered	Collective risks not covered by the Assistance.
SUSPECTED COVID	The GM is ill and pending of the test results.	Covered	<ul style="list-style-type: none"> <li>- Medical expenses (including test)</li> <li>- Hospitalization</li> <li>- Companion accomodation</li> <li>- Trip extension de séjour at a Club Med village or at a hotel outside of the village following the rules by the competent authorities.</li> <li>- Children accompaniment</li> </ul>
	The GM is suspected to have been contaminated by the COVID. Is the PCR test supported?	Covered	Medical expenses, including PCR test and doctor's visit
	The GM has symptoms and he is denied disembarking at the destination.	Covered	<ul style="list-style-type: none"> <li>- Return ticket or repatriation</li> <li>- Return of companions.</li> </ul>
CONTRACTION OF COVID	The GM has COVID19 symptoms and is forced to quarantine on site	Covered	<ul style="list-style-type: none"> <li>- Trip extension at a Club Med resort or at a hotel outside of the resort following the rules by the competent authorities.</li> <li>- Return ticket modification</li> <li>- Medical expenses (including test)</li> </ul>
	The GM have been tested positive for COVID and he have to pay in advance the medical expenses (doctor visit, tests, medicines...)	Covered	<ul style="list-style-type: none"> <li>- Medical expenses (including test)</li> <li>- Trip extension coverage in a Club Med village or a hotel out of the village according to legal authorities decisions</li> <li>- Children accompaniment</li> </ul>
	The GM is hospitalized at destination due to COVID.	Covered	<ul style="list-style-type: none"> <li>- Hospitalization</li> <li>- Accompaniment accomodation</li> <li>- Family ticket in case hospitalization</li> <li>- Children accompaniment</li> <li>- Sanitary transportation / repatriation</li> </ul>
	The GM has contracted the COVID. His health state is uncertain and requires an urgent evacuation (sanitary flight)	Covered	<ul style="list-style-type: none"> <li>- Sanitary transportation / evacuation</li> <li>- Accompaniment return ticket</li> <li>- Children accompaniment</li> <li>- Hospitalization</li> <li>- Accompaniment accommodation</li> </ul>
	What is the coverage of companions in case of repatriation of the GM who has contracted the COVID?	Covered	<ul style="list-style-type: none"> <li>- Return ticket for companion</li> <li>- Children accompaniment</li> </ul>
	The GM is ill on the spot and his health state does not allow him to catch his flight back home.	Covered	<ul style="list-style-type: none"> <li>- Trip extension coverage in a Club Med village or a hotel out of the village according to legal authorities decisions</li> <li>- Repatriation / return ticket</li> </ul>
	The GM contracts the COVID and the airline does not want him to embark on the return flight back home.	Covered	<ul style="list-style-type: none"> <li>- Trip extension coverage in a Club Med village or a hotel out of the village according to legal authorities decisions</li> <li>- Repatriation / return ticket</li> </ul>

# Emergency Assistance Program

## MEDICAL ASSISTANCE COVID COVERAGE - EXAMPLES OF SITUATIONS DURING THE STAY For any stay whose departure date is before January 1, 2023

QUARANTINE	The GM is on quarantine on the spot due to contracting COVID.	Covered	<ul style="list-style-type: none"> <li>- Medical expenses</li> <li>- Trip extension at a Club Med resort or at a hotel outside of the resort following the rules by the competent authorities.</li> <li>- Companion accommodation</li> <li>- Repatriation / return ticket</li> </ul>
	Quarantine of a Village due to the decision from the authorities.	Not covered	Collective risks not covered by the Assistance.
CONTACT CASE	The GM is identified as a contact case and wants to go home to avoid a quarantine at the resort	Covered	If the opinion of the COVID-19 doctor is favorable, the GM returns home alone and receives accreditation for the remaining amount of his stay
	The GM is identified as a contact case and must remain in quarantine at the resort. His stay must be extended to cover the duration of the isolation	Covered	Coverage of costs generated by the extension of the stay for the GM and accompaniments
	The GM is identified as a contact case but does not wish to comply with the quarantine rules at the resort.	Not covered	We will remind the GM of the rules and instructions that apply in the resort. If the GM still does not want to follow those instructions, then he will be evicted from the resort.
OTHERS	The GM hasn't any symptoms but wants to do a PCR test to come back in his country.	Not covered	The comfort test is not covered.
	The GM miss his flight due to local COVID airport controls.	Not covered	The GM has to complain against the airport or the airline.
	The GM needs to return to be bedside or to the funeral of a close relative because of a serious hospitalization or decease (COVID).	Covered	Early return (beneficiary + 2 companions)
	The GM hasn't any symptoms but wants to do a PCR test to come back in his country.	Not covered	The comfort test is not covered.

### TO NOTE:

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.

# Safe Together

Across our resorts in the Caribbean, Mexico and Florida, we have implemented health & hygiene protocols to ensure your client's total piece of mind during their stay with us. To create our 'Safe Together' promise, we worked alongside government agencies, advisors and a committee of doctors and professors within the scientific community to implement measures to ensure the highest Hygiene and Safety standards to take care of your clients and their loved ones. Our teams both in and out of our Resorts are here to ensure your client's safety is our number one priority.



## General Health procedures

### Will G.M.s need to wear masks and gloves in the resorts?

All G.M.s will have to wear a mask in all indoor spaces. Outside, it will be at their own discretion. Our teams will wear a protective face mask when indoors, preparing food, cleaning, and as required by local regulations.

### How will the spacing be handled in the pools?

New measures are implemented to make sure our guests can enjoy our pools safely :

- > Spacing of 2 meters between lounge chairs
- > All cleaning / sanitizing protocols strictly followed

### What will we do if someone isn't following the safe distancing policies?

A "Safe Together" Manager will make sure that rules are applied in the resort by GOs and GMs. The Manager is trained on each protocol and will be present to remind our clients the current rules to apply in the resort.

### Will GMs have to sign a COVID-19 waiver upon arrival to absolve Club Med of any responsibility if they contract the disease?

No. Our G.M.s will not be asked to sign any waiver when they arrive in the resort.

### Is temperature reading mandatory?

Yes, the temperature reading is mandatory at Check-in and every morning at the entrance of the restaurant for breakfast.

### Will masks be available to purchase at the boutique?

Yes, masks are available at the Boutique.

### Do children need to wear masks too?

All children who are age 6 and older are required to wear masks indoors at our resorts, with the exception of Club Med Caravelle where masks are required for children age 11 and older.

### How is Club Med handling airport transfers?

Our team is continuing to provide G.M.s with transfers to & from the airport, with the exception of Club Med Turquoise per local regulations. All transfers will operate at reduced capacity as part of our Safe Together program.



# Safe Together



## Case detection

### Will we take clients' temperatures ?

Temperature checks will be done for every arrival in the resort, as well as periodically during their stay. At the kids clubs, temperature checks will be done twice a day.

### What happens if a case is detected in the Resort ?

Each GM, GO or GE that is feeling ill and has symptoms of fever, flu, or breathing problems will have an immediate medical consultation for diagnosis. We will follow all recommendations from the doctor and local health authorities as well as isolate suspected cases according to strict protocols. An external cleaning service will also be contracted to disinfect all of the necessary guest rooms and common spaces. We will ensure the person is self-quarantined, report the case to local Health Authorities, and follow their recommended procedures.

### What will happen if a GM has a high temperature at check in?

The temperature check will be carried out for guests upon arrival. If the temperature exceeds 38°C / 100°F, the guests will be accompanied to the next Hospital to detect if it is due to COVID-19, if not they will be accepted in the resort.

### If the GM presents COVID symptoms, how many days of their vacation would they be quarantined into their room while they wait for a test result to come back ?

The GM would wait in the Quarantine bedroom until they get the results.

### If a client presents high temperature and needs to be tested at the Hospital, does he have to pay to go the Hospital ?

The GM will be transferred by Club Med to the Hospital. All medical expenses related to COVID19 during the GM stay will be covered by the [Emergency Medical Assistance](#).

### If someone has a high temperature, and we quarantine them to their room for 24h, and the result comes back negative, will we be offering any credits for the days they were quarantined and unable to enjoy their vacation after they return home?

Each situation will have to be handled on a case by case basis, but in case of quarantine, we will offer a future travel credit for the land value of the number of days impacted.

### If a G.M tests positive in the resort, how do you make sure to prevent the spread of Covid-19 (contact case)?

If a G.M. is identified as a positive case, they will be asked to remain in quarantine at the resort. Our Emergency Assistance Program will cover them for the extension of their stay.



# Safe Together



## Restaurants & Bars

### How are we handling the buffet? Will we still have buffets available and will guests serve themselves?

The guests will continue to go to the buffet, with nose and mouth covering being compulsory, and they will help themselves as every dish will be presented in individual portions, with no communal touch surfaces. The buffet is entirely adapted with single portions, plated dishes and individual containers (Example: individual yoghurt replacing bulk yoghurt bowls).

The Club Med all-inclusive model requires us to have large capacities for our catering areas. Limiting our resort occupancy allows us to implement social distancing measures:

- > Distance between tables in our restaurants and bars
- > Limitation of the number of customers in our buffet areas
- > Avoiding groupings of customers at the bar counter, in particular

We are also increasing the hourly ranges of our restaurants to reinforce this social distancing.

### Do we have a specific protocol for cleaning at the bar / restaurant, for glasses, plates and utensils ?

Yes, we carry out reinforced cleaning/disinfection for all the elements present on the tables (salt, pepper, sugar, etc.) after each use. Cutlery, glasses and other items not used by GMs will also be removed and machine cleaned.

### In Turkoise, will the outdoor terrace be open to all in the evening or reserved for the Cave?

Yes, GMs will still have to book La Cave for dinner time, but there is additional seating around the side of the restaurant that is available to everyone.

### Is the variety on our menus reduced?

It will be slightly reduced, but we will keep at least 70% of the regular menus.



## In the Guest Rooms

### Will the rooms be cleaned twice a day?

Housekeeping will clean rooms once a day, with a reinforced process, but not twice to avoid repeatedly entering guest rooms.

### Will the rooms have a seal on the door after they are cleaned once a GM checks out?

Each room will carry an indication after its daily cleaning (seal or sticker)

Signage will be presented to reassure GMs and highlight the disinfection measures:

- > An indication on the entrance door that room as been sanitized
- > An information easel placed on arrival on the bed or on the desk indicating complete disinfection of the room and compliance with specific protocols and requirements
- > On TV, the specific measures and actions implemented within the Resort are displayed.

### Is there an amount of time during which rooms will be left vacant in between the check-out of a GM and the check-in of new guests?

In case of a suspicion/confirmed case, the room will be blocked to prevent further arrivals of guests. Otherwise, each time the occupant changes, the entire room will be disinfected with disinfectant products instead of detergent products, the linens changed and a full sanitizing of the major contact points will be carried out.



# Safe Together



## Check-in / Digital

### **If a GM checks-in online, how do we get their credit card information and how do they get their bracelets with their room key chip?**

G.Ms will receive an email ahead of time to prepare their arrival, including the process for Easy Check-in. It is a secure platform that allows them to register their Credit card information ahead of time. The guests will put the bracelet on themselves, with assistance from the G.O team on arrival.

### **Can we have the GM's room key on their phone?**

We cannot offer the room key on the G.M's phone today, nor can they do the Easy Check-in on the app. The bracelet plays this role, works perfectly and offers even more uses (room key, payments, G.M identification).



## Kids' Clubs

### **Is there a capacity limit for the Baby Club?**

Yes, the capacity of the Baby Club will be adapted according to the surface of the Baby Club (eg: maximum of 15 babies in Sandpiper).

### **How do we ensure social distancing at the baby/petit/kids clubs?**

When at activities, children must remain 6 feet apart. No activities that involve contact will be organized (ex. "tag," "red rover").

We will only offer activities where each child has his/her own piece of equipment (ex. Mini golf, mini tennis, sailing, kayak). All equipment will be disinfected and placed out for the children upon arrival to the activity. All equipment will be disinfected before/after each activity.

All meals/snacks will be served under strict guidelines. Children will be seated 6 feet apart for those who can eat independently.



# Safe Together



## Sports & Activities

### Will pools be open?

Following the local regulations, pools in resorts will be open.

### Is there a limit on the number of G.M.s in pools?

Club Med limits the volume of people who can access the pool at any one time based on the pool size. The maximum number of people must not exceed three people per 2m<sup>2</sup> in outdoor pools.

### Protocols to be implemented at the beach?

The same protocols and hygiene measures for the pools will be applied for the beach, including:

- > Spacing 2 meters between each lounge chair
- > Sanitizing floaties after each use (armbands, boards)
- > All cleaning/sanitizing protocols strictly followed

### If there are no sports tournaments, does this mean that pick up games with other G.M.s are not allowed?

No sports tournaments will be organized by Club Med, but G.M.s can play together while respecting the hygiene measures and social distancing.

### For sports classes, tennis for example, how does it work?

There are specific protocols and hygiene measures for each sport, following the local regulations.



## Spa

### Do 2 person spa packages need to be selected by 1 or BOTH people to be confirmed correctly?

We will not offer 2-person Spa packages until further notice.



# Policies for Existing Bookings

## How can travel advisors postpone or cancel a booking for their clients?

If your clients have an existing reservation in one of our resorts that has temporarily ceased operations during the time of their stay, their reservation has been automatically cancelled and you will receive:

- A Future Travel Credit\*, in the name of your clients, to travel again with us for 100% of the paid land costs, valid for travel through two years from the original date of 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 the new booking, we will issue an additional Future Travel Credit for the remaining balance, to be used for travel through two years from the original date of travel. 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 (revised travel dates will depend on respective airline policies).
- Please note, if you did not book your airfare with Club Med, please make sure to contact the air carrier directly to cancel your flight before time of departure.

## 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 will be included in my client's Future Travel Credit?

In addition to 100% of the paid costs, Club Med will waive your client's membership fees on their next booking and TPM Insurance costs are included in the cost of their future travel credit if membership and TPM fees were charged on their original reservation.

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

- > For stays in any resort that is closed at the time of scheduled travel: 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 in any resort that is planned to be opened at the time of scheduled travel: The due date for their remaining balance is 45 days prior to their date of departure. If your client does not make the final payment on time, their stay will be cancelled according to our normal cancellation policies.

## What will happen to my client's booking if they can't access the new destination when it's time to travel?

If your new booking should be impacted by new procedures, we will communicate with you to help you on travel options to consider.

## My client wants to revise/cancel their booking and have booked their flights with Club Med; will you revise or cancel the flight tickets?

- >If your client booked their flights with Club Med, you must call us before their departure time to cancel/revise their booking file.
- >If you haven't booked their flight tickets with Club Med, please contact the airline company before their departure time.

# Policies for New Bookings

At Club Med, we want you to book your client with peace of mind. That's why we've designed our policies to reassure your clients when it comes to booking their next stay.

## Free Cancellations

For new bookings made on or after May 18th 2020, on the following resorts: Punta Cana, Dominican Republic; Cancun, Mexico; Sandpiper Bay, Florida, USA; Turkoise, Turks and Caicos; Michès Playa Esmeralda, Dominican Republic; Caravelle, Guadeloupe; and Buccaneer's Creek, Martinique; cancel for free and receive a full refund on the land portion of your stay (refund excludes membership fees, optional insurance and airfare):

- Up to 15 days prior to departure for stays on and prior to September 3rd, 2021 (100% charge if 14 or less)
- Up to 61 days prior to departure for specific 2021 Holiday weeks, including Spring Break 2021, and stays starting September 3rd, 2021 (25% charge if cancellation between 60 & 31 days. 50% charge if cancellation between 30 & 15 days. 100% if 14 or less)
- Up to 91 days prior to departure for 2021 Holiday weeks (including but not limited to Thanksgiving 2021, Christmas 2021, New Year's 2022 and other weeks) (100% charge if cancellation 91 days or less prior to departure).

The above policy is not applicable when booking any non-refundable rate travel.

For the land portion only, charges are assessed on the number of days prior to departure as per the following. For all air transportation ("Vacation flights") arranged by Club Med Sales Inc., airfare is 100% non-refundable. Revisions of any kind (including but not limited to a change in the date of departure or village) 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. All refunds will go back on the same form of payment. If the cancelled booking was paid using a future travel certificate, the refund will be issued as a credit for future travel to be used prior to the expiration date of the original future travel certificate. 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 and certain promotions may vary; please contact your travel agent or Club Med.

## Safe Together – Club Med's Hygiene & Safety Promise

Across our resorts in the Caribbean, Mexico and Florida, we have implemented health & hygiene protocols to ensure your client's total piece of mind during their stay with us. To learn more about Safe Together visit our [Safe Together section](#).

## Emergency Medical Assistance Program

In addition to our "Safe Together" program, our Emergency Assistance Program provides all guests travelling before April 30, 2021 with coverage for emergency medical expenses during their stay, including those related to COVID-19. To learn more about the COVID-19 Medical Assistance, visit our [Emergency Assistance Program section](#).

# Policies for New Bookings

## Best Rate Guarantee

**If you find a lower price in the future for the same travel dates, your client receives a Future Travel Credit for a value equal to the price difference applicable to their next booking.**

Valid for new individual land-only bookings booked on or after May 18th 2020, on the following resorts: Punta Cana, Dominican Republic; Cancun Yucatan, Mexico; Ixtapa Pacific, Mexico; Sandpiper Bay, Florida, USA; Turkoise, Turks and Caicos; Michès Playa Esmeralda, Dominican Republic; Caravelle, Guadeloupe; Buccaneer's Creek, Martinique; and Columbus Isle, Bahamas, and based on value as written on the sales contract. Claims can be done up to 15 days before departure. Only one claim per file. Must concern a stay identical in all criteria to the original reservation, including: same Club Med resort, same check-in and check-out dates, same category of room, same number and type of guests (adults and children of the same age), same currency, same payment terms and same cancellation policy. Lower price quoted must be final, including any fees, taxes, or administration fees applied. Airfare, membership fees and extras are not covered by this guarantee. Guarantee does not apply to the following: group bookings, last minute deals, flash sales, privately contracted rates, rates only accessible by user and password or with promotional code, travel agent rates, referral reward rates, or friends and family rates. Guarantee refers to the total price of the stay and cannot refer to a partial price of any or all of the days it comprises. Future Travel Certificates must be used for travel completed within one year of the original date of travel and may be subject to restrictions. Club Med may withdraw this offer at any time and is not responsible for errors or omissions. Void where prohibited or restricted by law.

### **Are you offering any special promotions for my clients or myself?**

All our best offers can be found on our website dedicated to Travel Advisors:  
<http://traveladvisors.clubmed.com/>

# Safe Together - Meetings & Events

Across our resorts in the Caribbean, Mexico and Florida, we have implemented health & hygiene protocols to ensure the total piece of mind of your group during their stay with us. To create our 'Safe Together' promise, we worked alongside government agencies, advisors and a committee of doctors and professors within the scientific community to implement measures to ensure the highest Hygiene and Safety standards to take care of you and your group. Our teams both in and out of our Resorts are here to ensure your group's safety is our number one priority.

## Group arrival

### What is the new procedure for a group arrival and departure at the airport and at the resort?

- It will be carried out in an outdoor area (i.e. at Sandpiper we will use the Conference Center Patio).
- > The process will be same as before but with markers to keep our guests 6 ft apart as they are waiting in line.
  - > Temperature check of each guest upon arrival
  - > The guests will be responsible for putting on their own bracelets
  - > If the guests did not open an account online, they will be asked to go to the reception at their earliest convenience. Another possibility is one credit card (normally of the group leader) to put down for the whole group ONLY in case of incidentals (room damage, etc). Purchases will be for the individual to handle.
  - > We can organize for a team of GOs to help bring people to their rooms

## Group Departure from the resort:

The bus will be ready to pick our guests up in front of the reception area or at the Conference Center Patio. The bus capacity will be reduced to 50% to welcome group together.

## Luggage

### Arrivals

We will encourage our guests to bring their luggage with them to the rooms. They will be advised that we are happy to bring the luggage for them, but to anticipate a delay as we can only handle one room (or family) at a time.

### Departures

Luggage will be stored in one covered area (at Sandpiper in the Conference center area). The GM will identify their luggage when they arrive at the departure point, and will take the luggage from this point to the bus themselves.



# Safe Together - Meetings & Events

## Group transfer

Per Club Med's directive: No combined transfers. Only family members or group may share transfers.

- > We will have large SUVs that will be available for families, small group or individual transfers.
- > For bigger groups, the transfer will be done by bus with limited capacity up to 50%.
- > Currently we ask all passengers to wear face mask while travelling

During this time, we have implemented additional safety precautions to help protect our valued customers. Our drivers will be supplied with masks and gloves. Each vehicle will be disinfected daily, and will have disinfectant in the vehicle

## Appetizers & cocktails

### **If a group orders appetizers for a cocktail, how are they being presented and served?**

It will be served in individual portions (no bulk containers)

### **Are private meals also available at other Resorts than Sandpiper?**

Yes, we will keep the 'A la carte' service offer. The three menu options (Classic, Caribbean and Prestige) are still valid and proposed in our specialty restaurants. Create at least 3 buffet options with assisted service to replace the unavailable self-service buffet.

### **What is the cost for this?**

This topic will be handled by a catering company.

### **Do we continue to offer outdoor spaces for private dinners?**

Yes, wherever hygiene and safety rules are respected.

### **Do we continue to use outside caterers for private dinners if the resort is unable to handle it?**

Yes, we will continue to collaborate with outside caterers for private event, if the resort is not able to answer the client's request. As any outside provider, they will have their temperature taken and follow the Club Med hygiene protocols.

### **Do we continue to offer cocktail receptions to groups? If so, how do we do this?**

We will apply the rules of hygiene and safety, and set all events up according to social distancing rules. We will set up a cocktail party applying our safety & hygiene measures: preferably in outdoor venues, setting up a bar station, a food station, high top tables distant each other to avoid any concentration of guests. Drinks are made fresh (à la minute), appetizers displayed in mono portions, ready to grab. A proper signage with gel sanitizers are also part of the set up.



# Safe Together - Meetings & Events

## Coffee breaks

### If groups do not want juices and coffee by self-service, what is our alternative offer?

We can quote extra staff to provide a personalized service.

### Can you provide a list or updates on capacity for exterior functions ?

The outdoor venues at Sandpiper that are available for cocktail parties are:

- > PATIO 80 guests
- > ADULT POOL 60 guests
- > RIVERSIDE DECK 40 guests
- > GAZEBO GARDEN 40 guests
- > GOLF COURSE 100 guests and more

## Meeting rooms

### Stainless steel, glass or ceramic elements are replaced by cardboard or wooden elements, will this affect our green policy?

We will maintain our Green Policy rules as much as possible, but we will have to use single plastic temporarily due to the priority on hygiene.

### Individual bottles of water are provided to participants, are these plastic bottles?

No plastic bottles provided, in each meeting room there will be still and flavored water dispensers available, with a water glass for each attendee.

### Since excursions are on hold, what about team building exercises for groups?

As of today: the resort team can organize some events (i.e. scavenger hunt or trivia). Groups can use our sports facilities, we just do not organize any sports tournaments.

## Wedding groups

### What is the protocol for weddings ?

Similar protocols to M&E will be applied for Weddings, including :

- > Wedding should take place in outdoor areas for the cocktail & celebration
- > Food will be displayed in single portions
- > Drinks dispenser available in separate areas
- > Signage and sanitizing gel available
- > Daily disinfection of all the equipment used (AV, tablecloths, chairs, CTP...)

### How do we handle wedding groups as they always like to hang out together as a group?

Any wedding event follows our Safe Together rules and Hygiene measures in place for group events.

### When is the M&E team arriving at the village, one or two weeks prior to re-opening?

Generally, 10 days before opening.

